

TYPES OF ESTABLISHMENTS, TYPES OF SERVICE, AND TABLE SETTINGS

Chapter 2

OBJECTIVES

- ❧ Differentiate between many types of establishments
- ❧ Identify the characteristics of French service, Russian service, English service, and American service
- ❧ Describe the arrangement of service ware for the American breakfast, lunch, and dinner cover
- ❧ Explain where food items are placed in the American cover as they are served
- ❧ Define banquet service, family-style service, buffets, salad bars, oyster bars, and dessert tables



INTRODUCTION

- ✧ Every restaurant has a unique identity depending on the amenities offered to guests
- ✧ Most types of service originated in the private homes of European nobility
 - ... Over the years they have been modified for restaurant use
- ✧ Today, each type retains particular distinguishing features
 - ... Some restaurants have combined features of two or more serving styles to accommodate their menu, facilities, and mode of operation



INTRODUCTION

- ∞ The four traditional types of service are
 - ... French
 - ... Russian
 - ... English
 - ... American
- ∞ The cover refers to the arrangement of china, silverware, napkin, and glassware at each place setting
- ∞ Other popular types of service are the banquet, family-style, buffets, salad bars, oyster bars, and dessert tables.



TYPES OF ESTABLISHMENTS

∞ Many terms are used to describe types of restaurants

... Tearoom

... Family-style

... Upscale

... Casual

... Theme

... Quick-service



TYPES OF ESTABLISHMENTS

- ∞ The fact of the matter is that restaurants are subjectively classified by the style of operation
 - ... There are no clear characteristics for each type of establishment
 - ... Traits of one style of restaurant overlap with traits of another
 - ∞ Creating a unique identity



TYPES OF ESTABLISHMENTS

☞ For our purposes here, we could say that types of establishments form somewhat of a continuum

... On one end of the continuum would be restaurants with

- ☞ Minimum service
- ☞ No covers or simple place mats
- ☞ A quick pace
- ☞ Fast foods prepared easily
- ☞ A general informality to the entire operation



TYPES OF ESTABLISHMENTS

... The other end of the continuum would be the establishments with

- ❧ Luxurious surroundings
- ❧ Table linens
- ❧ Silver service ware
- ❧ China and Crystal glassware
- ❧ Flowers
- ❧ Soft music
- ❧ An unhurried pace
- ❧ Skilled servers
- ❧ Expensive, well-prepared, and well-presented foods and wines



TYPES OF ESTABLISHMENTS

- ∞ Family-style restaurants, diners, and some chain restaurants would be on one end of the continuum
- ∞ Trattorias, bistros, and supper clubs in the middle
- ∞ Classic gourmet, upscale, and fine-dining restaurants on the other



TYPES OF ESTABLISHMENTS

- ☞ No matter which combination of amenities make up the whole, the guest has every right to expect
 - ... A smile
 - ... That his or her order be correctly taken and delivered
 - ... That the check is presented promptly and for the correct amount regardless of the setting
- ☞ Good service is still the key to running any successful operation



FRENCH SERVICE

- ☞ Most elegant of table services
- ☞ Formal type of service originated for European nobility
 - ... Prolonged and expensive type of service
 - ... Used in upscale restaurant, elegant hotel dining rooms, cruise ships, resorts, and casinos
- ☞ Food is either cooked or completed tableside
 - ... Brought from the kitchen on heavy silver platters
 - ... Gueridon (cart) and Rechaud (stove)
- ☞ The food is completed by cooking, deboning, filleting, slicing, flambé, and garnishing as necessary
 - ... Served to the guests on heated plates



FRENCH SERVICE

- ℵ Maitre d'hôtel is in charge of the dining room
- ℵ Captain is in charge of a section to the dining room
 - ... Seats the guests, takes guest's orders and supervises table service
- ℵ French table service employs two servers working together
 - ... Chef du rang (principle server)
 - ℵ Receives orders form the captain, serves the drinks, prepares the food tableside, and presents the check
 - ... Commis du rang (assistant)
 - ℵ Takes the orders to the kitchen, picks up the food, serves the plates, clears the dishes and stands ready to assist the chef du rang
- ℵ Sommelier brings wine list and serves wine



