



REPUBLIC OF TURKEY
MINISTRY OF CULTURE AND TOURISM
Directorate General of Research and Training



FOOD AND BEVERAGE SERVICE





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Directorate General of Research and Training

FOOD AND BEVERAGE SERVICE



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PREFACE

This book is prepared and issued for developing knowledge and skills of room attendant and houseman, considering that the book will be useful for the employees of the sector based on the needs in accommodation and food & beverage sectors identified through the research conducted by the Directorate General of Research and Training of Ministry of Culture and Tourism.

Directorate General of Research and Training

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1. DEFINITION, FUNCTION AND IMPORTANCE OF FOOD AND BEVERAGE DEPARTMENT IN THE ACCOMMODATION SECTOR

1.1 DEFINITION AND AIM OF THE FOOD & BEVERAGE DEPARTMENT

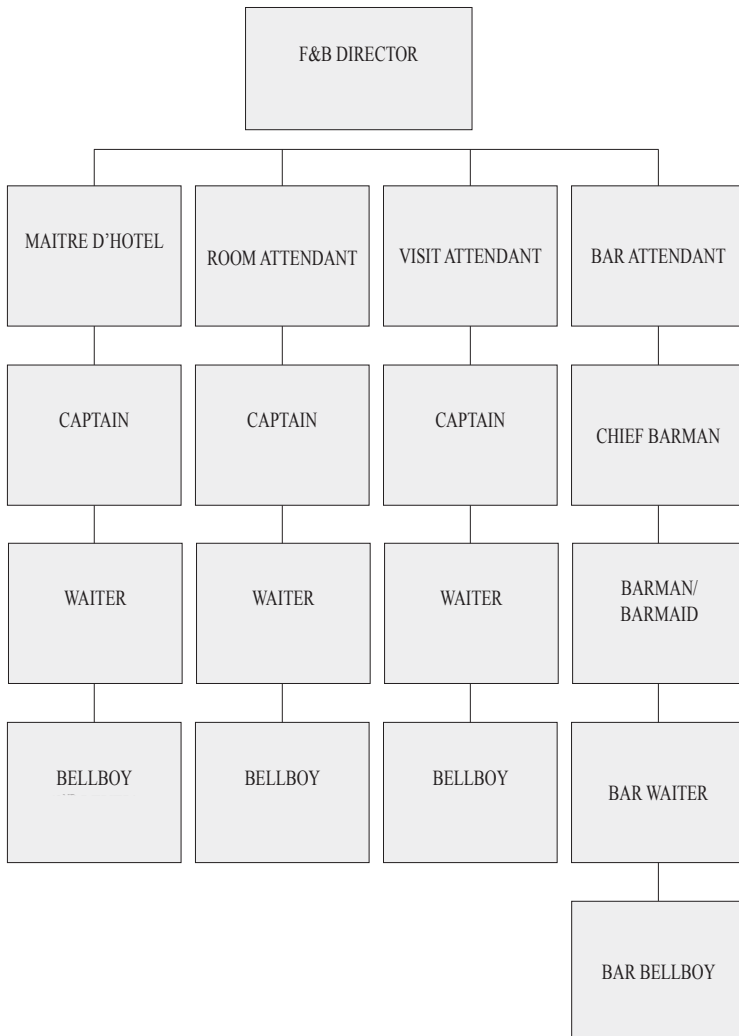
Food and beverage department ensures supply, protection and storage of food and beverages to be submitted to the guests at various restaurants, banquet hall, bars etc of the accommodation facilities using various methods. The department also meets every kind of food and beverage needs of the guests.

Aim of Food & Beverage Service



- To serve foods and beverages demanded by the guests within the scope of predefined rules,
- To ensure that the guests feel themselves comfortable in psychological and sociological terms by providing a sincere and friendly atmosphere,
- To provide highest possible income to the enterprise and consequently to the staff by increasing sales through ensuring satisfaction and continuity of the guests.

A SAMPLE ORGANIZATION CHART OF FOOD AND BEVERAGE SERVICE DEPARTMENT



1.2 IMPORTANCE OF FOOD AND BEVERAGE DEPARTMENT

The food & beverage department second highest income provider with the income share ranging between 25 - 50 % following accommodation income. The services offered by the units affiliated to food & beverage department of the hotels are not only very wide-ranging and difficult, but they are also associated with many responsibilities.

IMPORTANCE FOR THE GUEST

The guests prefer accommodation facilities based on reasons such as resting, eating and entertaining. The food & beverage department have significant positive or negative impacts on the guests. In order to make the guests satisfied with this department, relaxing, entertaining and high quality service should be offered and various programs and activities should be organized.

IMPORTANCE FOR THE PERSONNEL

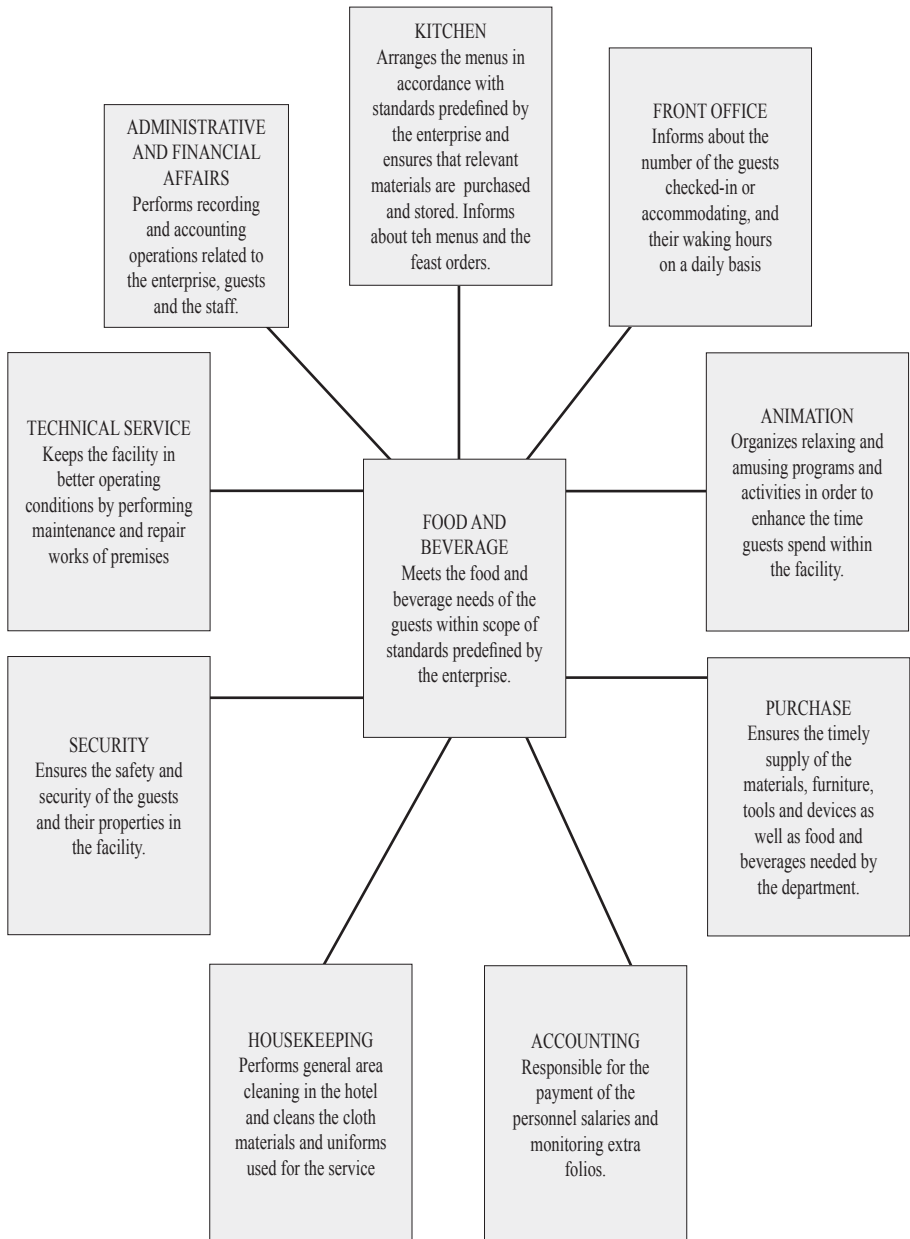
Food & beverage service employees should have a good grasp of the basic vocational knowledge and techniques. Geniality, kind welcome and polite presentation style are first steps towards success. The enterprise will, undoubtedly, appreciate a service employee who has the necessary vocational knowledge and responsibilities and works in team spirit and good relations.

IMPORTANCE FOR THE ENTERPRISE

Enterprises are facilities operating for making profit. Satisfaction and continuity of guests increase the sales. In order to ensure timely and quality service offer, the service officers shall have team spirit and good inter-relations. This working system will ensure positive advertisement and profitability of the enterprise.

1.3 FOOD & BEVERAGE SERVICE IN RELATION TO OTHER DEPARTMENTS

All departments in an enterprise are similar to the rings of a chain. The success of one department will positively influence the others and vice versa. The food & beverage staff shall establish good relations with other departments and adhere to the principles of the team spirit. In this way, a qualified service will be presented to the guest ensuring that he will be checking out the facility, happy and satisfied.



2. QUALIFICATIONS, DUTIES AND RESPONSIBILITIES OF THE SERVICE PERSONNEL

2.1 QUALIFICATIONS OF THE FOOD & BEVERAGE STAFF

Food & beverage staff always communicate with the guest directly. Accordingly, they shall have some qualifications both in terms of general appearance, knowledge and skills.

The Food & Beverage staff shall (be);

2.2 DUTIES AND RESPONSIBILITIES OF SERVICE OFFICERS

Structuring of the food and beverage staff changes depending on the scale of the hotel and the service offered. Overall, they can be categorized under two groups including restaurant personnel and the bar personnel.

- Decisive,
- Careful on personal hygiene,
- Eager for learning and self-development,
- Provident,
- Patient,
- Reticent,
- Even tempered,
- Responsible,
- Open-minded (innovative),
- Good in time management,
- Having good command of at least one foreign language.
- Diligent,
- Environmentally conscious,
- Attentive to details,
- Vigilant,
- Reliable and honest,
- Team orientated,
- Energetic,
- Polite,
- Take initiative,
- Careful in public relations,
- Disciplined,
- Careful on Occupational Safety,
- Working in accordance with business policies,
- Quality oriented,

F&B DIRECTOR

He ensures that the Food & Beverage staff works in a coordinated and harmonized manner. He applies the food and beverage policies which will ensure the high profitability of the department. In order to offer a qualified service to the guests, he shall direct, manage and audit all the activities at the food and beverage, purchase and service phases.

He shall have the necessary management knowledge and capabilities to ensure a service offer which maximizes customer satisfaction level in accordance with facility standards.

MAITRE D'HOTEL

He is the senior vice manager of the department with necessary management knowledge and skills to ensure coordination between the kitchen, stewarding and the service in accordance with the enterprise policies and procedures. He assists his superior in reaching the departmental budget targets and in carrying out the activities, auditing the compliance of the services offered at the department to the facility standards and creating and maintaining satisfaction of the guests.

CAPTAIN

He is the staff of the department with necessary management knowledge and skills to ensure the coordination at the restaurant posts (service stations) and bars under his responsibility in accordance with the enterprise policies and procedures. He assists Maitre D'Hotel in carrying out the departmental activities, ensuring services in his department are offered in compliance with the enterprise standards and maximizing and maintaining guest satisfaction.

WAITER

The waiter (Level 3) is the personnel with the knowledge and skills for arranging hall and tables, meeting the guests, taking the food and beverage orders, preparing and serving the food and beverage with special techniques, taking the bills and calculating them on his own within a particular time.

Duties and responsibilities:

- He performs the mise en place operations
- He ensures the communication between the superiors and subordinates.
- He performs and checks duty distribution of assistants.
- He checks clothes of the assistants.
- He checks whether the assistants perform their duties in a complete, correct and timely manner.
- He makes restaurant materials ready for service or checks them
- He cleans service areas
- He cleans tools and equipment and informs the failures to the relevant staff.
- He ensures materials to be used during the service are supplied.
- He arranges the table setup.
- He attends to the daily pre-service meetings.
- He carries out operations during the service.
- He deals with requests and complaints of the guests.
- He pays maximum attention to the use of restaurant materials.

