

## **PREPARATION FOR SERVICE**

### **A. ORGANISING MISE-EN-SCENE**

Mise-en-scene is preparing the environment of the restaurant to make it clean, comfortable, safe and hygienic. In this activity the crew will:

- Open all the doors and windows to let in fresh air.
- Brush or vacuum the carpet i.e., if housekeeping has not done so earlier.
- Check and clean all the furniture for their serviceability.
- Switch on all lights to check for fused bulbs.
- Remove all unserviceable items to the maintenance department and prepare maintenance orders.

### **B. ORGANISING MISE-EN-PLACE**

Mise-en-place means "putting in place". It is a French term used for preparing a restaurant for smooth service. The server has to ensure that his station is adequately equipped with the serveware for service. A station is the allocated set of tables assigned to a team of servers headed by a captain or supervisor. The crew will:

- Prepare the Food and Beverage Linen Exchange Form and requisition fresh table linen in exchange for soiled ones from housekeeping.
- Complete the Flower Requisition Form and requisition fresh flowers for table, buffet and restaurant floral displays, from the housekeeping florist shop.
- Prepare the Store Requisition Form and withdraw supplies such as toothpicks, proprietary sauces, paper napkins etc. from the general stores.

## **VARIOUS TYPES OF FOOD SERVICES FOUND IN HOTEL**

### **“SILVER SERVICE OR ENGLISH SERVICE”**

Description:	Presentation and service of food by staff from oval flat or dish from the left.
Uses:	High-class establishment, cruise liners and formal banquet.
Advantages:	Dishes look good, skills of service-waiter.
Disadvantages:	Required skilled staff, costs are increased, service is slow, large number of staff required and lots of dishes are utilized

### **“PRE-PLATED SERVICE OR AMERICAN SERVICE”**

Description:	Service of pre-plated food from the kitchen to the guest table from the right hand side.
Uses:	Less formal establishments, cafes.
Advantages:	Economy of equipment, speed and simplicity, increases turnover ,labour may be unskilled, hence it reduces cost.
Disadvantages:	Kitchen time and labour are increased, appearance may be affected due to overcrowding of plates.

### **“CAFETERIA-COUNTER SERVICE”**

Description:	The guests queue past a service counter, select their menu requirements and pay the cashier at the end of the counter.
Uses:	Institutional catering, fast food establishment.
Advantages:	Clean, quick and economical on staff.
Disadvantages:	Speed depends on cashier and back-up staff, cost of equipment is high.

### **“BUFFET SERVICE”:-A combination of Table and Self-Service.**

Description:	Buffets where guests select food and beverages from display, consumption is either at table, standing or in lounge area.
Uses:	Hotels having regular buffets, private parties.
Advantages:	Staff requirements are low.
Disadvantages:	Food portion control is not possible, Dishes may lose eye appeal after repeated servings, Possible

### **“GUERIDON SERVICE”**

Description:	Food is served from side table or trolley, may include carving, cooking, flambé, preparation of salad,
Trolley Types:	Gueridon or flambé, hors d'oeuvre, cheese, wine ,sweet or pastry.
Uses:	Specialty restaurant, high class establishment.
Advantages:	Helps in merchandising, food is spectacular and classy.
Disadvantages:	Labour is expensive and skilled, time consuming, specialised equipment.

