

Menu Planning

By Clark Russell



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Menu Planning

Menu is virtually a list of dishes planned for production in a catering operation and may include full meals or snacks

Types of Menus

1. *A la' Carte Menu*: It is basically a choice menu and generally offers choices of dishes or items to customers in a sequence i.e., from starters to desserts. Each dish is priced separately so that a choice can be made according to the customer's appetite, mood and pocket.

<i>A la Carte</i>	
<i>Hors D'Oeuvres</i>	
Hors D'Oeuvres, assorted 1.00	Cornucopia 1.00
Anchovies on Toast .50	Stuffed Celery .45
Heart of Celery .35	Tomato Juice Cocktail .25
Shrimp, Lobster or Crabmeat Cocktail .35	
Half Cup of Fruit Supreme .30	Fruit Cocktail .30
<i>Soups</i>	
Oxtail .25	Turtle Soup .30
Clear Onion Soup .25	Cream of Tomato .20
Potage Longchamps .25	Cream of Chicken .25
Cassoulet Crevettes .25	Cream of Tomato .20
Chicken Soup with Rice .25	Onion Cream Soup .25
Cassoulet Julienne .25	Mulligatawny .25
	Vegetable Cream Soup .25
<i>Eggs and Omelettes</i>	
Fried Eggs with Bacon .50	Eggs Benedict .35
French Fried Eggs, Americana .60	
Eggs, Skipped .40	Eggs in Casserole .40
Scrambled, Garnished .60	Plain Omelette .50
Omelette, Divers .60	Scrambled, Plain .50
Poached Eggs on Toast .50	
<i>Fish</i>	
Baked Salmon, Sauce Hollandaise .75	
Salmon, Broiled, Maitre d'Hotel .75	
Fried Fillet of Sole, Tartar Sauce .60	
Poached Fillet of Sole, Sauce Finesher .60	
Fillet of Sole, Menniere .60	Fried Oysters with Bacon .30
Oysters, Mooney, in Shell .75	Baked Scallops in Butter .30
Lobster (in Season) Newburg, Thermidore .80	
Cold Half Lobster, Garnished 1.00	
<i>Entrees and Specials</i>	
Chicken Soups, Parisian 1.50	Fried Chicken, Maryland 1.50
Supreme of Chicken "Old Mill" 1.50	
Chicken Cocotte, Grandmère 1.25	
Veal Chop en Casserole with Mushrooms 1.00	
Veal Cutlet, Vienna Style .85	Ricotta Financiere .90
Chicken Patty with Mushrooms .75	Mushroom on Toast .75
Welsh Rarebit .50	Chicken à la King on Toast 1.00
Scotch Woodcock .60	Yorkshire Buck .60
Golden Duck .60	
<i>From the Grill</i>	
Steak Steak 1.25	Steak Steak for Two 2.25
Tenderloin Steak 1.50	Fillet Mignon with Mushrooms 1.25
Minute Steak 1.00	Pork Chop Robert .90
Lamb Chops Maitre d'Hotel .90	Calves' Liver and Bacon .75
Mixed Grill, "Old Mill" 1.00	Grilled Ham Steak .75
Planked Steak (2) 2.75 (add 1.00 per person)	
<i>Gold Meats</i>	
Roast Prime Beef .35	Ham .75
Half Cold Chicken 1.25	Roast Pork .75
Roast Lamb .75	Beef Tongue .75
Cold Stewed Chicken 1.00	
Assorted Cold Meats with Chicken 1.00	
All Cold Meats Garnished	
<i>Potatoes</i>	
Boiled .15	Mashed .15
Scute .25	Lyonnaise .25
French Fried .25	Honey Fried .25
Hack Brown .25	Julienne .25
Parisian .25	
<i>Vegetables</i>	
Green Peas .25	String Beans .25
French Spinach .25	
Baked Tomato .20	Cauliflower, Buttered or Scute .25
Asparagus in Season .35	Corn Fritters .20
French Fried Onions .20	Stewed Corn .20
Fresh Vegetable Plate with Poached Egg .35	
<i>Salads</i>	
Waldorf .40	Chicken .60
Lobster .75	Shrimp .65
Combination .60	Russian .60
Heart of Lettuce .60	
Lettuce and Tomatoes .45	
Salmon, Garnished .60	Beef and Potato .35
Tomato Aspic with Sorrel (Tunaish) .60	
Fresh Fruit Salad .50	Orange Special .60
<i>Sandwiches</i>	
Chicken .35	Western .50
Tongue .25	Creamed Salmon .25
Old Mill Special .60	(Swiss Cheese and Ham on French Toast)
Kraft Cheese .20	Chicken Salad .30
Club House .60	Lettuce and Tomatoes .25
Ham .25	Combination .60
Roast Beef .25	
Cheese Dreams .50	Egg .25
<i>Ice Cream and Sweets</i>	
Vanilla, Strawberry or Chocolate Ice Cream with Cakes .35	
Peach Melba .35	Biscuit Torte .35
Coupe St. Jacques .30	
Meringue Glace or Chantilly .30	Omelette Souffle .40
Baked Alaska (individual) .75	French Pastry .20
Chocolate Eclair .15	Caramel Custard .15
<i>Cheese</i>	
Kraft .15	Swiss .20
Old Canadian .20	Requefort .25
<i>Ten, Coffee, Etc.</i>	
Pot of Tea .15	Pot of Coffee .15
Glass of Milk .10	
Hot Chocolate .20	Cocoa .20
Malted Milk .15	
Lead Tea or Coffee .20	Buttered or Dry Toast .15
Cinnamon Toast .15	Milk Toast .25
Extra charge of 25c for 1 order served to 2 persons.	
Dancing every evening 9:30 p.m. to 1 a.m.	
Cover charge, week days 75c; Saturdays and holidays \$1.00 per person.	
OPEN EVERY DAY IN THE YEAR.	Government Tax 25%
	COVER CHARGE AFTER 10 P.M.
	After 10 P.M.