FRENCH SERVICE

- ✧ Silverware brought with each course
- ✧ Service plate or show plate is part of the cover
 - ... Remains until main course and replaced for salad and dessert
- ✧ Service is from the right, clearing from the right
 - ... Except for bread, butter and salad to the left
 - ... Soiled dishes are cleared only when all guests have completed their meal
- ✧ Finger bowls are proper after each course
- ✧ Wine only



FRENCH SERVICE

∞ Advantages:

- ... Elegant
- ... Attentive
- ... Showcases food
- ... High check average

∞ Disadvantages:

- ... Highly trained staff
 - ∞ High labor costs
- ... Investment in carts, platters, china, crystal, and silverware
- ... Fewer turns of tables
- ... Fewer tables in dining room.



RUSSIAN SERVICE

- ∞ Similar to French service in many respects
 - ... Formal with great elegance and showmanship
- ∞ Table setting same as French service
 - ... Plates for each course set in front of guest
- ∞ Differences:
 - ... Only one server
 - ... Food is fully prepared and attractively arranged on silver platters in the kitchen
- ∞ Heated plate placed before each guest from the right side
 - ... Clockwise around the table



RUSSIAN SERVICE

- ☞ Platters of food are brought to the dining room from the kitchen
 - ... Presented to the guest at the table
 - ... All foods served from serving dish or platter
- ☞ Standing to the left of each guest with the platter in the left hand, the server shows each guest the food
 - ... Using a large spoon and fork in the right hand, dishes up the desired portion
 - ... Continues counterclockwise around the table
 - ... Remaining food returned to the kitchen



RUSSIAN SERVICE

☞ As with French service

... Finger bowls are proper after each course

... Soiled dishes are cleared only when all guests have completed their meal

☞ Especially useful at elegant banquets



RUSSIAN SERVICE

∞ Advantages

- ... Elegant
- ... Faster and less expensive than French service
- ... No extra space for carts needed

∞ Disadvantages

- ... Need trained staff
- ... Capital investment in silver platters
- ... Last served from same platter



ENGLISH AND FAMILY SERVICE

- ✧ Formal family service or host service
 - ... Typical of a meal served by servants in a private home
- ✧ Foods brought on platters and in serving dishes placed before the host at the head of the table
 - ... Host (or one of the servants) carves the meat, if necessary, or dishes up the entrée
 - ... The hostess (or one of the servants) serves vegetables, salads, desserts and beverages
 - ... Plates are handed to the server on the left, who serves the guest of honor and all other guests
 - ... Sauces and side dishes placed on the table to be passed by the guests
- ✧ Place settings similar to American service



ENGLISH AND FAMILY SERVICE

∞ Advantages

- ... Great deal of showmanship
- ... Casual dining
- ... Guests control portions
- ... Less service skill needed

∞ Disadvantages

- ... Less formal
- ... No presentation
- ... Time consuming
- ... Host and hostess required to do a lot of the work



AMERICAN SERVICE

- ☞ Simplest form of table service
 - ... Less formal than French, Russian, or English
- ☞ Most prevalent style of service in U.S. restaurants
- ☞ Utensils set in order of use
 - ... Water glass at tip of knife
 - ... Wine glass to the right of the water
 - ... Dishes and silver ~1" from table edge
- ☞ Food dished in the kitchen
 - ... Except for salad and bread and butter, most food placed on the dinner plate



AMERICAN SERVICE

- ☞ Foods served from the left, beverages from the right
 - ... Left with left, right with right
- ☞ Soiled dishes removed from the right
 - ... Do not remove until all are done the course
- ☞ The American breakfast and lunch table setting differs from the American dinner setting
 - ... Breakfast and lunch require only a limited amount of service ware
 - ... Dinner involves courses and service ware



AMERICAN SERVICE

∞ Advantages

- ... Simple and casual or complex and elegant
- ... Portion control
- ... Less service skill needed

