

Service Procedures

Mise – en - Scene

Mise en Scene refers to preparing the environment of the area in order to make it pleasant, comfortable, safe and hygienic. The service staff should ensure that the restaurant is made presentable before it is opened for public. It is one of the core responsibilities of the head waiter to see that the following mise – en - scene is done prior to each service session.

- ❖ Open the doors and windows for some time to air the restaurant.
- ❖ Brush and vacuum clean the carpets.
- ❖ Check tables and chairs for serviceability.
- ❖ See that all table lights or wall lights have functioning bulbs.
- ❖ Exchange dirty linen for fresh linen.
- ❖ Check whether menu cards are presentable and attractive. If torn and dirty remove them from operations.
- ❖ Ensure that tent cards or other sales promotional materials are presentable.
- ❖ Lay tablecloths and cover mats on the tables.
- ❖ Discard wilted flowers and replace them with fresh ones.
- ❖ Close the windows and doors and set the air conditioning or heating to comfortable temperature. The ideal temperature is 18°C.

Mise- en-Place

The French word 'Mise en place' means "putting in place" and the term is attributed to the preparation of a work place for smooth service. The duties performed in mise en place vary from establishment to establishment depending on the type of operation, menu served and style of service followed. The following points explain the mise en place carried out in a typical food service operation.

- ❖ The sideboard is set with required cutlery, crockery, glassware, hollowware and fresh linen.
- ❖ Cutlery and crockery are spotlessly polished.
- ❖ Glassware is polished with lint-free cloth and checked for any finger prints and stains.
- ❖ Butter dishes are prepared and kept ready for service
- ❖ The sauce pots are filled with accompanying sauces and pickles.
- ❖ The hot-plate is turned on and it is stacked with necessary cutlery, crockery and hollowware.
- ❖ The covers are set on the tables as per the standards of the restaurant
- ❖ Serviettes are aesthetically folded and arranged on tables.
- ❖ The candles are prepared and placed on candle stands.

Rules for Laying a Table

- ❖ See that the table is not wobbling.
- ❖ The table should be clean and free of crumbs.
- ❖ Tables to be covered with a table cloth should be fitted with baize or felt. The baize cloth deadens the noise of cutlery, crockery and glassware when they are placed on the table. It gives a firm base to the table cloth, so that cloth doesn't slip from the table. It protects the guests' wrists from the sharp edges of the table. Baize also absorbs the beverages that spill on the table.
- ❖ Based on the table size, appropriate linen should be selected. The centre crease of the tablecloth should run in the middle of the table. Fall of the table cloth should be equal at all sides of the table with minimum fall being 9".
- ❖ The centerpieces, i.e. cruet set, bud vase and ashtray, are kept in the center of the table. A bud vase should not be very large or tall as that obstructs the view of guests sitting opposite to each other. Heavily scented flowers should be avoided, as they affect the flavor of the food.
- ❖ Crockery and cutlery should be spotlessly clean and the glassware well polished. Chipped or cracked equipment should not be used.
- ❖ The side plate and the side knife are placed on the left of the cover.
- ❖ The knives are kept on right hand side. The cutting edge of all knives should be towards the cover except for the side knife, which should face away from the cover.
- ❖ The forks are kept on the left hand side with twines facing up.
- ❖ The spoons are kept on the right hand side with the bowls facing up.
- ❖ Cutlery for the dessert is kept on top of the cover. Dessert spoon is kept on top with its handles towards the right-hand side and fork is kept down with its handle towards the left-hand side.
- ❖ The tableware and chinaware should be kept ½ inch away from the edge of the table.
- ❖ The logos or monogram on the tableware should face the guest.
- ❖ The water glass is placed at the tip of the large knife.
- ❖ The butter dish is kept on left hand side at the tip of the large fork.
- ❖ Napkins should be placed either at the center of the cover, on the side plate, or inside the glass.
- ❖ Not more than three sets of tableware are placed at any one time. In case of more than three courses, then the tableware is placed at the time of service.
- ❖ Not more than three glasses are placed on the table at any time. Usually the red wine, white wine and water glasses are placed.
- ❖ Cutlery and flatware are placed from outside to inside in the pattern of menu served on the table.

Procedure of Operations during Lunch / Dinner

The procedure of service to a guest from the moment he enters the restaurant till he leaves, is explained below. This is a suggested order and it should be noted that this order may change and vary according to the establishment, the type of menu and the service offered.