- He serves food and beverages to the guests in accordance with the enterprise standards and procedures.
- He delivers valuable goods of the guest forgotten at the restaurant to the captain.
- He avoids negative dialogues with the guests.
- He avoids disclosing private problems about the enterprise or himself to the guests.
- He adheres to the procedures of the enterprise.
- He fulfills all instructions informed to him.
- He follows related vocational publications.
- He attends courses and seminars.

BUSBOY

Busboy (2nd Level) is the personnel with the adequate vocational knowledge and skills for dealing with the cleaning and arrangement of the service area in accordance with the standards, assisting the waiter during the service..

Duties and responsibilities:

- He ensures personal hygiene, care and preparations before the work.
- He makes restaurant materials ready for the service.
- He makes serving cabinets ready for service.
- He cleans the service areas.
- He cleans the tools and equipments.
- He supplies materials to be used during the service.
- He replaces the dirty clothes and napkins
- He arranges layout of tables and chairs on the instruction of the waiter
- He prepares the table setup (all the materials on the table)
- He makes service trolleys ready for the service
- He attends to daily pre-service meetings
- He delivers the order slips to the related departments
- He communicates the orders to his superiors.
- He carries dirty service materials to the stewarding.
- He cleans the halls
- He makes service areas ready for next day.
- He follows related vocational publications.
- He attends courses and seminars.

FEAST / BANQUET DIRECTOR:

He is the staff with knowledge and skills to manage and organize all feasts, banquets, invitations, meetings and congresses and to inform and coordinate other relevant departments, perform invitation- and banquet-oriented sales of the enterprise.

BARMEN / BARMAID

He is the staff with the knowledge and skills to prepare hot and cold alcoholic and soft drinks, serve accompanying snacks, and arrange the bar. He is responsible to the bar chief.

Duties and responsibilities:

- He is responsible for regular opening of the bar.
- He cleans the bar
- He checks the inventories and deficiencies of the bar and collects necessary materials from the storage
- He prepares daily materials
- He arranges and checks drink cabinets
- He arranges bar sets
- He takes drink orders from the guests and prepares the drinks in accordance with relevant recipes.
- He performs order taking, closing and payment procedures.
- He washes dirty glasses in the washing machine, wipes them dry and returns cleaned glasses to their original place.
- He always pays attention to his appearance and cleanliness as well as the neatness of his uniform.

BAR BUSBOY

He is the bar staff responsible for making the bar ready for service, cleaning the bar and performing all works instructed by the barman. He shall have good command of at least one foreign language.

2.3. CLOTHING AND TOOLS OF THE FOOD AND BEVERAGE STAFF

Staff working at the accommodation facilities shall wear clothes in a color and model compatible with the standards determined by the enterprise. These clothes are referred to as “uniforms”. The enterprise requires the staff to wear uniforms indicating occupational level and which staff works at which department.

Most of the levels at the food and beverage department require using various uniforms. While selecting these uniforms, the geographical conditions where

the enterprises are present, the image of the enterprise, standards of the hotel, financial conditions etc. are influential factors.

Points needed to be paid attention by the service officers about their clothes;

- The uniforms shall be clean and ironed, and changed with the new ones when they get dirty.
- The tools they need to carry shall not disturb the view of the uniforms such as causing puffiness in the pockets.
- The shoes shall have elastic base, be low heeled, polished and clean
- The cupboards shall be clean, and a spare clean suit shall be available.
- All the tools that may be needed for the clothes (needle, thread, shoe paint, shampoo etc.) shall be made ready in the cupboard.

The tools needed to be carried by the service officers;

Match: There shall be a pocket of matches carried by the service officer to help the guest to lightcigarettes. Lighter shall not be used to light the cigarette of the guest.

Pen: It is used to record the orders taken. A retractable ball point pen is usually preferred.

Order check: It is the small notebook used to record the orders of the guests. Each page is prepared in a form to ease the usage. It is generally made up of two or three copies (there are carbon papers between each copy)

Service napkin: It is used to hold the hot plates and place the tray onto it. When not used, it shall be hanged over the left arm. It shall never be in the pocket. Nowadays, the service officers do not carry their service napkins but only take them during serving something hot.

Corkscrew: It is a tool used to open certain drinks such as wine. It has a spiral bar. There is a small knife at the top.

Comb: The service officers shall meet the guests with tidy hair. When the hair has become untidy, one shall go to the toilets and comb his hair. This shall never be made in front of the guests.

Handkerchief: This shall always be carried by the service officer to be used in case of sneezes and sweating.

The service officers shall carry the tools mentioned above when needed. The ones not having the duty of opening wines shall not carry a corkscrew or the ones not taking orders shall not carry order checks. Carrying a pen also depends on the requirements of the work.

3. HYGIENE AND SANITATION AT THE FOOD AND BEVERAGE DEPARTMENT

3.1 IMPORTANCE OF HYGIENE AND SANITATION AT THE FOOD AND BEVERAGE DEPARTMENT

Protection of the health of the guests using food and beverage services, is only possible through obeying the hygiene and sanitation rules at the service and kitchen departments. At the food and beverage department, one shall pay great attention to maintain the hygienic conditions.

Hygiene: It is the protection of the health and supporting it. These are the foreseen applications required for the provision and sustainability of the conditions needed for health.

Sanitation: Literally it means performing the cleaning and disinfection together. Sanitation is the process requiring the usage of a chemical substance or heat to ensure the decrease of the microorganisms harmful for health which are present on the tools and devices.

3.2 MAIN ISSUES THE PERSONNEL SHOULD BE AWARE OF IN THEIR PERSONAL HYGIENE:

- Bodily hygiene.
- Cleanliness and care of the hands and feet.
- Hair care.
- Cleanliness and care of mouth and nose.
- Physical health and skin care.
- Not wearing too much make up or accessories other than watches and wedding rings.
- Wearing clean uniforms and keeping all materials used clean.

3.3 HYGIENE AT THE SERVICE AREAS

- The cleaning works to be performed by the service officers shall be performed.
- The floors shall always be clean and dry.
- The tools shall be rinsed with chemical materials or water at high temperature (90 centigrade degrees) after usage. This way the bacteria on them shall be cleaned.
- The tools and devices used shall be dried after washing, shall not be left wet.
- The garbage shall be separated and placed into the bins in a secure way.
- The tools and materials shall be placed in an orderly way.
- The tools and materials shall be handled at appropriately while carrying and hygiene and sanitation rules shall be complied with.

- Cracked or broken materials shall not be used.
- Harmful animals and insects shall be terminated in order to prevent the spread of the bacteria from one place to another and environments suitable for their breeding shall be destroyed.
- The tables and working desks used shall be clean and dirty clothes shall never be used for cleaning.

3.4 HYGIENE OF FOOD

- The food and beverages shall not be kept at the temperatures between + 7 centigrade degrees and + 63 centigrade degrees which is appropriate for the reproduction of the bacteria.
- Food and beverages prepared at the kitchen or bar shall be delivered to the guest at once to prevent the reproduction of the bacteria.
- The cold food shall be kept in a cold atmosphere until serving time.
- The hot food shall be kept at a temperature of more than + 63 centigrade degrees until serving time.
- The spilled or waste food shall be cleaned at once in order to prevent the reproduction of the bacteria..
- Different service sets shall be used for each food and beverage. This way spread of the bacteria from one set to another shall be prevented.
- Leftover food, such as bread, shall not be served to another guest.
- The food and beverages shall not be handled by bare hands. They should be served by using an appropriate tool such as tongs, service napkins, etc.

4. MATERIALS USED FOR THE SERVICE

4.1 GLASS MATERIALS

The glass materials used for food and beverage services include glasses, water bottles, carafes, cups, mugs etc. The glass materials are divided into two in terms of quality; bare glass and crystal. Crystals are made of glass of high quality and therefore they are used on special occasions. Since their cleaning is difficult and expensive, they are mostly seen in larger enterprises. The bare glass is easy to clean and cheap and therefore it is the mostly preferred type. The cut glasses obtained by shaving the bare glass and shaped as if it were crystal are not preferred as they change the color of the content.

GLASSES: At the accommodation facilities, glasses with foot, without foot and mugs are used. In the selection of the glasses to be used in the food and beverage service, the quality, thickness of the trunk etc. are the points to be taken into consideration.

- Wine glasses
- Water glasses
- Champaign glasses
- Beer glasses
- Brandy glasses
- Liqueur glasses
- Sherry and Porto glasses
- Cocktail glasses
- On the Rocks glasses
- Long Drink Glasses

Points to be paid attention during the use of the glasses are as follows:

- Models which are easy to find in the market shall be preferred.
- The ones with long foot or which are very thick shall not be used.
- Necessary precautions against cracks and breaks shall be taken and cracked or broken glasses shall not be used.
- The glasses shall be handled appropriately while holding, placing and carrying.
- The glasses shall be placed in the cabinets, racks or trays in an orderly way as upside down and shall not be placed on top of each other.
- The glasses to be used shall be placed in accordance with their usage aims and not be used out of their purposes.
- An inventory shall be kept about the glasses.
- The glasses shall be placed in their boxes while storing them.

WATER BOTTLES AND CARAFES: They are used for the presentation of drinks containing or not containing alcohol taken from the kitchen or bar to the

guests. They generally have handles. They are of various sizes. The small ones are used in serving raki in our country and the bigger ones are used for serving water, icy water, juice etc. We can also include the bottle (decanter) used for draining the wine into this category. The thickness and quality of the handles shall be checked. They shall be used in accordance with the hygiene rules.

BOWLS: They are generally used in food service but they are not preferred as much as metals and china since they are not very durable. At some enterprises they are used in serving cold stewed fruits, soup, milky puddings or as finger bowls.

CUPS: It is made up of a bottom it stands on, a thick foot and a wide bowl similar to the wine glasses where the food is placed. It is used in the service of food such as ice cream, fruit cocktails, desserts, sea food cocktails etc. The quality and thickness of the foot of the cups shall be checked. They shall be served by holding from the foot, in accordance with the hygiene rules,.

OTHER GLASS MATERIALS: These can be classified as vases, candle holders, ashtrays, pepper and salt shakers, sauce bottles and cups. Their models and sizes change in accordance with the standards of the enterprise.

4.2 PORCELAIN MATERIALS

These are the materials mostly used at the accommodation facilities. Porcelain, also defined as white gold is one of the most precious products of the ceramic industry. They are mostly preferred due to their clean appearance, quality of not holding stain, being easy to clean, and being durable against scratches and abrasion.

PLATES: The plates and cases used in service to the guests are grouped into four in terms of their shapes.

Classification of porcelain materials

Flat plates: These are the plates not having much depth and having an oval shape. They vary in size depending on the features of the food they are used for.

- o Show plate
- o Main course plate
- o Hors d'oeuvres
- o Salad - Dessert plate
- o Bread plate
- o Oval grill plate

Deep plates: These are the plates used for serving soups or stews. They are carried and served on a base plate. At some enterprises, the soup plate is used for two kinds of meals instead of two different sizes of plates.

Bowls: They are mostly commonly used when serving food. Food such as milk pudding, pudding, cream chocolate, soup, stewed fruit etc. are served in bowls. The bowls are also used together with a base plate like deep plates. The bowls are separated into groups such as soup bowl, stewed fruit bowl, consommé bowl etc.

Consommé cups: These are the cups used for the service of the consommé which have one handle and used as a set with their base plates.

SERVICE CUPS: These are the plates used for taking the food from the kitchen and serving it to the guest. They vary in size and length depending on their area of usage. The service cups are classified into three as platters, tureens and Sauce cups.

Platter: They are circular, oval and rectangular plates of big sizes. They used for taking the food from the kitchen and taking it to the restaurant as portioned or to be portioned. Service to the plate of the guest is made from the tile.

Tureens: They are used in the service of soups and stews. They are deep cups in the shape of a case. There are also small sizes of them. Big tureens are called “Soup tureens”, “soup service cups” etc. Some of them have lids.

Saucers: They are used in the service of liquid sauces to the guests. They have handles and mouth. They are carried on a base plate. They have different kinds as footed or not footed. They are also known as sauce shakers.

POTS: These are the cups used in the service of hot drinks such as tea or coffee. There are milk, cream, hot water pots. Their size and shapes change according to their aim of usage. The tea and coffee pots have lids while others do not.

SHAKER SETS: The materials used for flavoring and seasoning the meal such as salt, black pepper, ketchup, hot pepper sauce, mustard, vinegar, olive oil etc. are called shakers. And the sets used for the service of these sweeteners are called shaker cups or shaker sets. The cups in which garnitures such as grated cheese are served and sugar cup can also be included in these shaker sets.