∞ Disadvantages

- ... Less personal
- ... Guests can not choose portion



LAYING COVERS FOR TABLE SERVICE

- ⌘ When laying a table in readiness for service there are a variety of place settings, which have to be laid according to the type of meal and service being offered
- ⌘ A cover denotes all the necessary cutlery, flatware, crockery, glassware and linen necessary to lay a certain type of place setting for a specific meal



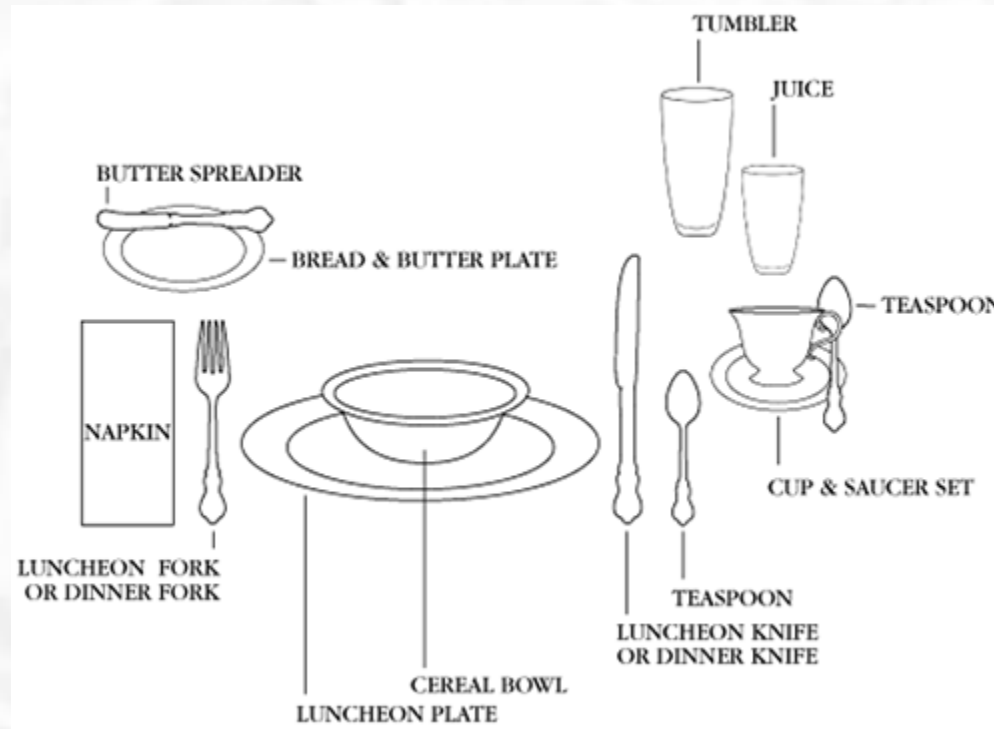
AMERICAN BREAKFAST AND LUNCH COVER

☞ Includes:

