**Food Service Lab**

**TS1 (120 Hours)**

**Course Description**:

This Practical course lays the foundation of managing food and beverage service. It equips student with theoretical and practical knowledge and skills needed in the food and beverage sector of the hospitality industry. Throughout this course, students will develop an idea about the different sections of the service department, the needed equipment and materials, and the basic service principles. Setting-up tables, basic food service and serving hot beverages, spirits and wine, are few examples of what this course emphasizes. By the end of this course students will acquire a practical attitude, knowledge and the skills needed to perform an entry level position in the food and beverage division.

**Learning Outcomes:**

1. **Technology:**

After the completion of this course, students will be able to:

1. Determine the sections of the services department specify their activities, the work organization, equipment, and material; and name the inter-services relations and the tasks to be accomplished.
2. Identify the service Hierarchy, service staff, job description and job specification, uniform and personal hygiene.
3. Apply the reception rules, placement of orders in the service outlets, use the meal service techniques, sales billing, settlement of bills, departure procedures; use the adequate proper handling of equipments and tools, Main service methods.
4. Identify the beverages and wines at the bar and at the restaurant, name their commercial brands, prepare mezzés at the bar, use the adequate material, and use the specific service techniques.
5. **Laboratory:**

After the completion of this course, students will be able to:

1. Identify the service material, apply the method of use and maintenance, use the appropriate technical product, and effect preparation of the trolley and china.
2. Apply the procedures and techniques of transportation of plates and platter to the restaurant and the different floors (coffee, refreshments, hot beverages, breakfast, lunches, dinners), and use the platter.
3. Affect the layout in the restaurant, apply the appropriate rules to tablecloths, napkins, consoles, sideboards, service tables, and trolleys; and apply the adequate service in the different professional situations.
4. Establish the practical organization of service at the restaurant, make the preparations, the adequate decoration of the tables; execute the appropriate service at the different meals and apply the clearing rules and methods.
5. Apply the preparation, presentation, beverage and simple meal service techniques at the restaurant and at the bar and effect the adequate preparation.

**Topics Covered**:

1. **Technology:**
2. Outlets Description
3. The service Hierarchy
4. Reception at the restaurant
5. Placing orders at the restaurant
6. Breakfast at the restaurant and room service
7. Service at the restaurant
8. The bar
9. **Laboratory:**
10. Presentation and use of material
11. Maintenance and cleaning products and methods
12. Transport of Plates
13. Transport of Trays
14. Layout in the restaurant – Mise en place
15. Main service methods
16. Breakfast at the Restaurant and Room service
17. The bar

**“TECHNOLOGY”**

**CHAPTER ONE**

**OUTLETS DESCRIPTION**

**Learning Objectives:**

1. Determine the service outlets of the establishment
2. Specify the offered activities and transactions
3. Demonstrate the specific relation between the following sections: dining room, restaurant office, room service, cafeteria and floor service, etc.
4. Identify and enumerate the equipment and the material
5. Organize work in each section and specify the responsibilities.

**Contents:**

2.1. The premises destined for the clients

2.1.1. The Dining Room

2.1.2. The Lobby/ Salon

2.1.3. The Bar

2.1.4. The Banquet

2.1.5. The snack-bar, the coffee shop

2.1.6. The complementary restaurant services

2.2. The premises destined for the service

2.2.1. The restaurant office

2.2.2. The Cafeteria

2.2.3. Room Service

2.2.4. Daily Cave

2.3. The premises destined for maintenance

2.3.1. The washing/cleaning room

2.4. The storage premises

2.4.1. The Economy Store

2.4.2. General Cave and Beverage store

2.4.3. The material and equipment supplies

2.5. The premises destined for the personnel

**CHAPTER TWO**

**THE SERVICE HIERARCHY**

**Learning Objectives:**

1. Explain the service staff organization chart
2. Explain the job function of each position
3. Specify the uniforms and personal equipments
4. Personal hygiene

**Contents:**

* 1. The service Hierarchy
     1. Hierarchy for a Medium-sized Operation
* Head waiter/ Maitre D’hôtel
* Captain/ Chef de rang
* Waiter/ commis
* Trainee/ stagiere
  + 1. Hierarchy for a Large-sized Operation
* Restaurant Manager/ Directeur du restaurant
* Head waiter/ Maitre D’hôtel
* Captain/ Chef de rang
* Waiter/ commis
* Trainee/ stagiere
  + 1. Specialists
* Food and Beverage Manager
* Banquet Manager/ Directeur du Banquet
* Wine steward / Sommelier
* Host or Hostess
* Bartender
* Room service waiter
  1. The Job function of each Position
     1. Job Description and Job Specification
  2. Uniform and personal equipment
     1. Uniform and personal appearance for males
     2. Uniform and personal appearance for females
     3. Personal equipments such as Hand Towel, Matches, Corkscrew, Pen.
  3. Personal hygiene

**CHAPTER THREE**

**RECEPTION AT THE RESTAURANT**

**Learning Objectives:**

1. Succeed in the reception, sales and service and deal with client’s departure
2. Establish a good relationship with clients
3. Demonstrate the general client placement rules and those regarding his departure.