OTHER PORCELAIN MATERIALS: They can be classified as ashtray, vase, napkin holder, candle holder, eggcup, toothpick cup and butter cup. They vary in size and model depending on the size and standards of the enterprise.

Points to be paid attention during the use of the porcelain materials:

- Precautions shall be taken against breaks and the materials should not be placed upon each other.
- Cracked and broken materials shall be checked and taken out of service.
- Plates not completing each other in terms of shape shall not be placed together.
- For each set, their own base plates and lids shall be used.
- Porcelain materials shall not be used out of their purposes, precautions shall be taken against theft.
- The plates to be placed in the oven shall be resistant to heat.

4.3 METAL MATERIALS

The forks, knives and spoons used by the guests and ladles, tongs, trays, sauce cups etc. used by the service personnel are the metal materials mostly commonly utilized in the enterprises.

They shall be in compliance with the standards of the enterprise and in harmony with other materials used. The forks, spoons and knives used at the restaurants are generally made of “Chromium - Nickel” and “Chromium - Steel” materials. The very luxurious, first class restaurants sometimes use silver or gold covered sets.

DIVERSITY OF THE METAL MATERIALS

- Food sets
- Service sets
- Trays
- Food cups
- Shaker sets
- Other metal materials

FOOD SETS: The food sets consist of forks, spoons, knives and special sets used for some meals which are used by the guests.

Classification of the Fork, Spoon and Knives;

- Big size sets
- Middle size sets
- Small size sets
- Fish fork and spoon
- Cake fork
- Ice cream spoon
- Handle for corncob
- Snail clips and fork
- Lobster clips and fork
- Oyster fork
- Walnut breaker
- Grape scissors
- Asparagus tongs
- Fruit fork and knife
- Tea spoon
- Coffee spoon

SERVICE SETS: These are the sets used by the service staff while serving to the guests.

- Ladles
- Tongs
- Round fork and knife
- Steel
- Salad service set
- Cake spatula

TRAYS: The trays are classified into three as plastic, wooden and metal trays depending on their shape and functions. The metals are generally made of stainless steel or silver. The rectangular big trays are used for bringing the food to the restaurant and collecting the empty ones while round, square and rectangular smaller trays are used for bringing the drinks and collecting the empty dishes.

FOOD CUPS: These are the metal cups used by the service officers and the guests.

- Show plate
- Soup pots
- Lobster pan
- Sauce cups
- Various cases
- Cup glasses
- Lemon cups
- Pots
- Butter cups
- Eggcups
- Cloche

SHAKER SETS: These are the sets used for the service of salt, black pepper, ketchup, mustard, vinegar, olive oil etc. At the accommodation enterprises, metal shaker sets are less preferred compared to the glass and porcelain shaker sets.

OTHER METAL MATERIALS: They can be classified as flambé pans, ice cup, wine buckets, candle holders, vases, ashtrays, etc. They vary in size and model depending on the standards of the enterprise.

Points needed to be paid attention during the use of the metal materials:

- Necessary precautions shall be taken against the theft and loss of the metal materials.
- Metal materials shall not be used out of their purposes.
- Silver and golden materials shall not be used for food that has acid.
- While handling clean metal materials, hygiene rules shall be obeyed.

4.4 CLOTH MATERIALS

The cloth materials are made of linen, cotton, wool, synthetic and other cloths being a mixture of these. The cloth materials can be classified as follows depending on their usage places in the restaurant;

TABLE CLOTHES

- Moufflon - Multon - Base cover
- Table Cloth
- Cover cloth

NAPKINS

- Tea napkin
- Meal napkin
- Waiter napkin

CURTAINS

TABLE SKIRTS

RACK CLOTHES

CLEANING AND DRYING CLOTHES

UNIFORM

Points to pay attention during the use of the cloth materials;

- The cloth materials shall not be used out of their purposes.
- The used materials shall not be folded again
- There shall be enough spare stock
- Precautions shall be taken against dust while storing
- The cloth materials shall be changed with the new ones when needed
- There shall be stock circulation.

4.5 OTHER RESTAURANT MATERIALS

- Serving cabinets
- Gueridon (Service tripod)
- Flambé car
- Hors d'oeuvres car
- Tranche car
- Salad car
- Dessert car
- Beverage car
- Coffee car

4.6 KEEPING HOT UNITS

Rechaud:

- It is a kind of heater, a kind of oven made of cast iron used for keeping the meal hot in the dish.
- There are various types operating with solid or liquid fuels. However, they are generally operated with electricity.
- There is another type used for the room service called plate rechaud.
- When placed under the plates, they prevent the meal from getting cold for a while.

Chafing Dish:

- It is a heater also known as chafer.
- It consists of a heat source heating the main body and two cups on top of each other; the lower one containing water.
- It is mostly used at open buffets and meetings such as receptions.
- There are oval, square, round types.

Fondue:

- This set is made up of rechaud type heater and a fondue pan upon it.
- Additionally, there are long forks particular to this set.

Bain Marie:

- It is seen at at open buffets and other settings where the meal is self served..
- It is the same as the chafing dish system, only it is bigger in size.
- At the desks, there are water reservoirs. This water is heated and basins are placed upon hot water.
- Bain Marie keeps the meal hot along the dinner and prevents its from getting cold and spoiling.

5. BASIC SERVICE TECHNIQUES

5.1 APPROACHING TO THE GUEST ON THE LEFT AND RIGHT SIDES

- One shall not enter between two guests side by side and talking to each other but if there is no other choice, this work shall be done by getting permission first and without disturbing them.
- One shall not approach too much so as to not disturb the guest and there shall be some distance in between.
- One shall approach from the right side by taking the right step first and by taking the left step first when approaching from the left side.

5.2 CARRYING THE PLATE BY HAND

- While carrying full plates, the fingers shall never touch the food.
- The full plates shall be carried by handling in a secure way horizontally without tilting
- Service napkin shall be used in order to prevent the hot plates burn the hands
- The soup plates and cases shall always be carried by placing on a base plate.
- The plates shall be placed on the table from the right of the guest except for the salad and bread plates.
- The plates shall be placed on the table in a careful way; slowly and without making much noise.

5.3 COLLECTION OF THE DIRTY PLATES

- One shall be sure that the guests have finished eating before collecting the plate. In order to understand this, one shall pay attention to the position of the fork, knife and spoon on the plate.
- The empty ones shall be collected from the table without disturbing the guest and by getting permission. The process of scrapping the leftover food from the plate shall be made in a way not seen by the guests.
- The plates being at the left side of the guest such as bread plate or salad plate shall be collected from the left and others shall be collected from the right. If there is not an opportunity of approaching, they shall be collected by getting permission from the guests.
- One shall try as much as possible to collect the plates at one time. When there is a lot of leftover food, less amounts of plates shall be collected and brought to the service station. The plate collection operation shall be continued in the same way.
- The collected tables shall be brought to the service station, tray on which they are to be carried and lastly to the dishwashing desk in an order that the same kinds are collected together. While collecting the plates, placing them to the service station or on the tray, making noise shall be avoided.

5.4 CARRYING WITH A TABLE

- The tray shall be carried by the left hand in a balanced way.
- In order to prevent the sliding of the materials, there shall be a cloth or paper napkin laid on the table.
- Among the materials placed on the table, the ones being heavy and long shall be placed in the middle and the others shall be placed in a balanced way along the edges.
- The mouths and handles of the hot drink pots shall be placed at a distant place from the body and the water bottle, cup, sauce cups etc shall be placed in a way not to stick out of the edges of the tray.
- Heavy trays shall be lifted and placed by kneeling down.
- If the service will be made from the tray to the guest, there shall be a folded napkin placed between the hand and the tray to easily rotate the tray.
- While carrying the tray, light and small ones shall be carried upon fingers, the ones of middle weight shall be carried on the palm and arm and the ones which are very heavy shall be carried on the palm and arm but supported by the other hand.
- While carrying the trays by hand, it shall never be supported by the body as it will ruin the balance. They shall be carried at the level of chest or shoulders.

5.5 CARRYING FOOTED GLASS BY HAND

- The glasses shall only be carried by hand during preparation for the service, and in the places where the guests are present they shall be carried on a tray or service plate.
- One shall pay attention to avoid breaking of the glasses by crushing each other during taking, carrying and placing.
- One shall not carry glasses more than he is able to.

5.6 WATER SERVICE

- Water service shall be made on the right side
- While making the water service, the napkin shall be carried by the left hand, and while passing from one guest to the other, the water flowing from the mouth of the bottle shall be cleaned.
- The water to be served shall be cold enough or at the temperature requested by the guest.
- While serving the water with a bottle, bottle cap shall be opened in front of the guests.
- While serving with a water pitcher, the pitcher shall not touch the glass and the water shall be filled to a point to allow easy picking up.

5.7 BREAD SERVICE

- The bread shall be served from the bread baskets, and if there is not a bread basket from the service plates.
- As the bread plate is at the left side of the guest, bread service is made from the left side.
- The service employee brings the bread basket held by the left hand close to the bread plate and handle it in an appropriate position for the service
- The bread shall be handled with flat or reverse tongs depending on its type and served to the bread plate.
- After finishing the service, the tongs shall be adjusted and placed in the basket and withdrawn in an appropriate way.

5.8 TONGS SERVICE

- While serving with tongs, one shall pay attention in order not to disturb the shape of the food.
- The food in slices (bread, beef etc.) shall be served with flat tongs and round shaped food (potatoes, meatballs etc.) shall be served with “lazy tongs”.
- The food that may be broken into pieces and fall down when carried with a tongs (such as omelet), shall be divided into two and placed into the table one by one by using a two fork tongs and again combined in the plate.
- Single parts which are very large (such as single portioned fish and filet) shall be served with the help of a tongs handled with two forks.
- The watery sauce parts of the sauced food shall only be served by using the spoon of the tongs while the food like mashed potato shall be taken with a spoon and put into the table by scrapping from the spoon with a fork.

5.9 CLEANING THE CRUMBS

- This shall be performed after the main course, before dessert service.
- The napkin used shall be clean.
- This shall be made without disturbing the guest.

5.10 CHANGING THE ASHTRAYS

- The ashtrays having a cigarette butts shall be changed as soon as possible by placing a clean ashtray upon it.
- If there is still a lighted cigarette on it, the guest shall be asked to take the cigarette by asking him “May I change the ashtray Sir?”
- While changing the ashtrays, the guests shall not be disturbed and precautions against accidents shall be taken.
- The ash and cigarette butts in the ashtrays shall be thrown into a bin which is not combustible.

6. PREPARATION FOR THE SERVICE

6.1 PREPARATION OF THE SHAKER SETS FOR THE SERVICE

The shaker sets shall always be ready for use at the table and service stations.

Points needed to be paid attention in the preparation of the shaker sets for service;

- The shaker materials shall be stored at appropriate places when not in use.
- The shaker materials shall be made ready for service after cleaning and polishing and filling before the service.
- While opening the service, only the salt and pepper shakers shall be placed on the tables and others shall be brought to the table upon the request of the guest or depending on the meal to be served.
- The shaker sets contaminate their caps in a short time due to the acid materials they contain; therefore the caps shall be cleaned periodically.
- The shaker sets cleaned by washing shall be dried with a non-staining cloth, and not filled when they are wet.

6.2 PREPARATION OF THE SERVING CABINETS FOR THE SERVICE

SERVING CABINETS: These are the interim stores with racks, divisions and drawers placed in accordance with the order of the restaurant to meet some needs of the service personnel during the service.

SERVING CABINET TYPES

- Main serving cabinet
- Post serving cabinet
- Gueridon (service tripod)
- Temporary serving cabinet

Points needed to be paid attention during the preparation of the serving cabinets for service;

- The cabinets shall be close to the related stations and at a suitable place and have enough capacity in meeting the general needs.
- The tools and device arrangement plan shall be the same for all the cabinets present at one place
- The cabinets shall be clean and tidy at all times
- They shall look good at the places they are placed and be in harmony with other furniture there.

6.3 PREPARATION OF THE SERVICE CARS FOR SERVICE

- The service car shall be cleaned and polished before placing the tools and devices on it.
- If a heater operated by fuel is used, needed fuel shall be supplied, oven part shall be cleaned and the fuse, if any, shall be reviewed.
- If there are hot and cold basins, they shall be prepared at a time close to the service.
- The coolers shall be placed ice baths and the hot ones shall be supplied with water and the heater shall be prepared if any.
- The service cars shall be driven by pushing, not pulling in the direction of walk.