Kêu riêng từng món - a la carte -

* Có rau sống, bánh tráng, bún, mắm chấm

Items below include fresh lettuce plate, rice paper, vermicelli noodles & dipping sauce

01. GỎI CÁ SỐNG *	9.99	01. GỎI BÒ	9.99
(Fresh fish salad)		(Beef salad)	
02. GỎI CUỐN CÁ (3)	3.95	02. BÒ XAY NƯỚNG (8) *	9.99
(Fish spring rolls)		(Charbroiled beef patties)	
03. CÁ CHIÊN DÒN MẮM ME (8) *	9.99	03. BÒ XỐ XẪU (5) *	9.99
(Fried fish strips w/tamarind sauce)		(Beef on a stick)	
04. CHẢ GIÒ CÁ (5) *	9.99	04. BÒ ĐÙM *	9.99
(Fish egg rolls)		(Steamed seasoned ground beef)	
05. CÁ MỠ CHÀI (5) *	9.99	05. BÒ LÁ LỐT (8) *	9.99
(Wrapped BBQ fish)		(Beef wrapped in Hawaiian lot leaf)	
06. CÁ LÁ LỐT (5) *	9.99	06. BÒ MỠ CHÀI (8) *	9.99
(Fish wrapped in Hawaiian lot leaf)		(Wrapped BBQ fish)	
07. CÁ NƯỚNG VĨ SẮT *	10.99	07. BÒ NƯỚNG VĨ *	14.99
(Fish fillet on sizzling hot plate)		(Grilled beef)	
08. CHÁO CÁ	3.00 - 5.50 - 7.50	08. BÒ NHÚNG DẤM *	14.99
(Fish porridge)		(Beef fondue)	
09. CHẢ CÁ HÀ NỘI *	11.99	--- thêm đĩa thịt bò	5.99 - 9.99
(Fish on hot plate "Ha Noi" style)		(extra beef for grilling or fondue)	
10. CHẢ CÁ THẮNG LONG *	11.99	09. BÒ LÁ LỐT (4) & MỠ CHÀI (4) *	9.99
(Table-grilled fish fillet w/shrimp sauce)		(Beef lot leaf & Wrapped BBQ beef)	
		10. CHÁO BÒ BẮM	3.00 - 5.50 - 7.50
		(Ground beef porridge)	



2. *Table d'hote Menu*: It is referred as a set menu, in which a number of dishes are planned and offered at a set price, e.g. Thali meals on railways, tray meals on airlines, etc.

