

Chapter 10

Service Styles



Contemporary Service

- **Quick service:**
 - Easy and fast way to dine and typically involves no servers.
 - Guests help themselves to food set up in food bars or order at a counter.



Traditional Service



- **Traditional service** style reflects four main influences:
 - American
 - French
 - English
 - Russian

Each service style varies depending on the menu, theme, and décor



Traditional Service (cont.)

- **French service:** This style is typically considered the most elegant, but it is very expensive. Servers present the food to guests from a tableside cart, called a *guéridon*.



Traditional Service

- **American service:**
 - Food is arranged on plates in the kitchen by cooks and brought directly to the guests' table by the server.
 - The meal is complete on one plate.

Traditional Service



English service:

- Also known as **family-style dining** & is the simplest and least expensive
- Bowls and platters of food are placed on the table, and a seated host or hostess places the food onto plates.
- The host of the table then serves the meal on the plates for the other diners, or diners pass the dishes around the table so they can serve themselves.

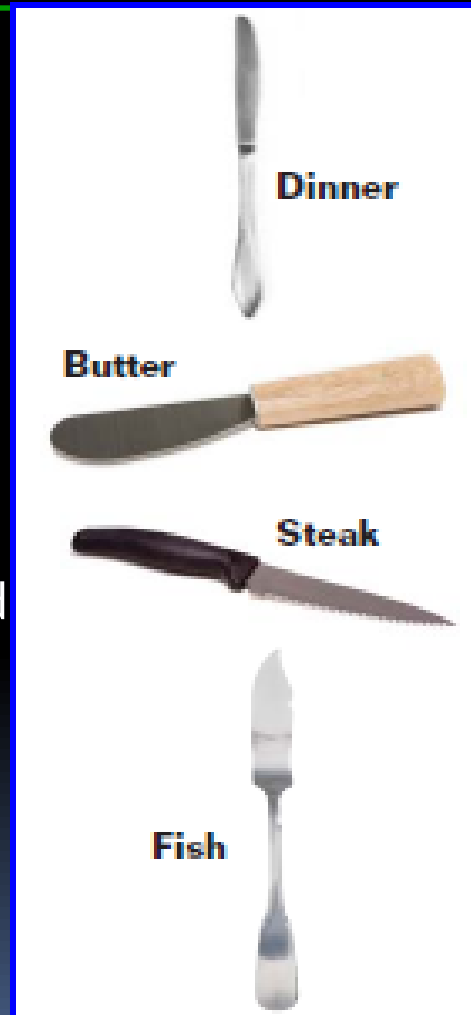
Traditional Service

- **Russian service:**
 - Most formal service style
 - All food preparation is done in the kitchen
 - Bowls and platters of food are then brought on a cart to guests at the table
 - Servers hold the bowls and platters as they serve the food to each guest



Traditional Service Set-ups

- Understanding the many types of silverware that an operation uses is very important.
- The basic knives used most often when dining include the following:
 - **Dinner knife:**
 - Used for all entrées and main courses.
 - **Butter knife:**
 - Smaller than a dinner knife and used to butter bread cut breakfast foods, fruit, and other softer foods.
 - **Fish knife:**
 - Used only to filet and cut fish.
 - **Steak knife:**
 - Used to cut beef.

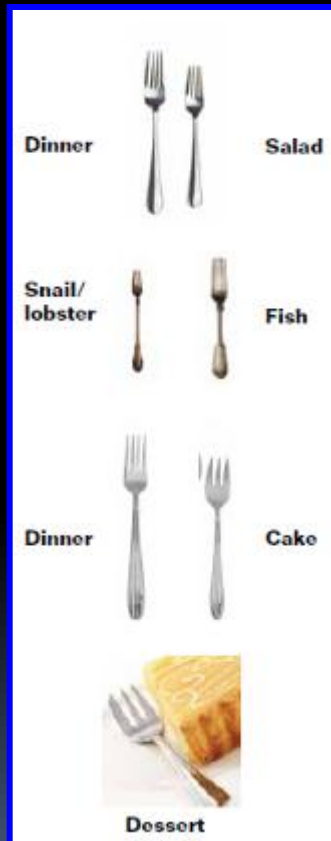




Traditional Service Set-ups (cont.)



Forks



Spoons



Single-Purpose China



Drinking Glasses



Traditional Service: Staff Responsibilities



- Large, traditional, full-service restaurants have a formal service organization.

Lead FOH Responsibilities

- **Maître d'hotel:**
 - Responsible for the overall management of service.
- **Headwaiter:**
 - Responsible for service in a particular area.
- **Captain:**
 - Responsible for a server area, and is assisted by the **front waiter** or an **apprentice**.
 - The front waiter has only 1 to 2 years of experience.
 - An apprentice is a server in training.

Traditional Service Staff Responsibilities (cont.)



- In less formal service structures....
 - A floor manager might run the dining room.
- **Floor manager:**
 - In charge of the operation during a particular shift and supervises a team of servers.

Other FOH Responsibilities

- **Server:**
 - Responsible for a specific section of the dining room.
- **Food runners:**
 - Sometimes employed to assist with bringing food from the kitchen to the tables.
- **Busers:**
 - Assist with the cleaning up and resetting of tables.

Service Tools

In full-service restaurants, servers usually carry many different service tools with them.

- Hand towel
- Corkscrew
- Change
- Pen
- Order pad
- Crumber: Used to neatly gather and clear crumbs and debris from a table cloth.



Service Stations

- **Service station**
 - The area in which an operation keeps additional items such as napkins, silverware, cups and saucers, condiments, menus, and water glasses.
 - Servers use different **serving utensils** when they serve food to guests.

Section 10.3 Summary



- Contemporary service, also known as quick service, is an easy and fast way to dine and typically involves no servers.
- Traditional service style consists of four main influences: American, French, English, and Russian.
- Specific utensils are used for certain foods, and each table must be set accordingly.
- Many traditional, large, full-service restaurants have a formal service organization, or group of servers, to perform service-related tasks.
- For less formal services, the staff consists of the floor manager, servers, food runners, and busers.
- Service tools can include a hand towel, a corkscrew, change, a pen, an order pad, and a crumber.
- The service station is the area in the operation where additional service items are kept.