Receiving Guests

Receiving and seating of guest is utmost important, as it is the point of creating first impression. The hostess or maitre d'hotel should be standing at the reception desk to welcome the guests. The service staff should receive the guests with a pleasant and genuine smile.

- Greet the guests and wish them according to the time of the day saying "good morning sir / madame."
- Enquire with the guest if they have any reservation. If do so, verify in the reservation diary and escort them to the concern table. If do not, take them to convenient table which is free and clean. If no table is available to occupy, make the guests sit in the waiting lounge and offer them pre - dinner drinks and appetizers.
- The hostess introduces the host to the captain and then hands over to him. She also informs the captain about any special requirements.
- Captain assists the guests while seating by pulling out the chair slightly, especially for children and ladies. In case of children offer them crib chairs or extra cushions.
- Unfold each guest's serviette and place them over the guests' lap.
- Serve chilled water from right hand side moving in clockwise direction. Most guests these days prefer taking either packaged water or mineral water.
- Menu cards are opened and presented to guests from right hand side. (Phrased as "Here is our menu for you")

Taking the Order

- After presenting the menu to the guest, the captain should stand away for a couple of minutes, to let the guest decide what he wants. The process should never be rushed. Then captain should return graciously and courteously ask, "May I take your order Sir/ Madam, please?"
- While taking the order, one should stand to the right of the guest. After taking the order, repeat the order and take the confirmation from the guest.
- Take orders till main course and the orders for after - main courses (cheese, savoury and desserts) are taken after the service of main course.
- One must thoroughly know the time required to prepare certain dishes and misleading statements about the time that the particular dish takes to prepare, should not be made.
- Once the food order is taken, the sommelier comes to the table to take order for wines. He should be able to suggest suitable wines to accompany certain dishes.

The order is entered into KOT book and it is placed in the kitchen. The covers are corrected as per the order. The extra covers are cleared form the table.

Clearance of Main Course

Clearance is the process of removing used plates efficiently with debris on it. Use two-plate method while clearing and move in clockwise direction.

- Holding the knife and fork with right hand, pick up the plate from the guests' cover.
- Place it between the last and thumb finger, supporting the plate with other three fingers (index, middle and ring)
- The fork is held under the thumb and the knife is placed underneath it at right angles.
- Clear second plate and place it on the cushion of the palm. The knife is placed alongside the first knife; the fork is used to push the debris on to the first plate and then the fork is placed alongside the first.
- Move clockwise and repeat the same till you finish all the guests.
- After clearing the full plates, make second round clearing side plates and side knives.

Crumbing the Cover

The process of crumbing is done after main course is cleared and before the sweet order is taken and served. The purpose is to remove crumbs or any other food particles that may have fallen during the course of dining. The process of crumbing is explained below

- Make sure that the side plates, cruets and other items no longer required, have been removed.
- Quarter plate and a waiters' cloth folded into a pad are required to do crumbing.
- Hold the plate on the flat of your left hand along with a small knife.
- Crumbing commences from the left-side of the first guest. The quarter plate is placed just beneath the edge of the table.
- Crumbs are brushed on to the plate using the folded napkin with right hand. Bring down the sweet fork from head of the cover.
- Move to the right side of the guest, crumb the other half of the cover and bring down the spoon on to the right side.
- While sweet spoon and for are brought down, the napkin is held under the quarter plate.
- Knife is used to scrape off any droppings of the sauce or gravy.
- Move anti-clockwise around the table, crumbing down each guest's place as required, finishing with the host.

Presenting the Guest Bill

Presenting the bill to the guest at right time is of utmost important. Some guests may be in a hurry; others may linger over their meals. Whatever the type of system is used to make the bill, the check should be kept ready when the guest desires for it.

- Check the bill, before presenting it to the guest to ensure it belongs to the right guest and all the dishes have been charged.
- Check the accuracy of addition of mathematical figures.
- Present the bill to the guest in a bill folder. Bill is presented to the host or elder member of the group. If in doubt, to whom to present the bill, place the check in the centre of the table.
- Guest settles bill either by cash, credit card, debit card, bank cheque or voucher. (See chapter 15).
- Once the bill is settled, present the receipt and the remaining change to the guest in a folder.
- Do not remove the bill folder until the guest leaves the restaurant.
- Do not ask the guest for tips. If given acknowledge them with thanks.