Christmas Day Menu

Foie gras mi-cuit au torchon

Boudin blanc fermier et
Compote au miel

Pause sorbet Champagne

Dinde noire pochee et Morrilles

Le plateau des fromages
du Terroir

Assiette gourmande de Noel



Table d'hôte

À la carte
\$3.50

Soup of the day

First Course

\$6.95	Escargots à la bourguignonne au gratin
\$4.95	Green salad, balsamic and maple syrup vinaigrette
\$5.95	Héritage pears au brie, honey sauce
\$7.95	Méli-mélo of scallops and shrimps

Main Course

\$24.95	6 oz filet mignon* and shrimp brochette	\$38.95
\$18.95	Rack of lamb, mint sauce	\$32.95
\$15.95	Chicken supreme, Grand Marnier sauce	\$27.95
\$16.95	Salmon filet & Matane shrimps, dill sauce	\$28.95
\$21.95	Roast prime rib of beef au jus	\$33.95
\$14.95	Seafood linguini	\$28.95

All meals are served with rice, potatoes and season vegetables.
* \$6.95 extra for the filet mignon (when part of a package deal)

Desserts

\$4.95	Crème caramel
\$4.25	Fruit profiteroles
\$4.95	Carrot cake

Tea & coffee included with 4-service table d'hôte

Taxes & service charge not included

*Four-service
Table d'hôte*



ACADÉMIE ET CLUB DE GOLF
HERITAGE

3. **Combination Menu:** It is an a la' carte menu with a special for the day attached to it. This special may be a set of dishes with an accompaniment or a plated meal offered in a table d'hôte form at a set price.

SEAFOOD - MARISCOS			
#49 \$10.95  CAMARONES RANCHEROS	#52 \$10.95  CAMARONES EMPANISADOS	#55  BOTANA (CAMARON) \$15.00 MIXTA.....(Large) \$28.00	#58 1 Doz. \$12.00 1/2 Doz. \$7.00  OSTIONES EN SU CONCHA
#50 \$10.95  CAMARONES A LA DIABLA	#53 \$10.95  FILETE EMPANIZADO	#56 \$14.95 VIAGRA  PULPO JAIBA OSTION CAMARON	#59 \$10.95  AGÜA CHILE
#51 \$10.95  CAMARONES AL MOJO DE AJO	#54 \$10.95  MOJARRA FRITA	#57 \$11.95 CAMPECHANA (Vuelve a la vida) COCKTAIL DE CAMARON CON PULPO \$10.95 COCKTAIL DE CAMARON \$9.95	#60 TOSTADA DE CEVICHE  CAMARON PESCADO \$3.25 MIXTA \$3.25 \$4.55

4. *Cyclic Menu:* In the case of hotels, hospitals, homes and other institutions, menus are planned in advance for varying periods of time from five days to one month. These are then cycled or repeated.

May 18 – 22

Monday

Breakfast:	Egg muffin, choice of bacon, sausage, ham
Soup:	Turkey gumbo & vegetable
Bistro:	Pasta sauté: fusilli pasta, chicken breast, spinach, mushrooms, pesto, parmesan
Passports:	South of the border ♥
Grill:	Bacon cheese, chicken patty on potato bun w/ French fries

Tuesday

Breakfast:	Monte Cristo: egg batt, turkey, Swiss cheese
Soup:	Chicken & vegetable noodle
Bistro:	Spaghetti Bolognese w/zucchini-oregano stewed tomato, garlic bread
Passports:	Mexican Fiesta Salad ♥
Grill:	Hickory cheese burger on sesame bun w/French fries

Wednesday

Breakfast:	Rib eye steak & egg, toast
Soup:	Lentil & dried carrots
Bistro:	Barbecue pork roast, mashed potatoes, gravy, steamed green beans
Passports:	South of the border ♥
Grill:	Chicken breast w/ Swiss cheese & honey

Thursday

Breakfast:	Blueberry-banana pancakes
Soup:	Creamy clam chowder
Bistro:	Tuna salad: red potatoes, olives, mixed lettuce, w/ red wine dill vinaigrette
Passports:	South of the border ♥
Grill:	Hot pastrami, Swiss w/honey mustard dijonnaise on toasted sourdough

Friday

Breakfast:	Tofu or ham scramble
Soup:	Lite creamy potato vegetable
Bistro:	Pasta piatti: sausage and chicken ♥
Passports:	Pasta piatti: sausage and chicken ♥
Grill:	Salmon burger on a potato bun w/French fries

It is essential to have knowledge about the sequence of courses in Western menus, because for Indian menus all the dishes are served at one time in a thali. The modern trend is to give about 4 to 6 courses. A list of various traditional courses has been given below:

Sequence of Courses

1. Hors d'oeuvres (starter or appetiser)
2. Soups
3. Fish
4. Entree
5. Relaves
6. Sorbet
7. Roasts/Grills
8. Vegetables/Salads
9. Sweet
10. Savoury
11. Dessert (fresh fruit, nuts) coffee is almost always served.