6.4 NAPKINS AND NAPKIN FOLDING METHODS

The napkins are the cloth materials used in realizing the service in accordance with the sanitation and hygiene rules during pre - service and post service periods. They are also used by guests during eating or drinking something to prevent their clothes from getting dirty.

NAPKIN TYPES ACCORDING TO THEIR USAGE AREAS

- Tea napkin: These are the napkins used by the guests during tea and breakfast times. The most suitable size of the tea napkins are 30 - 40 cm. their usage is not common.
- Meal napkin: These are the cloth napkins used by the guests during lunch and dinner. The most suitable size of the meal napkins is 55 - 60 cm.
- Waiter napkin: These are the cloth napkins used by the service staff in preparation and presentation of the service. The most suitable size of the waiter napkins is 60 - 60 cm.

FOLDING THE NAPKINS

Their color and size change depending on the preferences of the enterprise. In folding the napkins, their usage areas, purpose and sizes are very important. Napkin folding is performed in various ways depending on their usage area and purpose. Recently, as the guest hygiene is given much importance at accommodation facilities, in folding the napkins, simple shapes are preferred without touching the napkin much. We can list the ways of folding as:

Two stage ladder, three stage ladder, tent, napkin, fan, butterfly, soldier cap, lily etc.

Points needed to be paid attention in folding the napkins;

- The napkins to be folded shall be of appropriate sizes, clean and not worn out.
- Folding the napkins shall be made with clean hands, at clean places in accordance with hygiene rules.
- The napkins shall be ironed and starched to seem flat and shaped easily.
- They shall be of appropriate size depending on their folding shapes.
- The used napkins shall not be folded and used again
- The napkins shall not be used apart from their purposes.

6.5 TABLE PLANNING

One of the preparations performed before service at the restaurants is placing the tables. When the arrangement is done well, the number of guests to welcome may increase. Such an arrangement will increase the income of the enterprise and ease the service.

Making the table planning;

- The reservations taken shall be reviewed
- The tables shall be placed according to the hall plan determined earlier
- Feasibility of the plan shall be reviewed
- The tables shall be placed in accordance with the plan made.

Points needed to be paid attention in the table arrangement plan;

- While making the table arrangement plans, the number of the groups, special requests, the ages of the groups, if known (young, old, family etc.) shall be paid attention.
- While planning the tables, the plan of the restaurant shall be taken into consideration and the entrances, poles, service ways, places of serving cabinets, windows, dancing stage, area occupied by the cash point shall be shown with sizes.
- While planning the table, usage area per capita beginning from the edge of the table, width of passage areas for each person at the table shall be known and arrangement shall be made accordingly taking these into consideration.

6.6 LAYING THE TABLE CLOTHES

As the tables are of various sizes and shapes, methods of laying the clothes are different. Besides, there are differences in laying the table clothes before and during the service.

Points needed to be paid attention in laying table clothes;

- Before laying a table cloth, the table shall be checked to be balanced or not, and shall be balanced if necessary.
- A cloth appropriate for the size of the table, moufflon and cover cloth, which are not worn or dirty, shall be selected.
- The hands shall be clean while laying down the clothes, placing them on the table and their arrangement
- The crease of the table clothes shall be parallel to the edges for the square tables and the middle print shall be in the middle of the table.
- For the feast tables and long tables, the cloth shall be laid upon another in the reverse direction to the door.

6.7 PREPARATION OF THE TABLES FOR THE SERVICE

While preparing the restaurants for the service, one of the operations to be made is preparing the tables. The aim here is to ease the works during the service. All the preparations before service performed in order to ease the works, and making the materials to be used by the guest during dinner ready on the table without any deficiency in an orderly way is called “mise en place”.

Points to be paid attention in the preparation of the tables for service;

- Before starting to open services, the tables shall be placed, clothes shall be laid down and the chairs shall be placed in a way that they touch the skirts of the table cloth.
- The service plate (or the empty area where the bread plate is to be placed) shall be placed at the edge of the table, being at the inner side one finger-width away from the edge to center the chair and if there is an emblem it shall be placed as if it were 12 o'clock.
- The fork, knife and spoon sets to be used during the dinner (except for the dessert set) shall be placed on both sides of the service plate, the ones to be used with the right hand to the right, the ones to be used with the left hand to the left, and their ends being one finger-width away from the edge of the table, the edges of the forks being upside, the surfaces of the knives being to the left facing the service plate.
- For the a'la carte service, the meal to be selected by the guest is not certain; therefore the sets suitable for the possible choice of the guest shall be placed.
- For the Table d'hote service cover, the meal selected by the guest is certain and the sets to be firstly used shall be at the outermost side and the ones to be used at the end shall be at the inner side.
- In order to avoid problems for table d'hote and feasts, a service cover shall be prepared by the superior and shown to the service staff.

7. TYPES OF SERVICE COVER

7.1 OPENING A SERVICE COVER

“Service plate” is the one prepared for every guest including the bread plate and sometimes service plate, fork, spoon, knife sets, special meal sets, glasses, shaker sets, napkins in an orderly way without any deficiency.

Points needed to be cared in opening a service;

- The cover shall be placed in an orderly way on the table,
- There shall be a certain place spared for every cover
- The cover placement shall be made in a systemic way
- In order to avoid problems in opening a cover, a sample cover shall be prepared if necessary

7.2 A’LA CARTE COVER

A’la carte is a French word meaning ”by the card (menu)”. A’la carte service means the service in accordance with the card and which is also called simple cover. The materials present in this cover are:

- Table cloth,
- Service plate and napkin (or only napkin)
- Big fork and knife
- Bread table and butter knife
- Water and wine glass
- Shaker and vase

7.3 TABLE D’HOTE COVER

Table d’hote cover is the service prepared for a group of guests at certain times of the day. Table d’ hote means the table of the host. The meal to be served is already known and therefore the service is prepared accordingly.

When the service starts, the officers only deal with the food and beverage service. They do not lose time in preparing a cover. The materials in this cover are;

- Table cloth,
- Service plate and napkin (or only napkin)
- A set appropriate for the meal (fork, knife and spoons)
- Water glass
- Bread plate
- Shaker and vase

7.4 FEAST / BANQUET COVER

Today, the accommodation facilities are not enterprises presenting only food and accommodation services for their guests. They have become enterprises addressing everybody with a wide ball, tea, meeting and conference halls.

The feasts are the activities bringing most of the income for the hotel because it is possible to accept more guests to a certain area compared to other service places. In this way, there occurs the opportunity of making most of a unit place. The feast is more economical compared to the other a'la carte food. With the feasts, the personnel is also better off. In a feast, one waiter can serve for more guests compared to a'la carte service. The service materials are more simple and practical. There are some advantages for the procurement department as well. The needed things are purchased according to the orders and all the materials purchased are used.

7.5 BUFFET COVER

Buffet type service is very suitable for protocol meetings, fashion show celebrations, special meeting and introductions, jubilees, meetings held for hosting crowded groups etc. It provides free movement opportunities for the guests. At the buffet services presented standing, more guests can be served. With a small number of employees, crowded groups are possible to be served.

BUFFET TYPES

Buffet service has been spread in many countries from Sweden. Since Sweden is a cold country in terms of climate and a mariner country geographically, in the cold buffet type service, cold fish kinds are superseding other food types.

- Gala Buffet
- Brunch Buffet
- Breakfast Buffet
- Hors d'oeuvres Buffet
- Dessert Buffet
- Show Buffet

8. SERVICE METHODS

8.1 APPEARANCE OF SERVICE METHODS

Methods of eating and serving have been shaped according to the geographical regions, environment, religion and culture of people throughout history. The service methods mostly used in a certain country which have reached to an international level have been adapted by that country and found a wide application area after being accepted worldwide.

Points to be paid attention in the selection of the service methods;

- The enterprise performs the service in accordance with the service methods selected
- While selecting the service methods, the enterprise takes into consideration the type of the enterprise, characteristics of the guests, number of customer circulation at the tables, variety of menus presented, price of the food to be served, region where the enterprise is present, knowledge of the personnel, current service tools and devices.

8.2 TABLE SERVICE

It is a kind of service in which the food and beverages are brought to the table of the guest on a plate, tray or in the service car and the empty ones are carried away by the service employee again.

SERVICE METHODS PERFORMED AT THE TABLE FRENCH SERVICE

It is the kind of service in which the guest takes the food himself from the tray or platter put on the left side with the service sets. If the guest does not know the French service, the service employee can help the guest.

Points to be paid attention in the French service;

- There shall be enough number of forks, spoons and service sets on the tray or platter depending on the type and features of the food to be served.
- By taking the service order at the table into consideration, one shall approach from the left side of the guest in an appropriate way.
- The tray or platter shall be in a position that the guest takes the food to his plate without spilling.
- After the guest takes the food, garniture and sauces, the service employee shall withdraw in a secure way.
- While passing from one guest to the other, the service sets shall be re-arranged.
- The second guest shall be served next and the host at the end.

ENGLISH SERVICE

The food is brought on a tray like the French service and served by the service employee from the left side of the guest. It is one of the mostly preferred service methods at the feasts.

Points to be paid attention in the English service;

- There shall be fork and spoon sets at the sides of the tray and platters depending on the type of food on them.
- The tray or platter shall be brought to the table on the left hand.
- By paying attention to the service order at the table, the guest at the table shall be approached from the left side.
- The service officer shall handle the tray or platter in an appropriate position to serve the food to the plates of the guests.
- The fork and spoon shall be handled like tongs and the food shall be served without spilling around.
- The service officer shall place the fork and spoon in an orderly way after the serving and withdraw as appropriate.
- The second guest shall be served next and the host at the end.

GUERIDON (SERVICE TRIPOD) SERVICE

The food is portioned or prepared and served in front of the guests. The food is brought in a service car or on a tray or platter and after being served to the guests, put on the service tripod at the side of the table. The service may be done at the left or right side of the guest. For this reason Gueridon service is resembled to Russian by some people and to the English service by others.

Points to be paid attention in the Gueridon service;

- The food prepared shall be brought to the table on a tray or platter
- Approval shall be taken while serving the guests
- If the food is raw, it shall be cooked and if cooked, the needed portioning and plate arrangements shall be made
- The serving shall be made at the right side by using tongs.

RUSSIAN SERVICE

The food is portioned and placed in the middle of the table after preparing on a tray or platter. There are also people calling “Russian service” to the food placed on the service plates as portioned and served in a similar way to the French service.

Points to be paid attention in the Russian service;

- The food is brought to the hall as portioned and re-arranged on a tray or platter
- The food is put on the table and in this way guests can take the food in a comfortable way
- When needed, the service employee can help the guests in the service

AMERICAN SERVICE

The food prepared as one portion for each guest on a plate is served from the left of the guest which is called “American service”. As the plates are prepared in the kitchen, the work of the service employee is easier. The plates are served according to the standards of the enterprise as open or by covering with special lids.

Points to be paid attention in the American service;

- The plates shall be brought to the table on a tray or as two or three plates on the left hand and if needed one plate on the right hand
- If the plates are brought on a tray, the service employee takes the plates by hand after placing the tray on the servant and brings them to the table.
- The service officer shall approach from the left side of the guest according to the service order
- The plates shall be placed on the tables from the right of the guest with the right hand and removed in the same direction.
- The drinks shall be served from the right and the empty glasses shall be taken from the right in the same way.
- By withdrawing in an appropriate way, the second guest is served next and the host at the end.

PLATE SERVICE

It is the kind of service where the food prepared as one portion on a plate is served from the right side of the guest.

Points to be paid attention in the plate service;

- The food placed on the plates shall be brought to the hall on a tray or as two or three plates on the left hand and if needed one plate on the right hand.
- If the plates are brought on a tray, the employee shall place the tray on the serving cabinet and bring the plates to the table of the guests by hand.
- The service employee shall approach from the right side of the guest according to the service order

- The plates shall be placed on the tables from the right of the guest with the right hand and removed in the same direction.
- By withdrawing in an appropriate way, the second guest is served next and the host at the end.

TURKISH METHOD OF SERVING

In this service, after bringing the cold snacks on a tray or in a service car to the table and presenting them for the guests, the selected ones are placed on the table. The guests take the food from the plate on the table to their own plates. If the guests demand, the service officers help serving.