**Contents:**

1. Relationship with the clients

3.1.1. Introduction

3.1.2. The restaurant service function

3.1.3. Methodology in the relationship

3.2. Elementary rules of savoir-faire

3.2.1. Introduction

3.2.2. General behavior

3.2.3. Behavior according to circumstances

3.3. Placement and order of table service

3.3.1. Placement

3.3.2. Service order

**CHAPTER FOUR**

**PLACING ORDER AT THE RESTAURENT**

**Learning Objectives:**

1. Describe the order slips, their importance and their mode of use
2. Specify the content of the order slip and its material presentation
3. Determine the principles of order taking
4. Demonstrate the sales recording methods

**Contents:**

* 1. Order slips

4.1.1. Role of the order slips

4.1.2. Slips Circuit

4.1.3. Material presentation of the slips

4.2. Order Taking

4.2.1. Order Taking

4.2.2. Who takes the order?

4.2.3. Rules concerning writing the order

4.3. Recording Sales

4.3.1. Purpose and Recording System

4.3.2. Writing the bill

**CHAPTER FIVE**

**BREAKFAST**

**Learning Objectives:**

1. Explain types of breakfast
2. Describe Simple, Continental, English, Lebanese and Oriental Breakfast
3. Buffet Breakfast and the condition to make it

**Contents:**

1. Simple, Continental, English, Lebanese/Oriental and Buffet Breakfast
2. Organization of service at the room service

5.2.1 Order, Preparation, Distributing and Billing

5.2.2 Doorknob Menu

**CHAPTER SIX**

**SERVICE AT THE RESTAURANT**

**Learning Objectives:**

1. List the cleaning and replacing in an orderly method in the dining room and its annexes
2. Describe and use the maintenance products
3. Explain the principles of dressing tables at the restaurant
4. Specify the styles of service
5. Apply the service principles of forecast menus
6. Determine the housekeeping tasks and condiments, and specify their use.

**Contents:**

6.1. Cleaning and maintenance

6.1.1. Cleaning of the premises

6.1.2. Maintenance of table accessories

6.1.3. Maintenance Products

6.2. Preparation at the Restaurant

6.3. Main Service Methods

6.3.1. Simple Service (By Dish)

6.3.2. French Style Service

6.3.3. English Style Service

6.3.4. Russian Style Service

6.3.5. Lebanese or Mezze Service

6.3.6. Regulations to Observe

6.3.7. Incidents to Avoid

6.4. Cooking time of meals

**CHAPTER SEVEN**

**THE BAR**

**Learning Objectives:**

1. Describe the tasks of the bartender and determine his responsibilities

2. Explain the composition of the bar and its divisions

3. Identify the drinks and their commercial brands

4. Prepare mezzés at the bar

**Contents:**

7.1. The bar: counter

7.2. Bar equipment: description, use

7.3. Mezzés

7.4. Mineral water: commercial brands

7.5. Apéritifs: commercial brands

7.6. Digestives: commercial brands

7.7. Mesurent

**“LABORATORY”**

**CHAPTER ONE**

**PRESENTATION AND USE OF MATERIAL**

**Learning Objectives:**

1. Present the material: silverware, porcelain and glassware on a table.
2. Adapt the use of the material to the peculiarities of the service.
3. Use the material and accessories adequately (pliers, etc.)