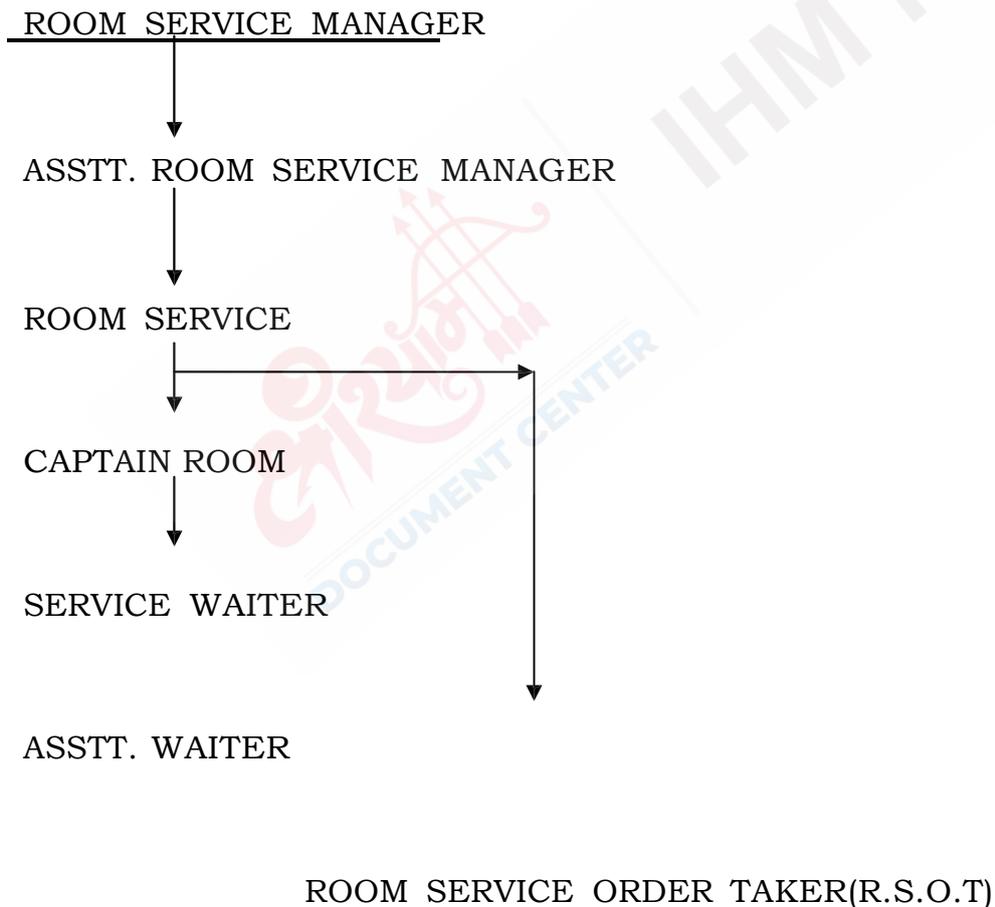
## ROOM SERVICE

The term room service means service of food and beverages in guest rooms. It is an important part of f&b service of a hotel.

Main feature of a room service is 24-hours operation.

From the guest's perspective, the key elements of a well-run room service operation include prompt and courteous answering of room service telephone when orders are called in close attention to all details of guest's orders, efficient and quick delivery of orders to guest rooms.

The room service department is headed by the room service manager, who directly reports to the food and beverage manager.



### Features:

- The guest places their order with room service order taker (RSOT)
- The order taker writes the order on KOT and hands it over to the captain.
- The captain assigns the duty of service to the waiter.
- The waiter places the order in the kitchen and sets the tray or trolley.
- The waiter picks up the order form the kitchen.
- The captain inspects the tray.
- The waiter takes the order to the room and delivers the order.
- The waiter takes signatures on guests check.
- The waiter does the clearance of the tray from the guest room.

### ADVANTAGES:

- Professional service skills are not required, hence labour costs is lowered.
- Guest satisfaction is high.

### DISADVANTAGES:

- Food may get cold, as food has to be transported from the main kitchen to guest room.
- The service may be delayed during peak hours of operations.
- Room service menus are limited so that menu can be cooked at all times by chefs on different shifts with common skills.

## **TYPES OF ROOM SERVICE**

The Room Service department can be broadly divided into two categories:

1. Centralized Room Service.
2. Decentralized Room Service.

### CENTRALIZED ROOM SERVICE

- In centralized room service all kinds of room service orders are collected from the main kitchen and sent to the guest rooms by a common set of waiters.
- When orders are received the room service waiters serve the orders, irrespective of any floor they come from.
- Some hotels have a separate room service elevator for delivering the orders.
- The disadvantage with this system is the time taken to serve the food in the guest room & the time taken to get one's turn in the elevator can result in delay.
- The challenge is to keep the food hot in transit.
- Proper planning required during the breakfast hours, as it is the busiest time & there may be chances of serving getting delayed.

### DECENTRALIZED ROOM SERVICE

- In decentralized room service individual floor pantries are assigned the duty to quickly dispense the orders of tea, coffee and snacks.
- Here the room service order taker at a central point takes the order from the guest and informs the concerned floor pantry to deliver the order.
- In case of lunch/dinner orders room service order taker informs the floor pantry and places the order with the main kitchen so that the food is ready by the time the floor pantry staff come for the pick-up.

- Each floor or a set of floor may have a separate floor pantry (like still room) to provide the service to the guests.
- The floor pantry is equipped with a mini still room and other silverware required for the preparation and service of light snacks.
- Only snacks or beverages are served from this place, and other main items are served from the main kitchen only.
- The main advantage of this type of room service is quick and prompt service to the guest as the steward are stationed at the concerned floor pantries.
- Duplication of equipment in each floor pantry increases the capital budget of the organization.

### **LOUNGE SERVICE**

- The lounge area generally located in lobby level of the hotel, waiting area for hotel and outside guest.
- Where guest can have a light snacks and tea or coffee that served by the stewards.
- Very quick and fast service given by the stewards