Service procedure for Indian meal comprising starter, soup, vegetarian and non-vegetarian curries, Indian bread, rice and sweet is explained below.

- Welcome guests, escort them to tables and assist them while seating.
- Unfold the guest napkins
- Serve water to the guests
- Present the menu cards.
- Take the orders
- Clear covers, if any extra.
- Adjust the cutlery as per the order placed.
- Place accompanying sauces or chutneys on the table.
- Place half plates in front of guests.
- Pick up the starter from the kitchen. Hold the serving dish on flat of left hand. Serve on to the guests' plate by artfully manipulating the service spoon and fork with right hand. The waiter moves anti-clockwise while serving the food.
- Clear half plates by using two-plate method.
- Clear accompanying sauces
- Place papad at the centre of the table.
- Serve pre-plated soup or shorba from the right-hand side.
- Clear soup
- Place pickles at the centre of the table.
- Present full plates to the guests from right hand side.
- Place entrée dishes holding curries and dal on the table with service gear.
- Place the bread basket with roti or naan on the table.
- Assist the guests in service. Serve bread on the side plate. Serve first curry at 2⁰ clock position and the second one at 10⁰ clock position on the plate
- Serve rice at 6⁰ clock position and dal at 4⁰ clock position.

- Clear full plates, when everyone at the table when finished eating.
- Offer finger bowls.
- Clear entrée dishes, bread basket and papad from the table.
- Crumb the covers
- Serve dessert
- Clear the dessert plates or bowls
- Present the bill
- Settle the bill
- See the guests off.

Rules for Waiting at the Table

- ❖ Acknowledge guests' arrival with a pleasant smile and greeting.
- ❖ Pull out the chairs, especially for children and women.
- ❖ Serve water as soon as the guests are seated.
- ❖ Remove extra covers before commencing service
- ❖ Whenever service is carried from right hand side of the guest, move anti-clockwise. Move clock-wise when it is carried out from left hand side.
- ❖ Serve all beverages from right hand side.
- ❖ Serve pre-plated food from right hand side.
- ❖ Present fresh crockery from right hand side of the guest
- ❖ When food is served from a platter, it is done from left hand side.
- ❖ Clearance of soiled plates is done from right hand side.
- ❖ Never reach across a customer. Hence, when a guest is present at the table, all items and equipment on the right of guest must be placed from the right and that on the left from the left side.
- ❖ Serve potatoes and vegetables along with the main course. Place potatoes at 2⁰ clock position and vegetables at 10⁰ clock positions.
- ❖ Serve hot food on hot plates and cold food on cold plates.
- ❖ Do not fill the glasses to the brim.
- ❖ Do not clear the water goblets and demi - tasse cups till the guest leaves the restaurant.
- ❖ Study the menu of the day carefully, and find out from the kitchen, the dishes that are not available and the specials for the day.
- ❖ While taking orders, do not rest your hand on the corner of the table or on the back of the chair. Avoid leaning over the guest.
- ❖ Do not make misleading statements to guest regarding the quality of food, or the time it takes to prepare a dish.
- ❖ Wipe the rims all plates and the bottoms of all dishes before carrying them to the table. Do not serve food or beverage in a plate or a glass that is not dry or clean.
- ❖ Announce the name of the dish you are about to serve. If a guest is reading a newspaper, or in the middle of conversation, do not interrupt rudely, but excuse

yourself politely and ask for permission to serve the food. After service, stand at a respectful distance from the table.

- ❖ See that each guest is served with water throughout the meal and try to anticipate the requirements of the guest.
- ❖ Do not put a spoon in guest's plate or cup, allow the guests to do it themselves.
- ❖ Do not use a dirty napkin or waiter's cloth. If any piece of equipment falls on the floor, replace it from the side station immediately.
- ❖ The menu card should be placed on the side station after use. It should not be left lying on the table or tucked into the waiter's pocket.
- ❖ Always serve children first, followed by ladies, elderly men and finally the host.
- ❖ One should never stand in the dining room with arms folded but stand erect with the waiter's cloth hanging evenly on the left arm and right arm hanging by the side.
 - ❖ Service should be prompt, efficient and unobtrusive.

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