Points to be paid attention in Turkish method of serving;

- The plates of the guests shall be cold
- Cold food shall be brought to the table in a service car or on tray from the kitchen and presented to the guest
- After the approval of the guest, the cold food shall be placed on the table.
- When the time of hot food comes, it shall be served despite the presence of the cold food.

8.3 BUFFET SERVICE

It is the kind of service where the food are presented on the tables placed side by side and after being selected by the guest brought to the table by the guest or by the service employee and the empty dishes are collected.

Points to be paid attention in the buffet service;

- There shall be a plate, service sets, bread and napkins at the buffet,
- The food of the same kind and color shall be placed at regular distances,
- There shall be appealing ornaments, flowers etc. in the middle of the buffet
- The salad sauces shall be near the salads, and the sauces and garnitures to be served with the meal shall be placed near or in front of the food appropriately.
- Small service cups shall be placed in the front and bigger ones shall be placed at the back
- Decoration materials shall be placed at the back of the buffet in a way not to cover the food and the service.

8.4 SELF SERVICE

It is a kind of service where the guests take their food already placed on trays from a desk or food in plates to their trays and bring them to tables and the empty dishes are collected by a service employee or themselves.

9. FEAST / BANQUET TABLES AND SERVICES

9.1 MEANING AND IMPORTANCE OF THE FEAST

A feast is a meal presented for a group including a certain number of people, oriented for a certain purpose and having social quality. In our country, feast is also known as banquet which is coming from the French word “banquette”.

Luxurious hotels get an important part of their food and beverage incomes from the feasts. Feasts are becoming more important in time as a factor of income and advertisement. For this reason, at the big enterprises there are departments only responsible for feasts. While a feast director is managing the feast department, there are other personnel such as Maitre d’hotel, secretary, service employees responsible for the feasts as well.

9.2 FEAST RESERVATION

Reservation shall be made before the feast. The person to make the reservation can do it through fax, telephone, telegram, letter etc. or by applying in person. In order to avoid any problems in making a feast reservation, the “Feast Reservation Form” shall be filled in and a written agreement shall be made.

Points to be paid attention in feast reservations;

- Every kind of possibility that may be considered as money or service shall be explained.
- In order to ease the meeting with the person holding the feast, menus at various prices shall be prepared
- Preparations shall be made about the feast halls and table plans and the guests shall be informed.
- Reservation forms shall be used in order to record the subjects discussed and decided at the reservation meetings
- The feast reservation shall be made into a written contract
- The recommendations about the feast shall not be forced to the feast holder.

Feast reservations are made following the below-mentioned operation steps;

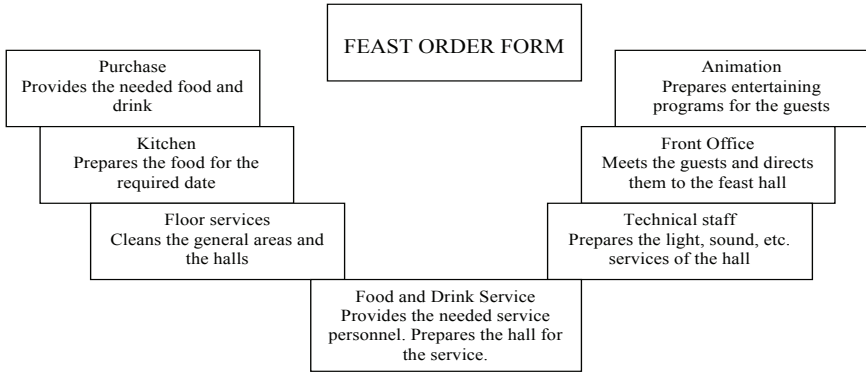
- The needed materials shall be prepared before the guests comes to meeting
- The guest shall be welcomed, his name, surname shall be recorded on the reservation form
- Type of feast shall be determined
- Date, time and number of people to attend shall be determined

- The requests of the guest, his financial state shall be determined and recommendations shall be made accordingly
- The price per capita shall be negotiated at the determined conditions
- Special requests, flowers, special orchestra etc. shall be determined
- The subjects finalized on the reservation form shall be made into a contract
- A copy of the contract shall be taken by the enterprise and a copy shall be given to the guest
- The needed preparations shall be made after sending the guest and feast order form shall be filled in and communicated to the related departments

Feast Reservation Form

Name of the enterprise		Name of the authority Date:	
		Organization (Wedding - Engagement - Wedding date)	
Organizer			
Order given by		Telephone	
Address of the person to pay for			
Telephone of the person ordering		In writing	Orally
Information gathering corner			
Payment method			
Number of people to stay	Room	Time	Sitting order
Number of people to attend to the conference	Room	Time	White / Green
Number of people having appetizer	Room	Time	Bar
Number of people having food	Room	Time	Table no
Order of drinks		Table arrangement	
Drink at the conference		Menu	
Drinks before the meal			
Drinks at the meal			
Drinks after the meal		Total	
Note			
Menu cards		Photo	time
Menu cards		Music	
		Dance	
Decoration		Red carpet	
Candle		Microphone	
Cigarette		Radium	
Speech		Projector	
Speech desk		Panel	
Cupboard		Writing board	

FEAST ORDER WORKFLOW



9.3 FEAST MENUS

The menus prepared for the feasts carry all the features of the Table d' Hote menus. In the selection of the food in feast menus, one shall be careful in order to avoid undesired situations and problems. Various menus can be prepared considering the purpose of the feast, features of the guests, payment method, etc. The feast menus include at least four kinds of food. A simple feast menu is given below as an example:

- | | |
|-----------------------|-------------------------------|
| • Cold Hors d'oeuvres | Rich Hors d'oeuvres plate |
| • Hot Hors d'oeuvres | Small pastry rolls - Meatball |
| • Main course | Mexican beef |
| • Dessert | Cream caramel |

Points needed to be paid attention in the preparation of the feast menu;

- The food of the feast menu shall be prepared earlier and kept until the feast time
- The food of the feast menu shall be in accordance with the feast service
- If the guest is preparing the menu himself, he shall be informed about food types infeasible to prepare.
- The menu to be recommended shall be appropriate for the time of the feast
- The quality of the menu card, font type, order, etc. shall be appropriate for the purpose of the feast.
- The type of the feast shall be determined.
- The characteristics of the guests, such as their age, religious belief, being

vegetarian or not, etc. shall be determined

- The season of the feast shall be taken into consideration
- The time and service type of the feast shall be determined
- The capacity of the kitchen personnel shall be determined
- The capacity of the kitchen equipment shall be determined
- The appropriate food types for the feast service shall be determined

9.4 FEAST PREPARATIONS

Seating order at the feasts

The type of the feast determines the seating order at the tables. The seating order changes depending on the type of the feast such as the family receipts, official / protocol invitations, weddings or engagement ceremonies.

- The number of people to sit at the head table shall be determined.
- The importance order of the guests shall be determined.
- In the direction of the data obtained, the guests shall be placed according to their importance and genders
- The order shall be checked to see whether the husbands and wives are side by side or not and whether there are females at the ends of the tables or not. If there are any problems, they shall be corrected

Seating order at the official / protocol feasts;

- The number of the guests to attend shall be determined
- The desired table arrangement shall be determined
- The degree of the honor guest shall be determined according to the hosts,
- The number of people to sit at the head table shall be determined.
- The importance order of the guests shall be determined.
- The number of the table arms, whether they are to be used in two directions and whether the ends will be used or not shall be determined
- In the direction of the data stated above, a sitting order shall be determined
- The order shall be checked to see whether the husbands and wives are side by side or not and whether there are females at the ends of the tables or not, if there are any problems, they shall be corrected

Points needed to be paid attention by the service officers in protocol services;

- A waiter shall serve for six or maximum eight people at the official protocols at the feasts
- The bellboy shall not be included in the service but provide the communication

between the kitchen and the hall

- Each sommelier / wine waiter shall serve maximum sixteen people
- If the brand of the wine is determined earlier at the protocol table, it shall not be presented to be tasted and served according to the protocol order
- The Maitre d' hotel shall stand at the head side of the table at a distance of 3 meters from the table and manage the service by only indicating with his head
- After the service officer starts the service, the others shall come to the table in one line with the food in their hands and stand at the service places at the table and start the service at the same time after taking the order
- Silence is very important at the protocol feasts
- The service officer shall wear uniform of the same color and wear white gloves
- If government directors and their wives are at the protocol table, two spare waiters shall be put on duty and together with the other two waiters, the four shall serve at the same time for the government directors and their wives. This application shall go on this way until the end of the service
- After the simultaneous service to the government directors and their wives, the two spare waiters shall withdraw from the service and the actual waiters of the table shall serve for the ladies and then gentlemen.
- The empty plates shall not be taken before all the guests at the protocol table finish their meal. After the sign of the maitre d' hotel, the empty plates shall be collected.
- The service of the second meal shall be done in the same way. The empty plates shall be collected in the same way and this application shall go on like this until the end of the meal.
- The garnitures of the main course must be served in a separate plate. If French service is being applied, the main course shall be brought together with the garniture and in this way the guests shall be able to take the food to their plates comfortably.
- The drink glasses and coffee cups shall not be collected before the guests leave.

PREPARATION OF THE HALL

The plan of the hall shall be outlined and prepared in a diligent way. The preparation of the hall shall be performed by following the below given operations:

- Task distribution shall be made
- The tools and materials, devices shall be cleaned and shined
- The cleanliness of the hall shall be checked

- The tables shall be placed as determined in the hall and sitting plan earlier
- The table clothes shall be laid down in accordance with the standards of the enterprise.
- The chairs shall be placed in their places determined in the plan.
- Covers shall be placed in the tables according to the menu
- Guest numbers shall be put according to the plan of the sitting places
- Ornaments, flowers, vases etc. shall be placed for decorative aims
- The preparations such as light, voice order etc. shall be performed by the technical staff
- A present area shall be prepared if necessary
- In accordance with the hall plan, cake, dance and orchestra places shall be arranged
- The area needed for the buffet service shall be planned and made ready for presentation
- A bar shall be set up if necessary before the meal and at buffet type feasts.
- Air conditioners shall be operated depending on the season and the hall shall be brought to the required temperature
- At the buffet type feasts, the heaters at the buffet shall be operated and the hot food to be served shall be placed a short time before the service
- The last preparations shall be checked and everyone shall be ready to meet the guests.

10. MENU TYPES AND ARRANGEMENT

10.1 MENU AND THEIR TYPES

Menu is a French word meaning “small”, “little”. At the enterprises it is used for the meaning of “food and beverage list”.

CLASSICAL MENU

In the classical menu, the food names are written in a certain order and the guests generally eat their meal in a certain order. This order is made by basing on a system called “classical menu”. The classical menu was formed after being arranged by the French people as a result of their ages of experience on food.

MODERN MENU

It is the menu which is the simplified version of the classical one. The number of food groups in the menu is decreased to 6 - 7.

CLASSICAL MENU

- 1- Hors d'oeuvres
- 2- Soups
- 3- Pastries and eggs
- 4- Fish
- 5- Entrees
- 6- Releves
- 7- Sorbets
- 8- Roties
- 9- Salads
- 10- Vegetables
- 11- Desserts
- 12- Savories
- 13- Cheeses
- 14- Fruits

TABLE D'HOTE MENU

It is a kind of menu consisting of a certain number of foods.

- In the table d' hote menu, the guest takes the food at a certain number determined earlier by the enterprise
- The dinner is arranged so as to include starters,, main course and dessert. There is no or little alternative
- All the meals are made ready at a certain time determined earlier before the meal time.
- The guests pay a fixed price for the food they eat
- The table d' hote menu is seen in the breakfast, lunch and dinner. Other application places of this kind of menu may be the feasts, buffets, tea menus, etc.

A LA CARTE MENU

It is more comprehensive compared to the table d' hote menu and the guest has the advantage of selecting the food.

- The food presented by the enterprise is collected under certain meal groups. After the order has been taken, the orders are prepared in accordance with the requirements.
- Each meal eaten is priced separately, the guests pay the total of the food they have ordered
- The a la carte menus generally consist of high cost and special food.
- At the places working with a la carte menu, there may be some problems in the advance preparation of the food and in financial calculations as the preference of the guest is not known earlier.

We can classify the menus according to the time of service;

BREAKFAST MENU

It is the menu given at the breakfast time. It consists of breakfast food and hot drinks

LUNCH MENU

It is the menu given at the lunch time and consists of light meals.

BRUNCH MENU

The word Brunch is formed by combining the word “breakfast” and “lunch” in English. This is the menu served between the breakfast and lunch time and including the food and beverages carrying the features of both of the meals.

