

SS1 THIRD TERM E-LEARNING NOTES

SUBJECT CATERING CRAFT PRACTICE

Scheme:

Week 1: Food and beverage service personnel

(a) Revision

(b) Personnel in food and beverage service area and their functions

Week 2: **FOOD AND BEVERAGE SERVICE PERSONNEL.** Personnel in food and beverage service areas and functions (contd)

Week 3: Types of service- explanation on the different types of food- service. e.g. table service self-service, plate service, service away from the table.

Week 4: Food Service

(a) **TYPES OF FOOD SERVICE.**

(b) **FACTORS TO CONSIDER IN CHOOSING FOOD SERVICES METHOD/FOOD SERVICE SEQUENCE.**

Week 5: Types of services-s definitions of table covers and types of cover and the make-up wares for each cover. E.g. flat ware, hollow ware, glass wareetc.

Week 6 & 7: Pre service preparation/ Table linen.

Week 8 & 9: **EQUIPMENT USED IN TABLE SERVICE.**

CROCKERY

Week 10: Kitchen equipment: meaning, types, classification and identification.

WEEK 1

DATE: _____

TOPIC: Food and beverage service personnel

SUB TOPIC1: Revision

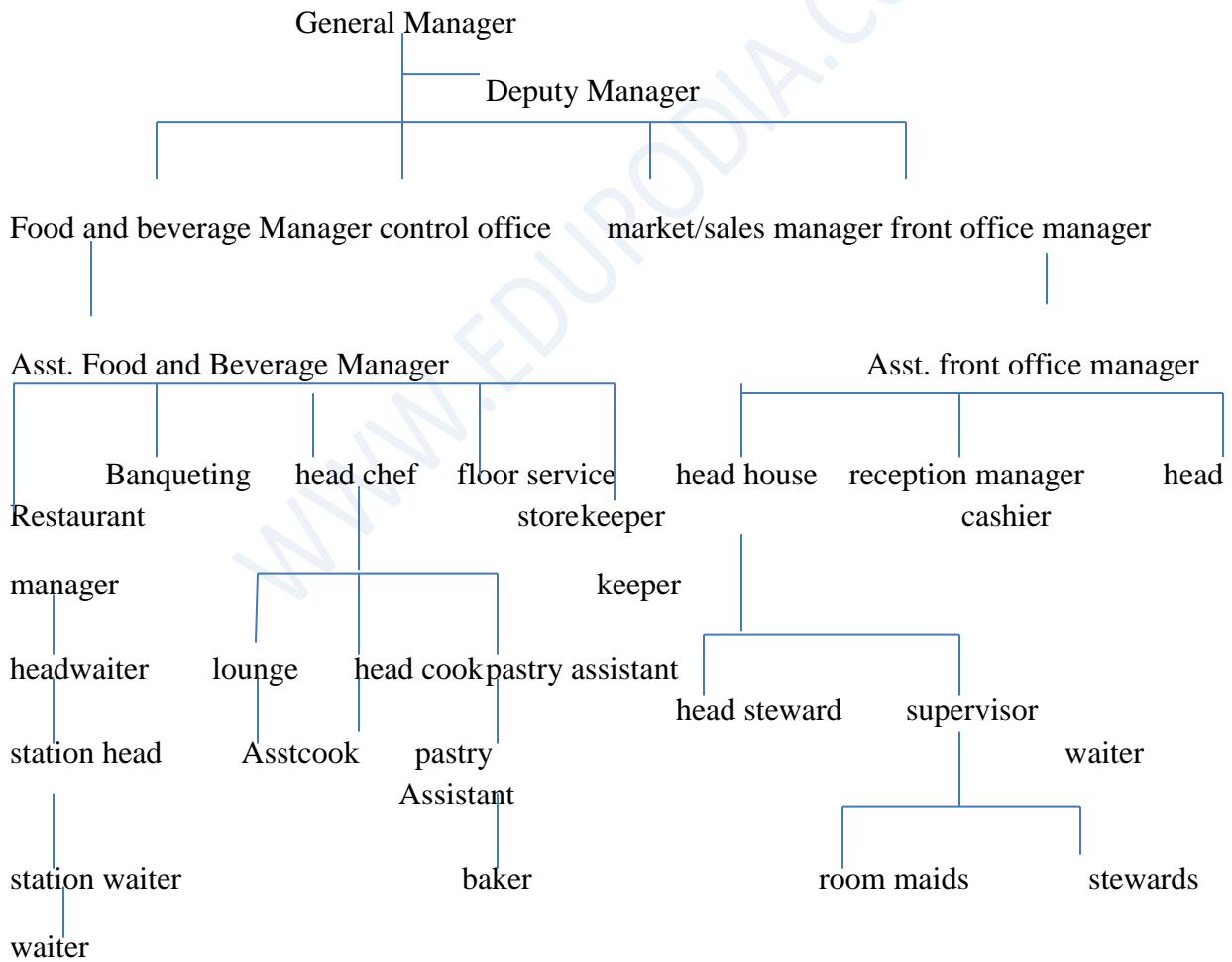
SUB TOPIC2: Personnel in food and beverage service area and their functions

