

## **SHORT NOTES**

**GUERIDON:-** The French word gueridon means a round table from which food is Prepared, Carved, Finished and Serviced.

**POS:-** POINT OF SALE-In this system every sideboard has a computer terminal(MICROS).The programme which is run is multi-functional.it keeps records,tracks sales,calculates checks and sales summary.

**N/CCHECK(NOCHARGE):-**A restaurant let us assume serves” rum” which costs Rs.400.Now if the restaurant has no rum, then this has to be availed from the dispense bar which would otherwise charge the guest for this. However since the charge of the rum has been included in the price of the dish, so a ‘no charge’ check is prepared and new rum is dispensed without any payment from restaurant.

**ENPLACE CHECK /RETOUR :-** Where a wrong dish has been ordered and has to be sent back to the kitchen and replaced, a special check, must again be made out. If the service being carried out is from an a la carte menu then the price of the two dishes concerned are shown. Two main headings are used on this special check, Retour or ‘return’ and the name of the dish going back to the kitchen and ‘En place’ or ‘in its place’ and the name of the new dish to be served.

**MISE-EN-PLACE:** Word means” putting in place”.A part from the service at table the waiter has certain other duties to do each day such as preparing the restaurant for 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 carried out in a typical food service operations:

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.

The sauce pots are filled with accompanying sauces and pickles.

The hote plate is turned on, and it is stacked with necessary cutlery, crockery & 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.

**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 responsibility of the head waiter to see that the following mise-en-scene is done prior to each service:

Open the doors and windows for some time to air the restaurant.

Brush & vacuum clean the carpets.

Check table and chairs for proper positioning.

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.

Lay table cloths or cover mats on the tables.

Discard wilted flowers and replace them with fresh ones.

Close the windows and doors & set the air-conditioning or heating to comfortable temperature.

**COVER:-** It is the space required on the table for Laying Cutlery, Crockery and Glassware for one person at the beginning of meal. Size of the cover 24" x 15" and 27' x 15" space for banquet cover.

**FILLET:-** Refers to the flesh of fish. Flat fish yields 4 fillets. Round fish yields 2 fillets. They are suitable for poaching.

**SORBET:-** It is a rest between the two courses-Relaves and roti. 10-12 mins are allotted for the sorbet service. Russian and Egyptian cigars and cigarettes are served.

It is iced water flavoured with champagne or any other liqueur. It is sweetened and coloured with fruit and fruit juices.

**ASPARAGUS:-** It is a tall plant of the lily family with fine feathery foliage. Served as a cold hors d'oeuvres with hollandaise sauce and mayonnaise sauce. It is eaten with fingers.

**BUTLER:-** In five star hotels there is a separate department under f&b service. The main role of a butler is that a personal assistant, anticipating guest's needs. A professional butler is prompt, courteous, organized, well-groomed. A butler is committed to the highest standards of service. Butler are first and last point of contact for the guest.

**DESSERT:-** It is a course in which fresh and dry fruits are served. Fresh fruits are arranged in a fruit basket which is called "corbielle des fruits."

**PARMESAN:-** Classic Italian hard cheese.

It is also known as the grated cheese used in and for sprinkling over Italian dishes, especially pasta and also minestrone soup.

**CAFÉ COMPLET**:- If coffee is served along with this breakfast it is known as café complet.

**SINGLE ORDER SHEET** :-The menu is printed over the KOTs. Only a copy of the KOT is used here. The order is taken from the guest and recorded. At the end the rates are summed up and given as a bill to the guest for payment.



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