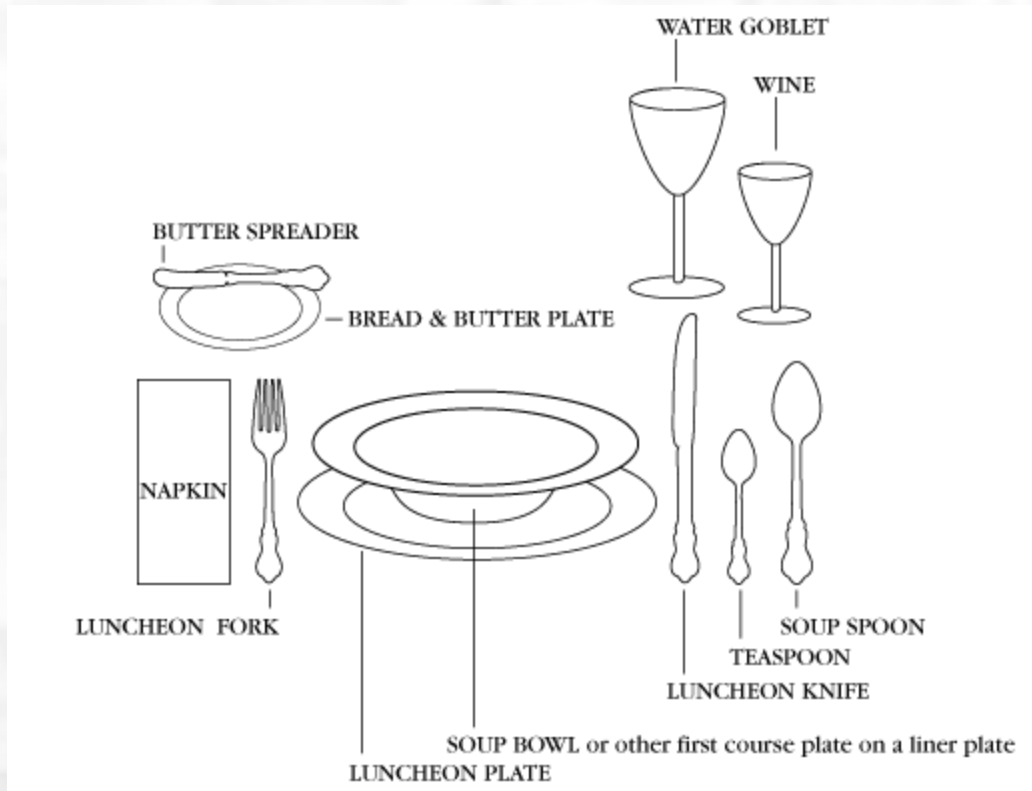
- ... Dinner fork
- ... Dinner knife
- ... Teaspoon
- ... Napkin
- ... B&B plate
- ... Butter knife (optional)
- ... Water glass