There are mainly two different types of menus: Table d'hote, and Ala carte special party menu for banquets, buffets, and formal parties etc. can be tailor made.

Table d'Hote

A fixed menu planned for a complete meal at a fixed price. It is a meal of three or four courses with a limited choice of dishes, and it is cooked in advance. It is changed daily or may be used in rotation-It is set in the classical sequence starting with hors d'oeuvres or soups and so on.

Nos spécialités

Servies avec choix de pommes de terre et légume du jour
Served with choice of potatoes and vegetable of the day

Sauté de boeuf Bourguignon 18.00
Beef Bourguignon

Saucisses de Toulouse 17.00
Sausages of Toulouse

Rognons sautés du Chef 17.50
Sautéed Kidneys

Foie de veau Meunière 20.00
Calf's liver Meunière

Boudin noir grillé 17.50
Blood pudding

Andouillettes 20.00
Tripe sausages

Escalope de veau panée 20.00
Breaded veal escalope

Brandade de morue 20.00
Brandade de morue

Saumon poché au beurre blanc 21.00
Poached salmon beurre blanc sauce

Filet de doré Meunière 23.00
Fillet of Walleye Meunière

Filet Mignon Bordelaise 27.50
Fillet Mignon Bordelaise

Steak au poivre noir 27.50
Black pepper steak

Tournedos chasseur 27.50
Tournedos chasseur





New Years Eve Choice Menu

First

Hearts of Palm Salad
with red yellow and green pepper black olives and romaine and roasted pine nuts
tossed with French dressing

Brie and Peaches
with Emerald Greens
and Thousand Island Dressing

Second

Butternut Squash Bisque
Creamy Tomato with Basil & Mint

Entrée

Atlantic Salmon
with spinach and shallot tarragon cream sauce
over wild rice and seasonal vegetables

Alberta Prime Rib
served with roasted garlic and bacon mash
seasonal vegetables and rosemary au jus

Cornish Game Hen
stuffed with roasted red pepper basil tomato and ricotta
served with handmade dumplings wild rice and seasonal vegetables

Lamb Chops
topped by Feta cheese and sun-dried tomato cream
served with bacon mash and seasonal vegetables

Vegetarian Pasta
Manicotti stuffed with peppers tomato olives ricotta and thyme
served with grilled foccaccia and seasonal vegetables

Finish

Irish Mist Brownies
with raspberry coulis and powdered sugar

Mint Baileys Cheesecake
with Oreo cookie crust

Caramel Apple Pie
with ice cream

A La Carte

As per choice. A la carte means the presentation of a menu of varied sequence of dishes and courses. Each dish is individually priced. Dishes are cooked to order and the portions are often longer than a table d'hot menu.



Specialty Of The House

BAKED LOBSTER JAPANESE STYLE
(Service One) 29.95
*Broiled lobster Japanese style. Shrimp, scallop, salmon on the skewer.
Includes soup, salad, rice, tea and ice cream*
ロブスター壺から焼き、シーフード焼き (海老、
鮭、スカロップ) の盛り合わせ

TAKARA-HUNA TAKAYAMA TREASURE BOAT
宝船 (Min Two Persons) (Per Person) 29.95

INCLUDES:

Broiled Lobster	Salad
Sashimi or Sushi	Soup
Tempura	Rice
Kushikatsu	Fruit
Beef Teriyaki	Ice Cream
Shumai	Green Tea

Signature Entrée



Panfried Foie Gras
\$ 18.00 per portion
\$ 33 dbl portion

Signature Main



Duck Confit
\$ 28.00

Signature Dessert



Crème brûlée
\$ 6.50

IN-HOUSE SPECIALS

Appetizer:

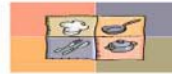
- Escargots \$9.00
- Crispy Chicken with Salad \$8.90

Salad:

- Mesclun Mixed Salad \$10.90
- Chaucerie Platter \$14.90
- Smoked Salmon \$16.90
- Salade Niçoise \$14.90

Pasta:

- Vegetarian/Pesto Pasta \$14.90
- Pasta Carbonara \$16.90
- Spaghetti Bolognaise \$14.90



Meats:

- Chicken Basquaise \$14.90
- Chicken in white Truffle Oil & Cream Sauce \$16.90
- Mixed Grilled Sausages \$12.90
- Boeuf Bourguignon \$18.00
- Lamb Shank \$22.00
- Grilled Fresh Salmon Fillet \$18.00
- Panfried Ribeye Steak w/ blue cheese sauce \$22.00
- Panfried Pacific Dory w/ butter lemon sauce \$14.90

Dessert:

- Tiramisui / Profiterolles / Baba with Vanilla \$8.90
- Ice-Cream / Forest Fruits Sabayon

Banquet

Usually the menu is composed for a number of people and it is necessary to know the reason for the banquet. It is usually a formal affair and dishes should be compiled to suit the occasion. The dishes chosen should be such that will not require last minute dressing. The menu is elaborate and of a high class quality, it is fixed menu, with no choice. The sequence may include five courses.

Buffets

There are two main types of buffets in western eateries e.g. the light buffet and the Fork Buffet (lunch and dinner). The buffet table is attractively displayed. The food served is colourful and attractive, tastefully decorated. A large variety of dishes are offered, for everyone to choose.

Light buffets are given for various reasons to augment a long function i.e. late in the evening also could be given for tea dances and supper dances etc. in western countries.

The Fork buffet will also provide a variety of dishes and the food item can be easily eaten with a spoon or fork, while standing.

The modern trend is buffet lunches or dinners. The elaborate well decorated dishes are displayed. The price is fixed. Western and Indian dishes also are displayed together and the guests can take both or either. The dishes displayed are:

Salads, soups, roasts, fish fried, vegetables, potato dishes, and puddings of different kinds. The Indian dishes are pulaos, biryanis, kormas, roghanjosh, jhalfarze, bhajees, bhurtas, raitas, papad, pickles, salads, nans, bhaturs, chhole, tandoori chicken, seekh kababs, assorted sweets etc. There could be table arrangements for guests who like to take the food of their choice and then sit and comfortably eat.

Cocktail

The main ingredients are actually drinks. Very tiny savoury snacks are also served, such as stuffed olives, gherkins, walnuts, salted almonds, sausage, bacon rolls, cheese fritters, cheese straws, canapes, shami or goli kababs, mini seekh kababs, aloo ki tikis, fried prawn etc.

POINTS TO CONSIDER WHEN PLANNING MENUS

Type of Meal

The different types are—Breakfast, luncheon, dinner, supper, tea etc.

Breakfast

There are three types, Continental, English and Indian,

Continental is a light breakfast, comprises of bread, croissants or French loaf, jam, jelly or marmalade and coffee or tea

English: It is on a larger scale and comprises fruits-fresh or stewed, cereals, bacon and eggs to order, or fish breads and beverages.

Indian: Popular breakfast comprise stuffed paranthas and curd or vegetable bhajee and poories, or besan cheelas and curd or dosas and chutney and pickles and beverages like tea, coffee, lassi or milk.

Luncheon Menus

Lunch Menus are usually shorter than dinner menus with less courses and simpler dishes. The emphasis is placed on stews, roast joints, grilled meats, cold buffets and steamed puddings in western style. Luncheon is a quick affair and dinner taken more leisurely, A six course sequence of dishes as per demand. Dish items will also be as per demand.

Dinner menu

Dinner menu comprise highly garnished, classical dishes. Here one has a scope of showing one's skill of compiling menus with a choice of the exotic dishes. Large joints could be carved in the restaurant in front of the customers or flambe dishes could be served. Eight course items of dish menu as per demand and coffee.

Indian Menu

There is no much clear cut difference between lunch and dinner menus. All the courses are served together on a thali. A list of Indian dishes is given to make the planning of menus easier:

Meat	Chicken masala, chicken badam, chicken tandoori, gosht mutton korma, roghanjosh, keema, matar, mutton kofta pork vindaloo, lamb curry.
Fish dishes	Fish Patiala, patiya, masala machi, machi jhal, Goan fish curry, hilsa with mustard etc. fish kalia.
Vegetarian	Malai kofta curry, aloo dum, paneer, jhalfarze, paneer pasanda, paneer matar, gobi, aloo, tinda masala etc.
Lentil dishes	Rajma shahi, urd dal makhana, khatte chhole, peshawa chhole, besan kadhi, sambar.
Sukhi Sabzi	Also matar, bhindi masala, karela stuffed, brinjai sag, aloo and tomato, bean mixed masala.
Raitas	Mint, potato, tomato and onions, boondi or pine apple chatni.
Rice dishes	Tomato and coconut pulao, biryani, kashmiri pulao keema pulao, lime rice, curd rice, aloo-ki-tahari, pea pulao etc.
Atta /dishes maida -	Nans, paranthas, roomah roti, tandoori roti, bhaturas kulchas, luchi etc.