DINNER MENU

It is the menu given at the dinner time and consists of heavy meals.

SUPPER MENU

It is the menu consisting of foods given late at the night time.

AFTERNOON TEA MENU

It is the menu given between the lunch and dinner time and consists of light meals and breakfast.

HIGH TEA MENU

It is the developed version of the afternoon tea menu.

We can classify the menu according to the type of the enterprise as follows;

ROOM SERVICE MENU

It is the menu consisting of the food that can be served at the rooms and served by the room service staff.

CAFÉ MENU

It is the menu consisting of the food that is served at the cafes.

BANQUET MENU

It is the menu also called as the feast menu, which is presented to large groups and determined earlier.

PERIODIC MENU

It is the system consisting of daily menus for a certain period of time and changes every day. At the end of this period it begins from the top again and circulates this way.

DAILY MENU

It is the menu whose food is changed every day but the price remains the same.

10.2 MENU CARDS

These are the cards on which the names of the food and beverages presented to the guests, the methods of their preparation, with which garnitures and sauces they are served, their prices, and on some of them even the weight of the portion are written.

Points needed to be paid attention in the preparation of the menu cards;

- The menus shall be written on a quality paper or hard paper
- The explanations shall be brief yet adequate
- Clear language and statements shall be used for the understanding of the guests
- Changes that may put the guest into doubt shall not be made on the prices
- The menus shall be clean and the old ones shall be renewed
- It shall be stated on the menu cards whether the prices include value added tax or not

10.3 MENU ARRANGEMENT

- In the preparation of a menu, classical menu classification shall be taken into consideration
- The time and seasonal features shall be taken into consideration
- The main courses shall be the first ones to be determined
- Redundancy due to the similar meals shall be avoided.
- Color harmony and consistency of the meals shall be paid attention
- Kitchen capacity shall be taken into consideration
- Different cooking methods shall be used
- For whom the menu is being prepared shall be taken into consideration

11. SERVING TO THE GUEST

11.1 MEETING THE GUEST AND PRESENTATION OF THE TABLE

- The guest shall be welcomed according to the time of the day by addressing with his name and surname if known, if not by addressing as “Sir” or “Madam”
- There shall be eye contact, the guests shall be met politely and the attitudes shall not be exaggerated.
- The guests shall be escorted to the table
- If the enterprise is working with reservations, it should be determined whether the guest has a reservation.
- If the guest does not have a reservation and there are empty tables in the hall, the guests shall be taken to the table without making him wait
- The tables shall be determined according to the characteristics of the guests who have come without a reservation. If they are to wait at the bar or lobby they shall be given menu to examine
- The guests shall never be asked to sit at tables where cleaning or preparations have not been finished .
- While being seated, the chairs of the guests shall be drawn and they shall be helped in sitting
- The guests shall be introduced to the service employee to take the orders
- After the introduction of the guests, the service employee shall greet the guests with a sincere and kind welcome
- While the staff who brought the guests to the table is leaving, he shall wish the guests to have a nice time there.

11.2 PRESENTATION OF THE MENU CARD AND TAKING THE ORDERS

PRESENTATION OF THE MENU

- The service officer shall present the menu card and ask the guests whether they like to have appetizer or not
- The menu card shall be given to the ladies and then to gentlemen, from the right side and first page open.
- The guests shall be given some time to select their meals.

TAKING THE ORDERS

Points needed to be paid attention in taking orders;

- While taking the orders, the staff shall be facing the guests and there shall be eye contact
- One shall never stand at the back of the guest who is giving the order
- One shall never bend over the guest, table or chair
- One shall be ready to answer the questions or making recommendations
- If the guest implies that he does not want recommendations, one shall not be insistent.
- If there is an order out of the menu, the officer shall say “I should ask the kitchen”
- Special demands (little cooked, not including onion, etc) shall be recorded near the name of the food
- In the recommendations made to the guest, the questions oriented to the guest shall not be yes / no questions.
- When the order of the guest has been finished, the records on the order check shall be orally repeated so as to confirm the order

Points needed to be paid attention in filling the order check;

- The order check shall be written in a legible way
- If there are abbreviations about the names of the food, these shall be already known by the service officer and these shall be understandable
- While filling in the order checks, the order of the food shall be paid attention, the food and beverage parts shall be separated
- For the larger groups, the order givers shall be noted clearly to serve correctly. For this, one shall give numbers to the orders
- After taking the order, in accordance with the systems utilized in the enterprise, the copies of the order check shall be delivered to the related places

11.3 SERVING THROUGHOUT THE MEAL

The service to be made throughout the meal is performed by following the below mentioned steps;

- The candle of the table, if there are any, shall be lit as soon as the guest is seated.
- The beverage and menu cards shall be presented
- Bread, butter and water service shall be made
- Appetizer orders shall be taken if there are any
- Beverage orders shall be taken and according to the order, appropriate glasses

shall be used

- The beverage shall be served if it is requested before the meal.
- Food order shall be taken and changes or additions shall be made to the service
- The first meal shall be served
- The signs showing that the guest finished eating shall be followed, the empty dishes shall not be taken until all the guests at the same table have finished their meal or shall be taken after getting the permission of the guest
- After collecting the empty dishes of the first meal, the sets of the second meal shall be prepared and the meal shall be served in accordance with the service method
- A certain order shall be followed in the service of the meal and this order shall be followed in the service of the third and fourth meals as well. If needed a “fingerbowl” to wash the hands and a leftover plate shall be added.
- If the garnitures and sauces are to be served separately, they shall be served during the meal
- Hot food shall be served in hot and cold food shall be served in cold plates
- After the main course, the crumbs shall be cleaned
- Dessert order shall be taken, the sets shall be prepared and they shall be served in accordance with the service method and the empty dishes shall be collected
- Coffee and liqueur services shall be made
- When the meal is finished, and the guests want the bill, it shall be calculated and presented

11.4 TAKING THE PAYMENT

The payment shall not be taken until the last moment. When the bill is demanded by the guests or when they have finished their meal and it is understood that they will not order anything else, the bill is calculated and presented. The bill is recorded manually or via a computer system.

Recording manually in a system used by a cashier is performed by following the below steps;

1. Recording the order check: The form where the order checks are recorded is called “Account Abstract”. Another name of this abstract is “Addition”. It consists of two copies and there shall be a carbon paper between these copies before recording anything. Addition is an official paper. It shall always be on the table at the restaurant

2. Recording the second order: Separate checks can be brought to the same

table for any extra meals, dessert, coffee, liqueur etc. For the second and following checks, “suivant” or “en suite” is written which means “addition, attachment” in the jargon of the service. If there is any change on the account abstract or the abstract is going to be cancelled, the restaurant manager shall be informed. Cancellation is done with the approval of the restaurant manager.

Taking the payment is done by following below-mentioned steps;

- The order checks shall be compared to the account abstract
- The prices of the meals shall be recorded
- By multiplying the food price with its piece number, the total amount is calculated.
- For accounting records and statistical information, the totals of the food and beverages shall be calculated separately
- By adding the total prices of the food and beverage, it shall be written in the total column and after calculating their VAT, it shall be written in the VAT column
- If any, the fee of the service shall be written in the service column as the percentage of the total of food and beverage.
- General total shall be calculated
- The accounts shall be checked
- The abstract account shall be presented to the guests according to the standards of the enterprise

The account abstract is presented to the guest by following the below-mentioned stages;

1. The account shall be checked for the last time
2. It shall be taken to the table in accordance with the standards of the enterprise
3. It shall be presented to the guest from the right side
4. The guest shall be allowed to examine the account abstract
5. The abstract shall be taken and brought to the register

11.5 RELATIONS WITH THE GUEST AND DEALING WITH THE COMPLAINTS

At the food and beverage department, all the dual relations with the guest from his arrival until his departure are handled by the service personnel. The positive impact to be created by the service personnel on the guest will cause a positive impression about the enterprise while the mistakes will form just the opposite. For this reason, the service personnel shall represent the enterprise in the best way and solve the problems encountered easily. If there are problems that cannot be solved, he shall communicate them to the superiors.

Points needed to be paid attention in solving the complaints of the guests;

- The speech and attitudes shall make the guest feel that he is important
- One shall behave kindly towards the guest and make him feel that the officer is proud to serve him
- The special requirements of the groups with children such as child chair, shall be met
- The body language and attitudes of the guests shall be observed
- The service shall be made in a way not to interrupt the speech of the guests
- If the guests are in a hurry, they shall be recommended meals quick to prepare
- The complaints of the guests shall be taken into consideration and the problems shall be solved if there are any
- The handicapped guests shall be seated at a table easy to reach and easy to be observed by the service personnel
- The foreign guests shall be spoken to in a slow and understandable way.
- In case of any accident or spillage, necessary operations shall be performed.

12. PREPARATION OF THE FOOD AT THE GUEST TABLE

The accommodation facilities which take the entertainment need into consideration, have aimed to enable the guests to have fun during the meals in order to increase the sales and marketing. For this reason, cooking, portioning of some of the meals and preparation of the salads are made as a show and presented to the guests.

The guests watch how and with which materials the meals they eat are prepared. This presentation kind attracts the attention of other guests as well and increases the demand. Preparation of the food at the table and its service can be made in different ways. Flambé are among the most common ones of these kinds of presentations:

FLAMBES

The flambé is prepared in front of the guests and on fire and therefore the personnel shall be careful about the safety and hygiene. In order to make the taste and aroma of the meals better, cooking is made by flaming with drinks containing alcohol. This way,

- The guests are presented a show to watch with pleasure
- Interest shown to the guests is increased
- The attraction of the other guests are drawn to the table

The below mentioned operation stages are followed to prepare a pepper steak flambé

1. After taking the order, the car and other necessary materials shall be prepared.

Materials needed for two people pepper steak service;

- Two pieces of 200 gram steak fillet
- 10 cl. Cream
- 12 cl. meat broth
- 50 grams of butter
- 2 cl. Brandy
- 4 cl. Red wine
- 2 tablespoons of pepper and salt

Necessary tools and devices to be used at the car

- Table consisting of forks and spoons

- Table sets to be placed in the service
 - Heater
 - Cloche
 - Service plates
1. The beefs are placed in the black pepper and mixed
 2. Some of the butter should be melted in a pan
 3. The beefs are fried in the pan
 4. After the beefs are fried, brandy is poured and it is flamed
 5. The beefs are taken into the plate
 6. Red wine is added to the pan
 7. Wine is heated to thicken a little
 8. The meat broth is added
 9. Cream is added
 10. The remaining part of the butter is added.
 11. Salt is added
 12. The beefs are again placed in the pan and cooked in sauce
 13. The beefs are put in the plate to be served
 14. The garnitures and sauce in the pan shall be added to the plate
 15. Service shall be made from the right side of the guests.

Points to be paid in preparing a flambé

- The car shall be checked before starting the service and the deficiencies shall be completed if any
- The flambé car shall be pushed, not pulled
- While taking the order, the cooking degree of the meat shall be asked
- For the flaming, the pan shall be heated enough
- The drinks to be used for flaming shall be kept away from the fire and the drink shall be poured from the bottle
- There shall be a heater, rechaud in the car and cloche to be laid on the plates in the car.
- The flambé car shall not be used at the places close to the curtains and flammable goods
- The meat shall be turned upside down for once while being fried in the pan
- Some of the food shall be half cooked at the kitchen to save time

13. BREAKFAST TYPES AND ROOM SERVICE

13.1 MEANING AND IMPORTANCE OF BREAKFAST

Breakfast is the most important meal of the day. The breakfast menus have changed very much over the centuries and become richer and lighter. For instance, grill and cold meat used to be included in the breakfast menus but currently lighter food is preferred for breakfasts. While cooked food is still common in England and America, they are not preferred in the European countries.

13.2 BREAKFAST MENUS

CONTINENTAL BREAKFAST

- Hot drinks, tea, coffee, cocoa etc
- Butter
- Honey, jam
- Variety of Bread

ENGLISH BREAKFAST

- Hot drinks, milk tea, coffee
- Fruit or vegetable juice
- Butter
- Jam, honey, marmalade
- Variety of Bread
- Breakfast sausages
- Egg types
- Cold meat
- Fish
- Cereal

AMERICAN BREAKFAST

- Hot drinks, milk tea, coffee
- Cold drinks, ice water, stewed fruit, fruit or vegetable juice
- Fresh fruit
- Cold meat, bacon, sausage
- Butter
- Honey, jam, marmalade
- Fish kinds
- Meat kinds
- Egg and omelet kinds
- Pancakes (with lemon, orange, cinnamon)
- Cereal

TURKISH BREAKFAST

- Hot drinks, tea kinds (bare, lemon, fruit, vegetable etc)
- Butter
- Jam, honey
- Cheese types
- Olive types
- Fried bread
- Cucumber, tomato
- Egg types
- Cold meat (salami, bacon etc.)

