

CHAPTER-3

I. FOOD SERVICE AREAS **(F & B OUTLETS)**

Food and beverage outlets are the areas in a hotel where food and beverages are sold to both in-house and outside guests. The following types of food and beverage outlets can be seen which may or may not be attached to a hotel:-

- A. Specialty Restaurant:-** These restaurants deal with a particular type of cuisine like Chinese, Italian or French etc. Each and every aspect of the restaurant is typical and related to the area, region or community whose food is being served. The food, service, uniform, décor etc. are ethnic and authentic of the area whose cuisine the restaurant specializes upon. When one enters such kind of restaurant one can feel the culture and tradition of that area. These restaurants may be attached to a hotel or may independently exist. They have specific hours of operation and are normally more expensive than ordinary restaurants.
- B. Multi-cuisine Restaurant:-** These restaurants deal with more than one cuisine like Indian, Chinese and Continental etc. They are not as exclusive as the specialty restaurants. There is no emphasis on adherence to the culture and tradition of a particular area, region or community. They may be attached to a hotel or may independently exist. They generally have specific time of operation when attached to a hotel. They may be operating on a straight shift from morning till night when independently existing. They are not as highly priced as a specialty restaurant.
- C. Bar:-** These food and beverage outlets deal with the alcoholic beverages only. They may be attached to a hotel or independently existing. They have certain specific hours of operation and the law strictly governs the operation. Their hours of operation, inventory, location and client to whom they should serve etc. are governed and regulated by the law-enforcing agency.
- D. Room Service:-** This food and beverage outlet is attached to a hotel and caters to the F&B requirements of the guests who are staying in the hotel only. These F&B outlets cannot independently exist. The service in room service is always in trays and trolleys. In a five star hotel the room service operates round the clock. The prices in the room service are generally more than the coffee shop.
- E. Banquets:-** This is generally attached to a hotel or restaurant. This outlet generally caters to a huge gathering of people who assemble in the banquet hall for events like reception, marriage party, birthday, conference, seminar etc. The service is generally from a buffet when a lot of guests have to be served within a short span of time. Sometimes formal lunch, dinner etc. also takes place in banquet halls. This is the highest revenue producing F&B outlet in any commercial hotel. Sometimes banquet halls can independently exist where an outside contractor does the catering part.

II. ANCILLARY DEPARTMENTS

In any establishment a guest's first impression on entering the service area is of great importance. A guest can be won or lost on these impressions alone. There are many service areas behind the scene or what may be termed as back of the house which is required to be efficiently run, well organized, supervised and well stocked with appropriate equipments depending on the style of operation.

In general, especially in large operations, five main ancillary departments (back-of-the-house service areas) can be identified:-

- A. Pantry
- B. Hot plate/ Food pick-up area
- C. Stores
- D. Linen room
- E. Kitchen stewarding

A. PANTRY

The pantry or service room is located between the kitchen and the restaurant. It stores items such as hollowware, special service equipment, glassware, linen, condiments, disposables, etc. that are not stored in sideboards or hotplate. The servers can collect coffee, open wine, prepare trays, wipe the edge of dishes, prepare bread baskets, collect water, etc. in the pantry. This area is used for getting 'ready to serve' or 'organizing for service' which usually cannot be done in the small area of the sideboard.

HOTPLATE/FOOD PICK-UP AREA

This may be regarded as the meeting point between the food service staff and the food preparation staff. Active co-operation and a good relationship between the staffs of these two service areas helps a great deal to ensure that the customer receives an efficient and quick service of the meal, from a polite courteous waiter who has not been 'roused' because of the bad service at the hotplate. This co-operation will also ensure that all the dishes served are well and attractively presented. At the same time all orders written by the waiter must be legible to the aboyeur so that there is no delay in calling-up a particular dish.

STORES

Store room is the area from where the F&B service staff requisites and receives items such as grocery and stationary that are required for smooth running of the day-to-day operation of the outlet. It is a source from which a waiter can get supplies of proprietary sauces, order-pads, pencils, bottle-openers or any other supplies. Large hotels would have separate General stores, Food stores, Beverage stores and Perishable stores.

D. LINEN ROOM/SPARE LINEN STORE

This is another back-of-the-house area that is found in almost all types of establishments. This is normally the responsibility of a senior member of the service staff and is kept locked for control

purposes. This spare linen stock is held near the food service area in case of emergency. The linen is changed when necessary on a basis of 'one clean for one dirty'.

E. KITCHEN STEWARDING

This is one of the most important support departments of the F&B Service department. Kitchen stewarding contributes to the successful operations of the F&B Service department. The functions of kitchen stewarding department are as follows:

- Washing kitchen pans and pots of all kitchens (scullery/pot wash)
- Maintaining kitchen equipments of all kitchens
- Cleaning all kitchens and ensuring kitchen hygiene
- Garbage disposal

The kitchen stewarding is basically divided into two areas:

a) Silver room/ Plate room

In larger establishments the silver room or the plate room, as it is sometimes known, is a separate service area controlled by the kitchen stewarding supervisor. They take care of all the silverwares and the china wares stored in the silver room and are also responsible for silver polishing.

b) Wash-up area

It is an important service area and should be ideally situated so that the brigade can work speedily and efficiently while passing from the food service area to the kitchen. The waiter should stack the trays of dirties correctly at the side board with all the same sized plates together and all the tableware stacked on one of the plates with the blades of the knives running under the arch of the forks. All glassware should be stacked on separate trays and taken to a separate wash up area. Wash up section should be the first place when the waiter enters the back area.