Sub- Topic ONE (1): Revision of 2nd term work.

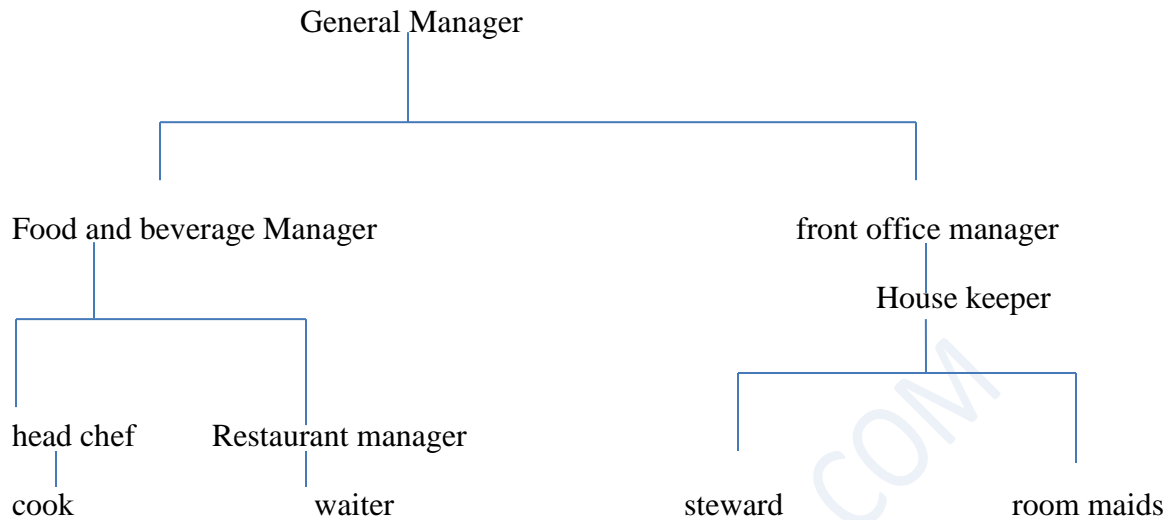
Sub- Topic 2: Personnel in food and beverage service area and their functions