13.3 BREAKFAST SERVICE

Before starting the breakfast service, preparations shall be completed. The preparations to be done in the morning are as follows:

Preparations at the breakfast office;

- Hot water for coffee shall be prepared
- Tea shall be prepared
- Toaster shall be prepared
- The bread shall be sliced and bread rolls shall be prepared for service
- Croissant, pastries made of oil, egg, etc. shall be prepared
- Fresh fruit juice or concentrated juice shall be prepared
- Butter shall be prepared (if skimmed butter is used)

Preparations at the restaurant

- The covers over services shall be removed
- Napkins shall be prepared and laid
- Honey, jam, butter and milk shall be prepared on the tables
- Sugar shall be put on the tables
- The cups prepared at the night before shall be arranged if needed

Preparations at the servant

- Fresh fruit juices shall be placed
- Butter, honey, jam, milk, cream shall be placed
- Mustard and other needed sauces shall be placed

After the completion and check of all the preparations, the guests are ready to be welcomed for the breakfast service.

Points needed to be paid attention in the breakfast service

- The guest shall be attended as soon as he is seated.
- The food and beverages shall be brought to the guest without cooling
- The deficiencies at the tables shall be completed according to the order
- Safety shall be cared while carrying the food and drink
- Toasts shall not be put on top of each other or should be covered well.

13.4 BREAKFAST BUFFET

One type of breakfast service is the buffet service. It has become widely applied especially at the beach and resort areas since service staff are not needed much at these regions. The food and beverages, cheese types, honey, jam, butter, tea, coffee and bread are presented which may be accompanied by dried grape, hazelnut, dried apricot, yoghurt, etc.

In the Turkish type breakfasts, it is also possible to see tomato, cucumber, white cheese, olives, etc. and many other food types which are not seen in the Western breakfast types.

Advantages of the breakfast buffet

- Provides savings from the labor
- Service is faster
- The guests are given the opportunity to select their food and beverages
- Eases the work load in the kitchen

Disadvantages of the breakfast buffet

- There is too much guest traffic in the hall
- Some of the guests may be disturbed due to the noise
- Guests, who have eaten well, may not require lunch
- Requires too many sets
- May lead to food wasting

13.5 ROOM SERVICE

The room service is the department serving the food and beverage of the guests to their rooms. The room service is working until midnight at some of the hotels while some work 24 hours a day. The organization of the room service personnel changes depending on the size of the hotel, working hours and service quality. Room service is not generally present in small city hotels or motels. At larger enterprises this department is a crowded one including a director and a large staff.

The orders given for the room service are taken through the menu card at the rooms or phone and assessed accordingly.

Assessment of the orders made by the menu card;

The menu cards collected at the doors of the rooms are evaluated after being brought to the room service buffet and served at a certain time in the morning. The preparations are made according to the demands of the guest. At the morning shift, the order checks or account abstract prepared on the cards are distributed to the related service employee. The service employee makes the preparations according to the order check and prepares the service car and distributes the orders at the determined time.

Taking the orders through phone is made by following the below mentioned steps;

- While answering the phone, the officer shall reply saying “good morning, good afternoon, good evening” depending on the time of the day
- The officer shall ask “How can I help you?”
- The first information shall be written on the order bill
- The orders shall be recorded
- The details shall be recorded
- The guests shall be helped when he is undecided
- Sales techniques shall be used
- Service time shall be defined
- The orders shall be repeated for the confirmation of the guest
- The phone shall be closed by thanking the guest
- The name of the waiter to be sent shall be recorded

SERVICE AT THE ROOM

The waiter having brought the tray or car to the door of the room shall perform the service by following the below mentioned stages

- The door number in the order check shall be compared to the room number
- The door shall be knocked even when it is known that there is nobody in

- The door shall be knocked loud enough to be heard by the guest
- The guest shall be waited to reply before entering
- The guest shall be greeted by saying “good afternoon” etc. while entering in
- The service car shall be placed in the middle of the room, near the window or near the bed depending on the choice of the guest
- Some of the services shall be made if required by the guest or deemed necessary
- The guest shall be asked whether he has any other requests
- The accounts abstract shall be signed by the guest
- The employee shall leave the room by saying “Enjoy your meal”
- The account abstract shall be given to the order taker

14. BEVERAGES AND BEVERAGE SERVICE

14.1 TYPES OF BEVERAGES

There are many kinds of beverages and they are classified in various ways. In general terms, they are classified as follows:

- | | |
|--|---|
| * According to the temperature they are served | * According to alcohol content |
| 1. Hot drinks | 1. Alcoholic drinks |
| 2. Cold drinks | 2. Non-alcoholic drinks |
| * According to the method they are prepared | * According to the rate of alcohol they contain |
| 1. Fermented drinks | 1. Low-alcohol drinks |
| 2. Distilled drinks | 2. High-alcohol drinks |

As can be seen from these classifications, they are not exclusive of each other. If we are to examine them in general, another classification can be made as follows:

- | | |
|------------------------|-----------------------|
| * Hot drinks | * Alcoholic drinks |
| * Non-alcoholic drinks | * High-alcohol drinks |

14.2 HOT DRINKS AND THEIR SERVICE

These are the beverages mostly consumed at the hotels. Most of them do not contain alcohol but there are some served with alcohol as well. The ones not containing alcohol are;

- Tea
- Coffee
- Other hot drinks
 - o Cocoa
 - o Milk
 - o Hot chocolate
 - o Sahlep (hot drink made of milk and orchid root), etc.

The ones served with alcohol are generally different kinds of coffee. The

mostly known types are;

- Irish coffee
- Gaelic coffee
- Calypso coffee
- Caribbean coffee
- German coffee etc

TEA AND ITS SERVICE

Even though there are many kinds of tea all over the world, the Chinese, Ceylon, Indian and Russian tea are the mostly known and preferred ones. In our country, the way of brewing tea is similar to the Russian methods but the service and preparation techniques are different.

PREPARATION OF TEA

“Brewing” is the name of preparing the tea. The operation of brewing is similar for the preparation of all tea kinds. Recently, special tea machines are used for brewing the tea.

The tea is brewed by following the below mentioned steps;

- The empty teapot is placed on top of the hot water tank bowl to heat up.
- The tea and water is added into the teapot.
- While 5 minutes is enough for brewing in the west, in our country 10 - 15 minutes are considered necessary
- Tea is served.

TEA SERVICE

The tea service is performed in various methods such as Turkish tea service, classical tea service, drained tea service, package tea service, etc.

Service of the drained tea is performed by following the below steps;

- A cloth is laid on the tray
- Necessary materials are placed on the tray
- The tray is brought to the serving cabinet
- Necessary preparations are made at the table
- Pots are prepared for the service
- Sugar is served
- Tea is served

- Hot water and milk is served depending on preferences
- After the service, the pots are left on the hot pads on the table or on the serving cabinets.

COFFEE TYPES AND THEIR SERVICE

The coffee undergoes many operations to be ready for service. There are many coffee types depending on the operations they undergo, way of preparation or service. The main coffee types presented at the hotels are as follows:

- Filtered coffee
- Espresso coffee
- Cappuccino coffee
- Mocha coffee
- Turkish coffee
- Instant coffee
- Decaffeinated coffee ,etc.

Preparation or service of the coffee is made in different ways. Classical method is generally used at luxurious enterprises. In this method, the bottom of the pot continues to touch the tray and the pot is bent to serve the coffee and the milk. Experience is needed to serve the coffee without ruining the balance of the tray. Another method is serving the coffee by lifting the pot and pouring into the cup.

Points to be paid attention in serving the filtered coffee;

- After taking the coffee order, the dirty plates and sets used for the meal shall be collected.
- The crumbs shall be cleaned
- Cups and ashtrays shall be placed on the table
- A cloth shall be laid on the tray, coffee pot, hot milk pot, cream pot, if needed, and sugar cup shall be placed and the tray shall be made ready for the service.
- The age, gender, etc. shall be paid attention during the service in terms of service order.
- The requirements of the guests shall be taken into consideration and the guest shall be asked whether he wants milk,sugar, etc.
- The coffee pot shall not be touching to the cup and the cups shall be filled 1 - 2 cm short of the top.
- The tray shall be rotated and milk and sugar shall be served in the needed order
- After the sugar is placed, the cup shall be served from the right side of the guest.

- After serving all the guests, the officer shall say “Enjoy your drink” and withdraw and the tray shall be brought the serving cabinet, placing the pots on a heater.

OTHER HOT DRINKS AND THEIR SERVICE

Apart from tea and coffee, there are other drinks such as linden, sage, thyme etc. which are also brewed in hot water. And there are other instant hot drinks prepared by mixing fruit extracts - such as apple, orange, lemon, etc. - with hot water. Cocoa and sahlep are rather different compared to the fruit extracts. Their preparation and service is similar to the method of coffee. They are served in cups. Milk is used for various aims. It can be served with tea, cocoa and coffee while some prefer it plain.

14.3 NON-ALCOHOLIC DRINKS AND THEIR SERVICE

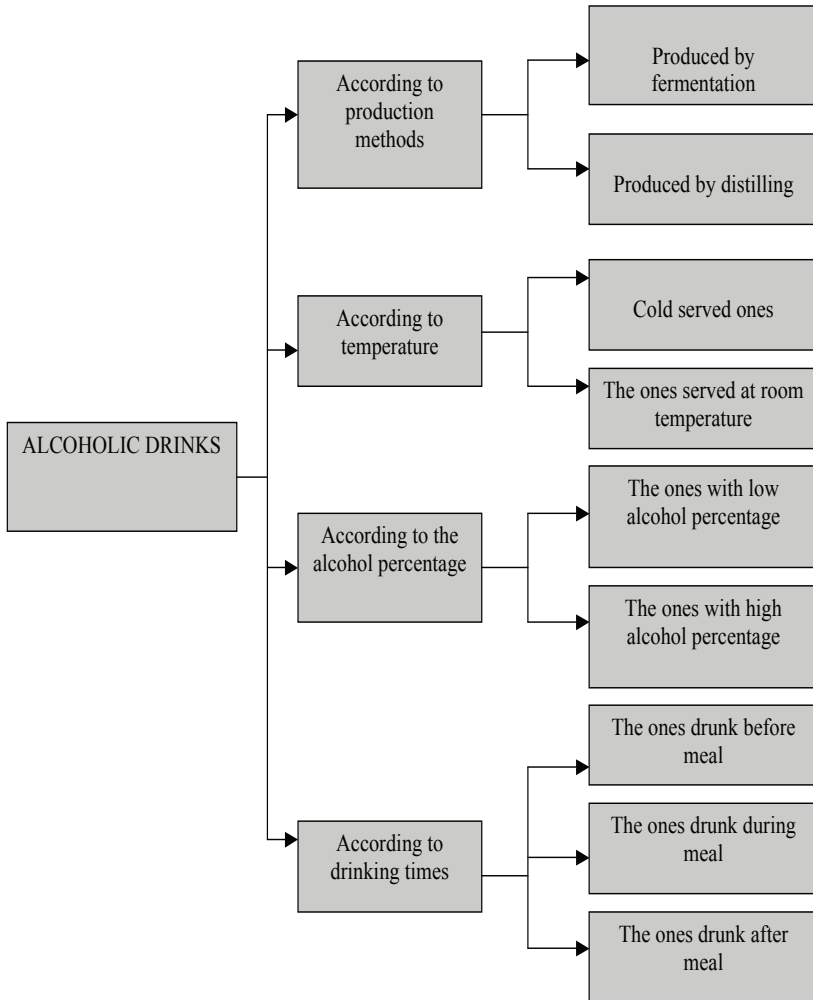
The non-alcoholic drink is the name given to the cold drinks despite the fact that hot drinks do not contain alcohol, either. They form an important part of the drinks served at the enterprises. They are served in glasses or bottles. The drinks not containing alcohol are;

- Spring water
- Mineral water and soda
- Pasteurized juices
- Concentrated juices
- Cold drinks
- Ayran (Turkish drink made of yoghurt) etc.

