



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

GRADE 11

TERM 2 WEEK 1

TYPES OF SERVICE NOTES

This document consists of 14 pages.

Good service means:

- Serving guests efficiently and with good manners
- Bringing food and beverages to the table on time
- Attending to the guests' needs

There are a number of service styles be followed when it comes to how food and beverage should be served to the customers.

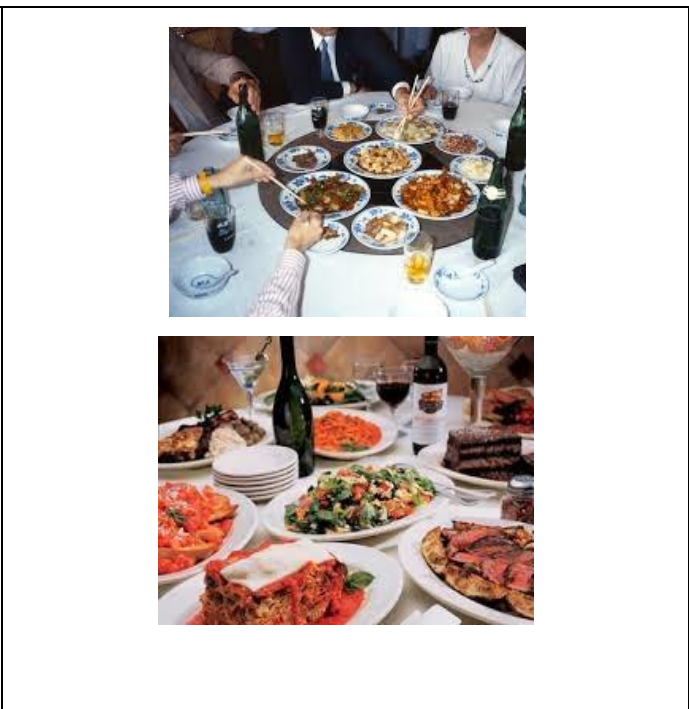
<h2>TABLE SERVICE</h2>

In this type of service, the guests enter the dining area and are seated. The waiter offers them menus. The guests then place their order to the waiter.

It is grouped into the following types.

(a) Family Service

- It is an informal service
- The food is prepared in the kitchen (including the carving of meats)
- The host either makes food portions and serves the guests or allows the guests to serve themselves, by passing the platters around the table.
- The host contributes actively in the service.
- The waiter brings food on platters and then places the platters on the tables.
- Waiters serve the beverages and bring condiments, and remove the dirty plates.



(b) Plated Service

- The food is portioned and plated attractively in the kitchen by the chefs.
- Serve the guest on the right of the host first, and then all the other guests.
- The food plates are then brought to the guest and served on the **right** hand side by the waiters.
- The host is served last.



(c) French Service

- It is expensive and elaborate service commonly used in fine dining restaurants.
- The waiter uses service gear to transfer food from a service dish to the guest's plate from the **right**.
- A service cloth prevents burns on the waiters hands and wrists.
- Involves placing empty plates in front of the guest and the waiter serving all the food.
- The waiters need to transfer food quickly and efficiently to ensure it remains hot



(d) Russian Service

It is identical to the French service except the waiters place the food on the platters and serve it from the **left** side.



(e) Gueridon Service

- Partially cooked food from the kitchen is taken to the Gueridon Trolley for cooking it completely.
- It also offers a complete view of food by the guests.
- This partial cooking is done beside the guest table for achieving a particular appearance and aroma of food, and for exhibiting showmanship.
- The waiter needs to perform the role of cooking partially and needs to be skillful.



(f) Silver Service

- Food is presented on silver platters and casseroles.
- The food is portioned into silver platters in the kitchen itself.
- At the time of serving, the waiter picks the platter from hot plate and presents it to the host for approval and serves each guest using a silver service spoon and fork (service gear) on the **right** hand side
- The table is set with sterling silverware.
- The platters are placed on the sideboard with burners or hot plates



ASSISTED SERVICE

- The guests enter the dining area, collect their plates, and go to buffet counters and help themselves.
- The guests may partially get service at the table or replenish their own plates themselves.

(a) Buffet Service

- The guests get plates from the stack and goes to buffet counter where food is kept in large casseroles and platters with burners.
- The guests can serve themselves or can request the server behind the buffet table to serve.
- The food is attractively plated on long serving tables.
- In **sit-down buffet** restaurants, the tables are arranged with crockery and cutlery where guests can sit and eat, and then replenish their plates.



ADVANTAGES

Food is displayed attractively
Fewer waiters are needed.

DISADVANTAGES

Platters become untidy and need to be replenished.
Guests receive less personal attention.

(b) Carvery assisted service

- Chefs carve meat or fish into portions, while guests help themselves to the accompaniments (salads, vegetables, starch and sauces)
- This service also includes eggs-to-order at breakfast buffets.



SELF SERVICE

(a) Cafeteria service

- Guests collect a tray and queue to select food from a counter or table. E.g. staff restaurants, canteens and student residences



(b) Smorgasbord Service

- Offers a wide selection of Scandinavian foods
- Guests serve themselves
- Waiters serve beverages, top up empty platters and clear dirty plates



SINGLE POINT SERVICE

- The guest orders, pays for his order and gets served all at a single point.
- There may be and may sometimes not be any dining area or seats.

(a) Food Court

This is a variety of independent counters at which the customers can order or buy from a number of different counters and eat in adjacent eating area.



(b) Kiosks

Small open fronted cubicle from which newspapers, refreshments, tickets, etc. are sold.



(c) Take Away

Customer orders food and beverage from a single counter and consumes it off the premises.



(d) Vending

The customer can get food or beverage service by means of automatic machines. The vending machines are installed in industrial canteens, shopping centers and airports.



(e) Drive-Throughs

Customers place their order at a drive through window hatch. They pay at the next point and collect their food at the last hatch.



SPECIAL SERVICE

Provides food and beverage at the places which are not meant for food & beverage service.

The following are the different methods of special service.

(a) Tray Service

Method of service of whole or part of the meal is served on a tray to customer e.g. hospitals, in flight or railway catering.



(b) Trolley/Gueridon Service

Food finished or presented to the guest a from a moveable trolley e.g. aircrafts, trains



(c) Home Delivery

Food delivered to a customer's home or place of work e.g. home delivery of pizza or Meals on Wheels.



(d) Room Service

- Food is served to guests in their allocated rooms in hotels.
- Major meals are taken to the room on trolleys.
- The waiter receives the order and transmits the same to the kitchen.
- The cashier prepares the bill.
- Usually clearance of soiled dishes from the room is done after half an hour or an hour.
- Small orders are served in trays.
- The waiter takes the bill along with the food order for the guests' signature or payment.
- However, the guest can telephone Room Service for the clearance as and when he has finished with the meal