Food and Beverage personnel Service

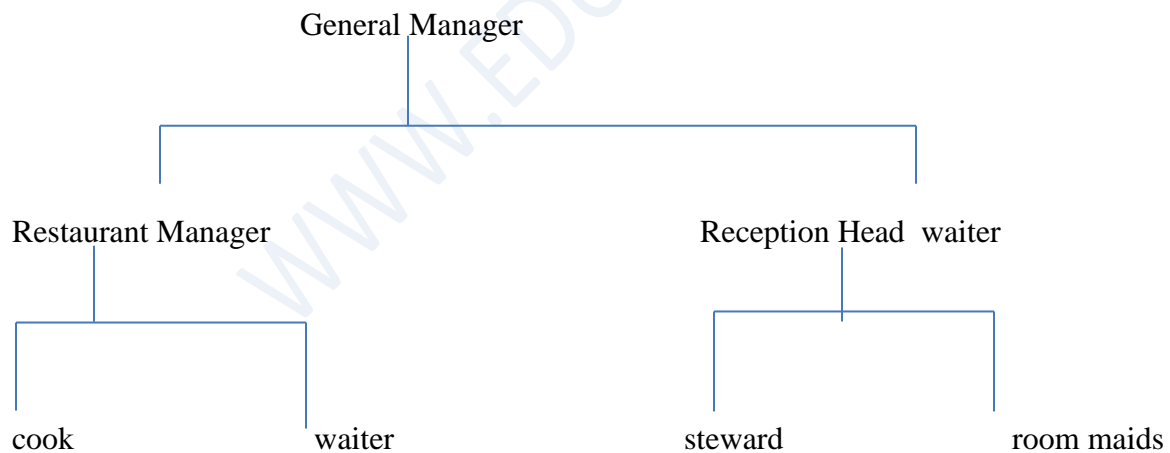
Large Catering Organization Charts



MEDIUM CATERING ORGANIZATION CHARTS



SMALL CATERING ORGANIZATION CHARTS



FOOD AND BEVERAGE MANAGER

Depending on the size of the establishment, the food and beverage manager is either

responsible for implementing agreed policies or for contributing to the setting of catering policies. The larger the organization the less likely the manager is to be involved in policy development.

DUTIES

- i. Ensuring that profit is maximized for each food and beverage service area in each financial period.
- ii. Updating and compiling new wine lists according to available stock, trend and customer's needs.
- iii. Purchase of all materials in relation to price is maintained
- iv. Determining portion size in relation to price.
- v. Departmental training, promotion and maintenance of professional standards.
- vi. Employing and dismissing staff
- vii. Holding meetings with 'Section-Heads'

RESTAURANT MANAGER/SUPERVISOR: -The restaurant manager/supervisor has overall responsibility for the organization and administration of particular food and beverages service areas. He sets the standard for service and is responsible for any staff training that may be required either on or off the job. He/she makes duty rosters, holiday lists and hours of duty.

RECEPTION HEADWAITER:-He/she is responsible for accepting and bookings and for keeping the booking dairy up to date. He/she reserves table and allocate these reservations to particular stations. The reception headwaiter greets guest on arrival, takes them to the table and seats them.

HEADWAITER/MAITRE D'HOTEL/SUPERVISOR:-The headwaiter has overall charge of the staff team and is responsible for seeing that all duties necessary for the pre-preparation for services are efficiently carried out. He helps the reception headwaiter during service and also takes orders if the station waiter is busy. He also helps in the preparation of duty rosters and holiday list and may relieve the restaurant manager or reception headwaiter on their days off.

STATION HEADWAITER/SECTION SUPERVISOR:- Has the overall responsibility of a team of staff serving a number of sets of table (4-8 tables) from one side board. Each set of

tables under the station headwaiters control is called a STATION.

The station headwaiter must have a good knowledge of food and wine and it's correct service and be able to instruct other members of the staff. He/she will take order (from the host) and carry out all service at the table with the help of the chef derange, who is in command of one station.

STATION WAITER/CHEF DE RANG: - Must be able to carry out the same work as the 'Station Headwaiter' and relieve him on days off. Both the chef de rang and the station headwaiter must work together as a team to provide efficient and speedy service.

ASSISTANT STATION WAITER/DEMI-CHEF DE RANG: Is the person next in rank to the chef de rang and assists where necessary.

WAITER/SERVER/COMMIS DE RANG: Acts by instruction from the chef de rang. He/she mainly fetches and carries, may do a little service of either vegetables or sauces, offer rolls, place plates upon the table and so on and help to clear the tables after each course. She/he carries out cleaning and preparatory tasks during pre-preparations.

EVALUATION

- Enumerate seven (7) personnel for food and beverage service
- Mention the qualities of food and beverage service personnel
- Who is Chef de Rang?

General Evaluation

1. List four food and beverage service personnel.
2. Mention three functions of each of the personnel.
3. List and explain ten attributes of a good food and beverage services personnel.

WEEKEND ASSIGNMENT

Read: Food and Beverage Service by Dennis Lillicrap and John Cousins (pages, 20-28), BookPower.

Pre-reading: Read on type of food service.

WEEKEND ASSIGNMENT

Write five methods of food service

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WEEK TWO (2)

DATE-----

TOPIC: FOOD AND BEVERAGE SERVICE PERSONNEL.

SUB-TOPIC: Personnel in food and beverage service areas and functions (contd)

TRAINEE COMMIS/DEBARRASSEUR/APPRENTICE (LEARNER):- During service he/she will keep the sideboard well filled with equipment and may help fetch and carry...

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