Service of the soda or mineral water in bottle is performed following the below stated stages;

- The tray is prepared
- The tray is taken to the table
- The glass is placed on the table at the right side of the guest
- The bottle is opened in front of the guest by using an opener
- The drink is poured into the glass in an appropriate way from the right side of the guest
- After pouring the soda, if there is some drink remaining in the bottle, it shall be placed at a suitable place at the right side of the guest.
- The officer shall say “Enjoy your drink” and withdraw

14.4 ALCOHOLIC DRINKS AND THEIR SERVICE



BEER

Beer is a drink with low alcohol percentage of 3 - 8 %, produced by the fermentation of hop-flavored malted barley with beer yeast. It includes carbon dioxide and has a unique clear taste and color .

Types of beer are separated into two according to the different fermenting methods used in the production. The fermenting from the top is called “Ale” and the fermenting from the bottom is called “Lager”. Both of these types are further divided into two as pasteurized and non-pasteurized beer.

BEER TYPES

According to the percentage of alcohol

* Alcohol-free beer * Beer with low alcohol percentage * Beer with high alcohol percentage

According to the color

* Light colored beer (Lager) * Dark colored beer (Ale)

Points needed to be paid attention in the service of beer

- The beer shall be served at a certain heat about 6 - 7 centigrade degrees
- Ice shall not be put in the beer. It should be served in cold glass
- The beer shall be served without foaming much
- Beers shall be recommended with spicy meals

WINE

It is an alcohol drink obtained with the fermentation of only fresh grape or must.

The wines are classified in various methods;

Classification in terms of drinking quality;

* Table wines * Quality wines

Classification in terms of production method,

- White wines
- Rose wines
- Red wines

Classification in terms of sugar they contain

- Dry wines
- Medium dry wines
- Sweet wines
- Liqueur wines

Classification in terms of age

- Young wines
- Aged wines

Classification in terms of sparkling

- Naturally sparkling wines
- Artificially sparkling wines
- Champagnes

WINE SERVICE

The rose wines shall be served at 8 – 12 degrees, white wines at 6 – 10 degrees, and red wines at 14 – 20 degrees. The table wines are served at 14 – 16 degrees and aged wines are served at 16 – 20 degrees.

The wine service is performed by following the below mentioned operation stages

- The bottle shall be cleaned and dried
- The folded napkin shall be held by the left hand
- The wine bottle shall be held by the right hand showing its label
- The employee shall approach to the right side of the customer in an appropriate way
- The wine shall be poured into the glass in an appropriate way
- The bottle shall be rotated to the left and the right so that the last drop is not dripped and the mouth of the bottle is wiped clean.
- The guest shall be allowed to taste the wine
- After the approval, the 2/3 of wine glass is filled following the appropriate order.
- The service is done like the tasting operation and filled at the rate of 2/3, in a similar way
- Other guests shall be served in the clockwise direction considering the service priorities.

DRINKS WITH HIGH ALCOHOL PERCENTAGE AND THEIR SERVICE

RAKI 45 – 50 % alcohol

It is the Turkish drink obtained by distilling the pure suma with aniseed. It is rested in wooden bowls for 2 – 6 months after the distillation.

Raki service

It may be drunk sec or by adding water. Raki is served in cylinder-shaped tall glasses together with water or soda.

RUM 40 % or more alcohol by volume

It is produced by the distilling and fermentation of sugarcane juice. It is mostly produced in the Caribbean Islands and South African countries. It is produced as two kinds being Light Rum (with a fine aroma, not colorless, heavier) and Dark Rum (dark colored).

Rum Service

It is served by mixing with various non-alcoholic drinks. Coke is mostly preferred accompanying drink. It is used in making various cocktails.

GIN 40 – 47 % alcohol by volume

It is made from the fruits of the juniper tree at the size of a pea. The alcohol used in production is mainly obtained from sugar cane or other plants. After the distillation, it is watered and rate of alcohol is decreased. Its hometown is England.

GIN Service

It is generally served mixed with tonic water with kinin, ice and a slice of lemon. It is also served by making cocktails together with various alcoholic and non – alcoholic drinks.

VODKA 35 – 80 % alcohol by volme

It is made of various types of cereal and potato. Many kinds are flavored by fruits or mixed with various plants, and some of them are made to age for a long time.

The vodka is pure alcohol rid of the characteristics of the plant it is made of. It is distilled until reaching a pure state. Its hometowns are Russia and Poland.

The mostly known kinds are Smirnoff, Finland, Stolichnaya, and Wyborowa vodkas.

Vodka service

It may be served as a cold and pure drink or as a cocktail by mixing with various alcoholic and non-alcoholic drinks.

WHISKY 40 – 60 % alcohol by volume

It is obtained by distillation after the fermenting of the wheat, barley, corn etc. It was first originated in Scotland. The most known type of whisky is Scottish. Irish whisky includes 40 %, American whisky includes 40 – 50 % and Canadian whisky includes 40 – 60 % alcohol by volume.

Whisky service

It is generally preferred with water or soda water. The Scots do not add any water and drink it in place of brandy after the meal. It can be drunk with various drinks as cocktails.

COGNAC - BRANDY 40 % alcohol

This kind of drink is known as “Brandy” in the European countries while in Turkey it is known as “Cognac”.. It is obtained by distilling the wine. The name comes from the French town Cognac, where the brandy is made of the grapes raised there.

TEQUILA 40 % alcohol

It is obtained from the trunk of the “Mezkal” plant similar to cactus, which, after adding sugar, is fermented and then distilled.

It is left for resting in wooden bowls for three years and then bottled and marketed. It is produced as two kinds; white or golden.

Tequila service

It is served with salt and lemon. Additionally, hot tomato juice is also preferred. It is used in cocktail preparation.

LIQUEUR 15 – 45 % alcohol

These are the drinks made of various fruits and plants by adding sugar syrup to sweeten. There are various kinds of liqueur. They are classified as mint,

orange, cherry, raspberry etc. Some of them are not a product of a single fruit but several..

Liqueur service

These are drunk as digestives after the meal. When drunk on its own, it is served in small glasses and when served with coffee, some can include ice. These are called “Frappes”. They may be used in making cocktails and meals. As in the brandy service, they may be brought in glass or served from the car.

Points to be paid attention in the drinks with high alcohol percentage;

- As the drinks with high alcohol percentage are the expensive ones, they should be stored carefully.
- Precautions shall be taken against theft
- They shall be served as needed in accordance with the exact measures
- The brands stated in the menu cards shall be served

15. BAR INFORMATION

15.1 DEFINITION AND TYPES OF BAR

Bar is the place where the hot drinks, alcoholic or non-alcoholic drinks, and cocktails are prepared and sold. There are two groups of bars at larger enterprises, ones selling directly to the customers or service bars not in direct contact with the customers. Service bars are at the offices, serving for the food and beverage department. The bars directly making sales are classified as follows:

- American bar
- Snack bar
- Restaurant bar
- Lobby bar
- Service bar
- Dispense bar
- Dance bar
- Disco bar
- Vitamin bar
- Pool bar etc.

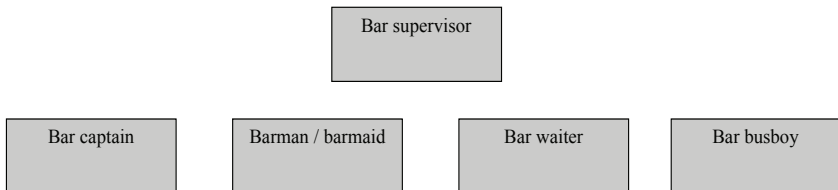
15.2 BAR STAFF

The staff working at the bars or at the bars belonging to a hotel shall bear some qualification.. These qualifications vary depending on the knowledge and ability and positions of the personnel. Personnel at each level are required to have certain knowledge, ability, attitudes, etc.

QUALIFICATIONS NEEDED TO BE BORN BY THE BAR STAFF

- Being hardworking
- Being sensitive for protecting the environment
- Paying attention to details
- Being careful
- Being tidy
- Being honest and trustworthy
- Being able to have empathy
- Being cheerful
- Having a working discipline
- Being careful about the work security

- Being careful about the work quality
- Being decisive
- Acting in a planned and organized way
- Being practical
- Being patient
- Keeping secrets
- Being calm
- Having responsibilities
- Being innovative
- Using the time efficiently



Bar supervisor

He is the personnel responsible for the operation and management of the bars at the enterprise and shall know at least two languages.

Bar captain

He is the personnel responsible for one bar at the enterprise and works as the assistant of the chief. He shall know 1 – 2 languages

Barman – Barmaid

The personnel who knows well how to prepare the drinks, cocktails and is responsible for the bar. He shall know at least one language.

Bar waiter

He is the personnel who knows the drinks well and how to serve them. He shall know at least one language.

Bar busboy

Bar employee who is responsible for the preparation for the service, cleaning and works assigned by the barman. He shall understand at least one language.

15.3 BAR TOOLS AND DEVICES

There are various tools and devices used at the bars. Some of them are;

- Shaker
- Mixing glass
- Mixer
- Blender
- Bar drainer
- Bar spoon
- Bar measures (shut, jigger)
- Automatic measures
- Bottle hangs
- Ice knife
- Ice grind machine
- Corkscrew and soda openers
- Bottle mouth
- Champagne bowl
- Cutting panel and bar knife

Apart from these main tools and devices used at the bars, there are others used for decoration, ornamentation, storing, cleaning and documentary purposes.

Points to be paid attention in the maintenance of the tools and devices of the bars

- They shall be kept clean
- They shall not be used out of their purposes
- Electrical tools shall be used carefully
- Heat of the coolers shall be checked
- Precautions shall be taken against breaks

15.4 WORKS TO BE DONE AT THE OPENING AND CLOSING OF THE BAR

WORKS TO BE DONE AT THE OPENING OF THE BAR

- The floor shall be checked for cleanliness
- The desk and bank of the bar shall be cleaned
- The cloth and napkins shall be checked and replaced if necessary
- Electrical tools shall be controlled
- The glasses shall be controlled in terms of type, number, and cleanliness
- The drink stock shall be checked and deficiencies shall be completed.
- The food and drink materials to be used daily shall be taken and stored

appropriately

- The bottles shall be in a certain order at the racks
- The freshness of the material to be used at the bar shall be checked
- The ornamentation materials, juices and garnitures shall be prepared in advance
- The tools, devices and materials shall be checked in their places
- The ice, buckets, tongs shall be made ready for the service
- Air conditioners shall be controlled
- Order bill, addition, cash check roller shall be ready for use
- Cash register shall be checked
- All the materials shall be ready five minutes before the opening and last checks shall be made.

WORKS TO BE DONE AT THE CLOSING OF THE BAR

- The bottles used shall be controlled and placed in their places
- The remaining ornamentation, snack food and garnitures shall be cleaned and stored
- The tools and devices shall be cleaned and stored
- The hall shall be conditioned, table and chairs shall be placed
- The desk of the bar shall be cleaned
- The electrical devices shall be turned off
- Operations related to the cash and cash report shall be made
- Last checks shall be performed and lights shall be turned off.

15.5 DEFINITION OF THE COCKTAIL AND PREPARATION TECHNIQUES

The cocktails are the drinks prepared by mixing different drinks. Two or more kinds of alcohol and juices, liqueur etc are added to prepare these.

Cocktail preparation methods are;

- Preparing the glass
- In the mixing glass
- Making in the shaker or mixer
- Making at the blender

15.6 PRAPARING COCKTAIL

While preparing a cocktail,

- The recipe of the drink

- Preparation method
- Preparation stages
- Usage of appropriate ice shall be well planned

Points needed to be paid attention in preparing the cocktail materials

- Deficient materials shall be completed
- The materials shall be stored in appropriate places
- Precautions shall be taken against theft
- Fresh juices shall be preferred instead of concentrated ones
- The fruits and vegetables shall be selected in accordance with their purposes
- The materials easy to spoil shall not be prepared more than needed
- The glasses shall not be adorned more than needed

Points needed to be paid attention in preparing the cocktails;

- Big ice cubes shall be used for the short drinks and small ice cubes for the long drinks
- The preparation of the cocktail shall be very well designed
- Recipe measures shall be obeyed in preparing the cocktail
- Cold drinks shall be served in cold and hot drinks shall be served in hot glasses
- The glasses and tools and devices being used shall be clean
- The egg shall not be directly broken into the cocktail
- Shaking and mixing operations shall be at appropriate levels
- The ice shall always be clean and pure.

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