**Contents:**

1. Presentation and use of the material
2. Silverware
3. Porcelain/ Chinaware
4. Glassware
5. Accessories
6. Use of Plier

**CHAPTER TWO**

**MAINTENACE AND CLEANING METHODS**

**Learning Objectives:**

1. Apply the cleaning methods and use the appropriate products: floors, glass panes, furniture
2. Use the products that are specific for silverware and remove spots
3. Prepare the carts and the housekeeping items

**Contents:**

1. Floors, glass panes, furniture
2. Service materials
3. Table accessories (Ménage)

**CHAPTER THREE**

**TRANSPORTATION OF PLATES**

**Learning Objectives:**

1. Carry 2,3,4,6, empty plates
2. Carry single-handily 2,3 garnished plates
3. Carry a pile of clean, empty plates on the left-hand side
4. Carry a pile of dirty plates
5. Carry the service platter when serving

**Content:**

1. Transportation of empty plates
2. Transportation of 2 to 3 garnished plates
3. Transportation of a pile of empty plates
4. Use of a Platter

**CHAPTER FOUR**

**TRANSPORTATION OF TRAYS**

**Learning Objectives:**

1. Carry 2, 4,6 cups with glasses of water on a round or rectangular tray, and walk a distance of 50 meters at limited speed
2. Carry lemonade and refreshments on a tray and serve them on a table or semi-table
3. Carry hot beverages, breakfast meals and lunches on a tray

**Contents:**

1. Turkish coffee- glass of water
2. Refreshments and lemonade
3. Hot beverages
4. Breakfast meals
5. Dinners and lunches

**CHAPTER FIVE**

**LAYOUT IN THE RESTAURANT**

**AND ROOM SERVICE**

**Learning Objectives:**

1. Place a tablecloth on a square, round or rectangular table according to specific rules
2. Replace a dirty tablecloth by a clean one in front of the clients
3. Fold table napkins with method and art
4. Dry the material before preparing the tables
5. Prepare the console (service table, sideboards and carts)

**Contents:**

1. Placing and changing a tablecloth

5.1.1. Square, rectangular and round table

5.1.2 Folding napkins

1. Preparing and clearing a table

5.2.1. Cleaning the material

5.2.2. Preparing a breakfast table and trays for the room service

5.2.3. Preparing and clearing an “à la carte” table (2-4-6- persons)

5.2.4. Preparing and clearing a menu table (forecast for 2-4-6- persons)

5.2.5. Preparing the sideboards and the console

5.2.6. Preparing the (flambage) and carving trolleys.

**CHAPTER SIX**

**MAIN SERVICE METHODS**

**Learning Objectives:**

1. Differentiate between the methods of service
2. Practice the method of service on the sideboard
3. Apply the simplified method of service
4. Prepare and apply the mezzé service

**Contents:**

1. English-style service
2. French-style service
3. Russian-style or sideboard service
4. Simplified service: individual plate, plate on the table

**CHAPTER SEVEN**

**BREAKFAST AT THE RESTAURANT**

**AND ROOM SERVICE**

**Learning Objectives:**

1. Prepare the material and the breakfast platters: simple, complete (continental) - English-style
2. Use the necessary products
3. Organize the restaurant service at the floor levels
4. Carry the tray on the left hand, to ensure service in the rooms
5. Clear the trays from the rooms methodically and on time

**Contents:**

1. Preparing the necessary material

7.1.1. Specific material for floor service

1. Breakfast for 2-3-4- persons

7.2.1 Continental and Lebanese Breakfast

7.2.2 English Breakfast (Porridge and Corn flex)

7.2.3 Buffet Breakfast

**CHAPTER EIGHT**

**SERVING BEVERGAE AND MEALS**

**Learning Objectives:**

1. Serve water, juice and refreshments at the restaurant and in the salon.
2. Serve Turkish coffee
3. Serve hot beverages: tea, chocolate, infusions, etc...
4. Serve meals, apply the rules of service, present and use the appropriate covers
5. Determine the adequate accompanying products

**Contents:**

1. Beverages
2. Water
3. Refreshments and lemonade
4. Fruit juices
5. Hot beverages and Turkish coffee
6. Meals
7. Bread - toast and butter
8. Sauces and salads
9. Desserts and pastries
10. Fruit, small bowls for cleaning fingers

**CHAPTER NINE**

**THE BAR**

**Learning Objectives:**

1. Execute the preparations at the bar: material, counter, display cabinet, workbench, and supply of beverages
2. Prepare mezzés and antipasti
3. Apply the rules of service and use the adequate material: vermouth, whisky, aniseed, etc.
4. Serve the aperitifs and digestives according to the appropriate rules and principles.
5. Wine service at the restaurant ( Red and white )

**Contents:**

9.1 Preparation

1. Counter and refrigerator
2. Work bench
3. Mezzés and antipasti
4. Bottles display cabinet
5. Material

9.2 Aperitifs

1. Vermouths
2. Bitters, quinquinas
3. Aniseed, arak
4. Whisky, vodka, gin and rum
5. Digestives:

9.3.1 Courante, fine and extra fine

9.3.1 Cognac and Eau de vie

9.4 How to open a bottle of wine at the guest table

9.4.1 Red wine

9.4.2 White wine.