

Organization and Functioning of a catering facility

LECTURE 6

Rules of Customer Service in gastronomy

The method of customer service is an important feature of the catering company, which clearly differentiates acting in one of the criteria for their division.

- using the following control methods:
- waiter,
- bartenders,
- self-service,
- method of "buffet"
- methods combined (mixed).

Rules of customer service in gastronomy

Waiter method is the most traditional, most complex the system characterized by high labor, low productivity per waiter and one place consumer.

Waiter service is, however, essential if assortment of food and drinks proposed plant is diverse. In plants with waiter service consumer is set to receive high-quality forms of services, so the waiter is obliged to abide by certain rules of administration:

- ◉ must provide consumers with the appropriate level of administration of food and beverages,
- ◉ must be able to properly cover the table and choose the foods and drinks appropriate headgear and cutlery.

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- Bartender method lies in the fact that the room is set consumer special bar counter. On the side of the counter working behind the scenes bartender, and on the other side
- They are served customers who are sitting on hoker seat. The bartender cooks and drinks in the presence of the customer. Consumption is done at the counter bar area, as well as
- It is regulated charge.

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- The self-service method lies in the fact that the client alone takes their chosen dishes with special devices or expeditionary of feeding tchem worker's. Consumption takes place at the table sitting or standing. They are known at this method, the following systems: linear (Swedish), stall (Czech), windowing (Polish), McDonald (American).
- Regarding the combined methods of use, it meets a combination of methods: the waiter
- Bartending, waiter with self-service, self-service from bartenders

Styles customer service in gastronomy

- Styles of gastronomy service:
 1. English
 2. American
 3. French
 4. German
 5. Russian

Styles customer service in gastronomy - English

English service Styles:

- ◉ It is used during the official dinner given in dining rooms only for a special group of guests and most often during private parties in homes where such events serve professional waiters.
- ◉ Menu brought by waiters from the kitchen and served on platters and heated plates.
- ◉ It shall be set at the end of the table in front of the host. The tasks host, or waiter must Cutting up meat if it is necessary and imposing entrees dishes on plates. Plates are administered sequentially to the waiter, who stands on the left side, and that supports the guest of honor, and then the other. In a similar manner they are given desserts. All condiments such as sauces and vegetables are on the table and guests serve themselves.

Styles customer service in gastronomy - English

The advantage of this service are professional waiters who have a high level of operation. While the disadvantage is that the host is required to perform the activities related to the application of dishes, and when you have to help just one person helping to handle all the guests takes quite a long time.

Styles customer service in gastronomy - american

American : It is less formal than service English, French or Russian. It is most common in the United States.

The kitchen is done the preparation and application of dishes. The waiter serves on plates for starters, with the exception of butter, bread and salad. Pass them to the left of the guest and beverages on the right side, and this side takes dirty dishes.

Breakfast and lunch in this service is fairly modest meals and do not require the use of multiple vessels and dinner is more abundant and tableware is increased.

Styles customer service in gastronomy - american

- ◉ Service can be simple and straightforward or complex and elegant. Straight

It can be used in restaurants, where the guest wants to be quickly served to satisfy hunger. A more sophisticated American service used in restaurants with a higher standard, where guests want to have a good time. It is used for stylish serving dishes in the renowned gourmet restaurants, where food is given to the table and requires excellent skills and serving their mastery of the art waiter.

Styles customer service in gastronomy - French

- It is based on the fact that the waiter bringing dishes from the kitchen with dishes translates them into the consumer's plate at the table. Using such dishes as salad bowls, pans.
- Just before application of the dishes, the waiter has to prepare a plate on the table of the consumer. Plates for hot must be heated and the cold should be at room temperature. Waiter presenting food must do it from the left side, and the uses to impose cutlery, which are necessary for each dish.

Styles customer service in gastronomy – French

- ◉ In this service there are three ways of preferences the dishes with dish on a plate consumer. The first is used to roast meat, fried, ham, loins, chops, the other to the knuckles of pork, potatoes, salads and fruit and the third to omelettes, fish fillets, cooked meat, fish in aspic, etc.
- ◉ Accessories such as a pig or compote set directly on the table, and hot vegetables served on a platter.
- ◉ Buckets are used for small pieces of meat with sauces, for example. Stew, tongs and spatula use for serving of asparagus or caviar.

Styles customer service in gastronomy – French

French service:

- ◉ Waiter be careful to main course and supplements have not advanced beyond the edge of the plate.
- ◉ He goes to the right side of the next guests.
- ◉ It is also possible that it is the consumer himself helped himself to food from the dish.
- ◉ Then, the waiter must pay attention to the position of the left hand dish, which should be set at an angle of 45° from the table. Cutlery are directed towards the consumer, spoon should be on the fork and the right hand rests freely along posture.
- ◉ The task of the waiter's attention to immaculate appearance of dishes and cutlery on a plater and also it accepts orders and completes tableware.

Styles customer service in gastronomy – german

This service is characterized by the administration of food on the plate, both hot and cold and desserts.

Components of food is placed directly now on plates porcelain ordinary or special, allowing you to maintain the correct temperature.

This is done in a hot kitchen, and then they are promptly served.

This service makes it possible to reduce hardware and auxiliary components, while its services are very diverse

Styles customer service in gastronomy – russian

- Characteristic of this site is full covering for the table. Set on it platters and bowls of food, alcoholic beverages and soft drinks. Carefully chosen china and glassware and cutlery. The thing, which attaches great importance is the decoration and design tables.
- The whole preparation table settings takes place before admission. On the tables are set with different cold snacks range, snacks, meat, eggs, vegetables, cheese, and fruit and cakes. For guests preparing moreover a special table (buffet) with additional food and drinks. Decoration style elements must be harmonized with decorative elements tables.

Styles customer service in gastronomy – russian

The waiter stands near the consumer. Its task is to remove the plates with silverware after consumption, gathering all kinds of dishes from the table and carry The Hygiene, and serves on the main course. Dishes are previously prepared for the plates, the waiter sets the dishes on the table or translates them with platters on plates

This method is used for organizing small occasional tables:

as, eg. a birthday, wedding table or hunting.

Styles customer service in gastronomy – banqueting

- Banquets arranges for a greater number of people who meet in a restaurant to
- to celebrate a special occasion or for any other purpose. Everything must be already
- Scheduled including number of guests, dates of events and menus.
- Frequently banquets are organized in the style of an American service, but it happens that the service is also used French or Russian or snack-then tables covered in accordance with the applicable service. For basic coverings can add a soup spoon or steak knives.
- Cold appetizers and drinks set on the table in front of seated guests. Including

Styles customer service in gastronomy – banqueting

- ◉ Sometimes poured cold drinks, butter applied on plates and in baskets arranged hotcakes.
- ◉ The menu is applied in the kitchen and gives guests the honorary first, and then the other. Water and coffee refills on request guests. After the meal, cleans up the tables, to remain clean. When the banquet was previously paid, the waiter does not have to present the bill and collect payment. The amount of tips is often specified in the contract between the restaurant and the customer.
- ◉ The advantage of banquets is their time, which is set in advance, and the disadvantage is that you can not devote much attention to every guest.
- ◉ Guests sit in compact groups, making it difficult for them to handle.

◎ THANK YOU VERY MUCH

◎ ADAM LATEK