

CHAPTER-2

I. PREPARATION FOR SERVICE

A. ORGANISING MISE-EN-SCENE

Mise-en-scene is preparing the environment of the restaurant to make it clean, comfortable, safe and hygienic. In this activity the crew will:

- Open all the doors and windows to let in fresh air.
- Brush or vacuum the carpet i.e., if housekeeping has not done so earlier.
- Check and clean all the furniture for their serviceability.
- Switch on all lights to check for fused bulbs.
- Remove all unserviceable items to the maintenance department and prepare maintenance orders.

B. ORGANISING MISE-EN-PLACE

Mise-en-place means "putting in place". It is a French term used for preparing a restaurant for smooth service. The server has to ensure that his station is adequately equipped with the serviceware for service. A station is the allocated set of tables assigned to a team of servers headed by a captain or supervisor. The crew will:

- Prepare the Food and Beverage Linen Exchange Form and requisition fresh table linen in exchange for soiled ones from housekeeping.
- Complete the Flower Requisition Form and requisition fresh flowers for table, buffet and restaurant floral displays, from the housekeeping florist shop.
- Prepare the Store Requisition Form and withdraw supplies such as toothpicks, proprietary sauces, paper napkins etc. from the general stores.

II. TYPES OF FOOD SERVICE

Depending upon different factors like the client, the location, the volume of operation, peak hours etc. service can be of many different types to suit the requirements of a particular establishment. An establishment can have a particular type of service or a combination of service depending upon the requirement of the restaurant. The different types of service which one can come across are:

- a) **Silver service**: This type of service involves service from entrée dishes and platters with the help of service spoon and fork on to the guest plate by the steward or the waiter.
- b) **Plated service**: This kind of service involves service of pre-plated food. The food is pre portioned, plated and garnished on the plate in the kitchen itself.

- c) **French service:** This service involves presentation of food to the guests individually by the service staff and the guests help themselves. This is also known as butler service. Such kind of a service is generally seen in the military establishments.
- d) **Russian service:** This kind of a service involves the lay up of the table with the food already presented for the guests to help themselves. Sometimes wrongly referred to as gueridon service.
- e) **Gueridon service:** This service involves preparation of the food on the gueridon or the side table in front of the full view of the guests. Gueridon service involves operations like filleting, flambéing, carving, jointing etc.
- f) **Bar counter service:** Here the service is done on the semicircular counter to the guests who are seated on bar stools on the other side of the counter. Generally seen in the bars. Now-a-days seen in some fast food outlets as well.