

# Service

## A Guide for Professionals

Service: from good to great!

Along with the basic "tools of the trade", including properly setting a table, a refined beverage service and a thorough knowledge of service systems, styles and techniques, a courteous, polite and unobtrusive interaction with customers is essential.

It doesn't end there. Excellent recommendations while taking a guest's order, the professional handling of complaints, and understanding and warmth in communicating with foreigners are an important part as well.

A restaurant professional must also be able to plan, organize and carry all kinds of events to create a memorable experience for all guests.

### Contents

- The Guest
- The Food and Beverage Service Employee
- Service Systems
- Furniture, Fixtures, Equipment and Supplies
- A Workday
- Service Styles and Techniques
- Meals
- Caring for Guests
- Beverage Service and Menu Design
- Cigar Service
- The Bar
- Catering and Convention Services



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GUTMAYER  
LENGER  
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# Contents

## The Guest

Reflections on hospitality	8
Changes in guest requirements	9
Eating and drinking habits around the world	12
The English guest	12
The American guest	13
The German-speaking guest	14
The Italian guest	16
The French guest	17
The Spanish guest	19
The Danish guest	20
The Swedish guest	21
The Japanese guest	22
The Chinese guest	23
The Jewish guest	24
The Middle Eastern/North African guest	26
The Puerto Rican guest	27
The Colombian guest	29

## The Food and Beverage Service Employee

Professional image	32
Manners	32
Personal appearance	32
Hygiene	32
Professional outline	32
Job description	33
Employment application	33
When roles are reversed	33
What to ask and/or not to ask	35
Orientation and training of new employees	35
Accident prevention and safety regulations	35
Basic roles to prevent accidents	36
Concrete measures against fire and accidents	36
Environmental awareness	38
Continuing education	39
Working abroad	39

## Service Systems

French service system	42
American service system	46
One waiter system	46
Two waiter system	46
Head waiter system	46
Room service	47

## Furniture, Fixtures, Equipment and Supplies

Tables and chairs	50
Table linen	50
China and stoneware	53
Flatware	56
Basic flatware designs	56
Special flatware	58
Carving and serving utensils	60
Cleaning flatware	62
Glassware	63
Glassware for non-alcoholic beverages	63
Beer glasses	64
Wine glasses	65
Traditional wine glass designs	65
Red and white wine glasses	67
Rosé wine glass	68
Dessert wine glass	68
Sparkling wine glasses	69
Carafes, pitchers and decanters	69
Bar glasses	70
Cleaning glassware	74
Other service equipment and supplies	75

## A Workday

Mise en place (preparatory work)	86
Table culture	87
Ambiance	87
Flower arrangements	88
Floral decorations	88
Candles and lighting	89
Napkins	89
Setting the table	96
Table placement	96
Placing table pads or silence cloths	96
Setting the tablecloth	96
Placing overlays	97
Position of the chairs	97
Placing decorations and condiment sets	97
Setting the cover plate	98
Setting the covers	98
Setting the napkins	98
Glassware placement	99
Service and set-up of dishes	100
Tasks before service begins	108
Duties and checklists	108
Service meeting	108

## Service Styles and Techniques

Fundamental serving and carrying techniques	112
Carrying a tray	112
Carrying plates	112
Carrying platters	113
Carrying glassware	113
Proper handling of serving utensils	113
Clearing	114
Service styles	114
Setting	114
English service	114
French service	115
Platter service	115
Cocktail service	115

## Meals

Service methods	118
À la carte service	118
Buffet	118
Table d'hôte service	118
Room service	118
Breakfast	119
Serving breakfast foods and beverages	120
Breakfast service methods	122
Breakfast types	126
Brunch	129
Lunch	129
Table settings	129
Serving the individual courses	131
Afternoon break	132
Afternoon coffee break	132
Afternoon tea	132
Dinner	132
Late dinner	132

## Caring for Guests

The importance of quality in service	136
From guests' arrival to departure	137
Restaurant reservations	137
Greeting and seating guests, menu presentation	138
Recommending and selling	139
Taking the orders	143
Service and attentive care	144
Payment and farewell	145
Complaints	150
Managing stress	151
The end of a workday and closing	151

## Beverage Service and Menu Design

Beverage service	154
Ideal drinking and serving temperature	154
Service of open beverages	155
Serving bottled beer	155
Serving bottled wine	155
Serving red wine	157
Club service	158
Service from the cart	158
Wine by the glass	159
Menu structure	163
Sequence of a classic menu	163
Sequence of a modern menu	163
Menu sequence fundamentals	163

## Cigar Service

The correct preparation of a cigar	166
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## Designing and Planning Menus

À la carte menu and fixed menu	170
The structure of a menu	170
Menu design guidelines	170
Menu design for banquets and special events	171
Menu types	172
Beverage menus	173
Beverage list	173
The wine list/menu	173
Beer specialty menu	175
Bar menu	175
Cocktail menu	175
Apéritif menu	175
Digestif menu	176
Tea menu	176
Coffee menu	177

## The Bar

Bar forms	180
Bar personnel	181
Bar utensils	183
Working in the bar	185
Daily mise en place behind the bar	185
Other preparation work	186
Mixed drink preparation	186
Bar service	187
Serving at the bar	187
Serving at the tables	187

## Catering and Convention Services

Organization	190
Site inspections	190
Requirements for holding special events	191
Catering and convention sales	193
The function sheet	193
Types of events or functions	196
Banquet	196
Weddings	203
Buffet	204
Cocktail reception	208
Meetings and conventions	209
Outside catering	214
Post-event meetings	217