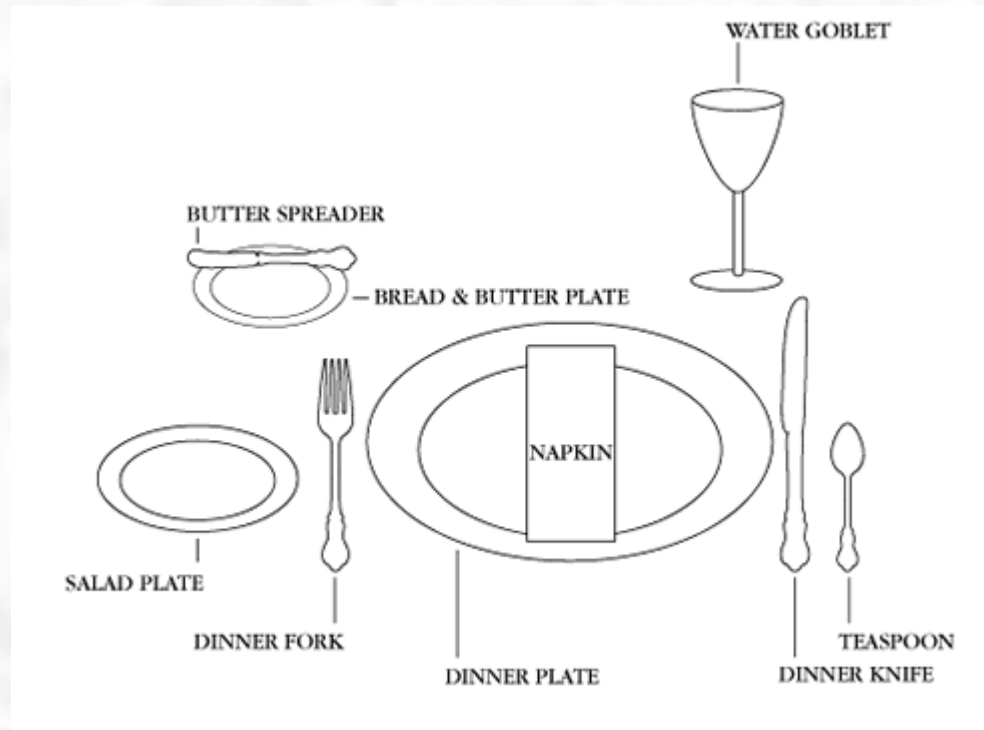
AMERICAN BREAKFAST COVER



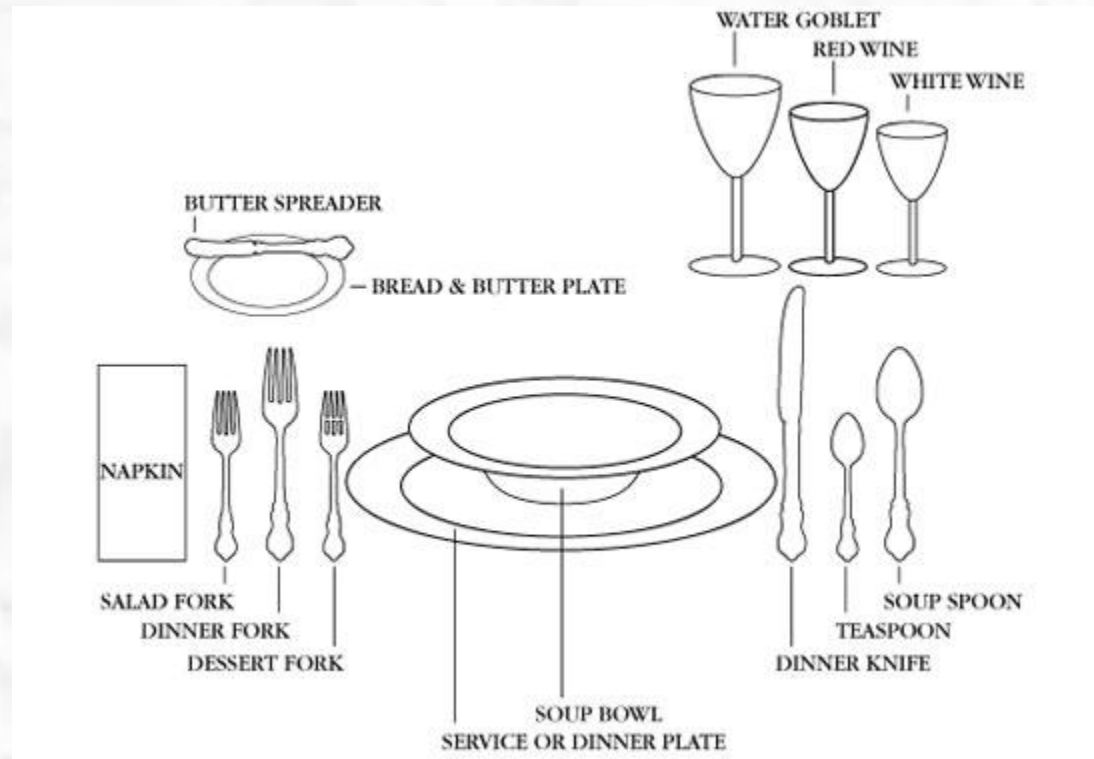
AMERICAN LUNCH COVER



AMERICAN DINNER COVER



AMERICAN (FORMAL) DINNER COVER



BANQUET SERVICE

- ☞ Involves serving a meal to a group of people gathered for a special occasion
- ☞ The cover is generally set with American settings
 - ... Modified to the particular menu
- ☞ French, Russian or buffet service may be utilized at a banquet
 - ... The table will be set accordingly
- ☞ Before the guest arrives or is seated:
 - ... Water is poured
 - ... Butter is placed on B&B plates
 - ... Baskets of rolls arranged on the tables
 - ... Cold course may be pre-set



BANQUET SERVICE

- ☞ Food is put on the plates in the kitchen
 - ... Served to the guests in the usual American style
 - ☞ Or in the French, Russian or buffet style as predetermined
- ☞ The head table is served first
- ☞ Water and coffee are replenished periodically
- ☞ If guest are to remain after dinner, tables should be cleared and tidy at the completion of the meal
- ☞ No check is presented



BANQUET SERVICE

∞ Advantages:

- ... Menu and serving time pre-determined
- ... Service routine simple
- ... Few servers

∞ Disadvantages:

- ... Little personal service
- ... Close quarters
- ∞ Makes service difficult



FAMILY STYLE SERVICE

- ∞ Modification of American service
 - ... Informal
- ∞ Table is set before the meal begins
- ∞ Serving dishes and platters are filled in the kitchen and brought to the table
 - ... Serving utensils brought with the food
- ∞ Serving dishes are passed around the table and people serve themselves
 - ... All-you-can-eat may require refilling of serving containers
- ∞ Dishes are cleared and dessert is served in the same manner
- ∞ American cover or modification is used



FAMILY STYLE SERVICE

∞ Advantages:

- ... Fast
- ... Few servers

∞ Disadvantages:

- ... Little personal service
- ... Attractiveness of serving dishes and platters during course of service



BUFFET SERVICE

- ☞ Usually used when a large number of people are to be served
- ☞ A serving area holds everything needed for the meal and guests go through “the line” serving themselves
 - ... The guest either helps themselves or by chefs behind the buffet line (carving station)
 - ☞ Someone is needed to restock the serving area as necessary
- ☞ Silverware and napkins may be located on the buffet table or a complete cover (American) may be pre-set on the table
- ☞ Servers usually serve only beverages and desserts
 - ... Duties may include appetizer or soup course



BUFFET SERVICE

∞ Advantages

- ... Attractive food display
- ... Speed
- ... Economics
- ... Less service skill needed

∞ Disadvantages

- ... Replenishment needed
- ... Unattractive food display
- ... Food safety
- ... Capital investment



SALAD BARS, OYSTER BARS, AND DESSERT TABLES

☞ Salad Bar

... Self-service concept

... Guests prepare their own salads from an attractive array of vegetables, fruits, and accoutrements

☞ Oyster Bar

... Buffet featuring oysters on the half shell and various accoutrements

... May include other seafood items

☞ Dessert Table

... Display of tortes, pies, cakes, cream puffs, éclairs, fresh fruit, and soft cheeses

☞ Dessert plates and service ware are at hand on the table

☞ Dessert trays or carts



SALAD BARS, OYSTER BARS, AND DESSERT TABLES

∞ Advantages

- ... Attractive food display
- ... Less service skill needed

∞ Disadvantages

- ... Replenishment needed
- ... Unattractive food display
- ... Timing



CAFETERIA SERVICE

- ☞ This service exists normally in industrial canteens, colleges, hospitals or hotel cafeterias
- ☞ To facilitate quick service, the menu is fixed and is displayed on large boards
 - ... Sometimes food is displayed behind the counter and the guests may indicate their choice to the counter attendant
 - ☞ Guests select foods
- ☞ The food is served pre-plated and the cutlery is handed directly to the guest
- ☞ Scramble system limits lines



COUNTER SERVICE

- ☞ Tall stools are placed along a counter so that the guest may eat the food at the counter itself
 - ... The covers are generally laid out on the counter
- ☞ Food is either displayed behind the counter for the guests to choose from, or is listed on a menu card or common black board



GRILL ROOM SERVICE

- ☞ In this form of service various meats are grilled in front of the guest
- ☞ The meats may be displayed behind a glass partition or well decorated counter so that the guest can select his exact cut of meat
- ☞ The food comes pre-plated



BREAKFAST SERVICES

- ☞ There are basically two types of breakfast offered in hotels and restaurants
 - ... The Continental Breakfast and the English Breakfast
- ☞ The Continental Breakfast originated in Europe
 - ... It is a light meal as the Europeans normally have a heavy mid-day meal
- ☞ The English breakfast is heavy and is a major meal of the day
 - ... A traditional English breakfast runs into six or seven courses



BUTLER SERVICE

☞ Similar to Russian service

... Guests serve themselves

... Offered from left side for food

☞ Counterclockwise

☞ Serving fork and spoon used by guest.



BUTLERED SERVICE

- ✧ Waiters pass hors d'oeuvres or beverages from trays
 - ... Similarly to how a butler would wait on guests in a private home.
- ✧ Elegant option, especially as guests won't have to wait in line to get a drink, and it will remind them of the options available to them
- ✧ Requires slightly more staff than stationary hors d'oeuvres and a bartender



COMPROMISE SERVICE

- ⌘ This is a combination of the very formal Russian and the English
- ⌘ Part of the food (usually the salad and dessert) is served from the kitchen and part is served at the table with the host or hostess dishing up the main course
 - ... There is still the presence of service staff