Supper

A full buffet is given for supper. All the dishes are very well decorated, giving a good display.

TYPES OF ESTABLISHMENTS

Menu will vary according to the type of establishment:

1. Hotels
2. Restaurants
3. Hostels
4. Hospitals
5. Industrial canteens

The menus for restaurants and hotels will be generally a la Carte, buffet, banquet, or table d'hôte. The dishes will please the eye and palate and will be determined by the customer's appetite and pocket. On the other hand the hostels, hospitals and canteens will generally have a set pattern and will offer meals to provide nutritionally balanced diets within a limited budget. As there will be no choice and food will be eaten daily. A variety given will break monotony.

Type of Customer

Customers can affect the type of food served because of age, sex, occupations etc.

Season of the Year and Seasonal Availability of Ingredients

Season is important in the choice of food. Crisps and fresh foods are ideal in summer. For the cold weather, heavier, richer foods high in calorific value are welcomed. These days foods are available all the year round because of storage facilities. Foods in season should be included in menu, as they are fresh, plentiful, and the colour and flavour are good. Foods selected should be easy to obtain locally.

Occasion

Special dishes for certain days or time of the year should be considered. For example, roast turkey at Christmas, special eggs for Easter, halwa for Baisakhi, sweet rice for Basant, Semia for Id are the seasonal and occasional.

Capabilities of Kitchen Staff

The kitchen staff's capabilities have to be taken care of. Whether they will be able to cope with the high class cookery, whether they are experienced and have the skill and the knowledge. If the staff is not capable, it will be difficult to produce good meals. Equally important is the serving staff, if they are efficient, the well dressed and garnished dishes can be served in presentable manner. Varied and sophisticated dishes can only be given if the water is highly skilled.

Equipment of the Kitchen

While planning the menu, it is important to see that the kitchen is well equipped to cope with preparation of various dishes.

Each country has its own eating habits, hence, menu differs accordingly. In major big hotels world over Chinese, English, French, Russian, German, Greek and Italian menu are also served in their respective styles.

DINING ROOM

Type of Service

Service in the formal dining room is elegant. Use French service and appropriate service equipments taking full advantage of the trained skills of the Maitre d'hotel (flaming, slicing, salad making, and other preparation in front of the guests). In a speciality restaurant, the particular dishes or 'specialities' are emphasized merchandised, and presented in an unusual and sophisticated manner.

Mise-en-Place

Before the restaurant is opened, all tables are covered with fresh, clean table-cloths and the 'cover' properly placed. The 'cover' consists of service plate, bread and butter plate with knife, knife and fork, water glass and napkin.





A salt and pepper shaker, an ashtray, a flower or candle decoration, and perhaps, a table number complete the table setting. Plates, silver and glassware are polished by the waiters prior to placing them on the tables. Napkins are folded in a single manner, to avoid contact with the waiter's hands.

A decorative display may be placed at the entrance, featuring appetizing items such as, fruit, flower, wine or speciality food items. If this is done, it must be continually checked and kept appetizing.

Each guest entering the dining room is received at the door by the headwaiter or his assistants in a cordial manner and courteously seated. Chairs are held out for the lady guests and gentlemen, if need be. The headwaiter distributes the work load evenly between the various stations, however, he inquires if the table which the guest has chosen is agreeable prior to his being seated. If all guests cannot be accommodated, they should be asked whether they wish to wait in the bar until a table is available, or have their meal in one of the other restaurants in the hotel. Ideally, somebody accompanies the guest to the other facility to ensure that they will be taken care of properly

Taking the Order

While the headwaiter hands a menu to the guests, he inquires whether they wish to order an aperitif or cocktail. The guests are given sufficient time to study the menu, and not hovered over and rushed in their ordering.





Orders are taken by the headwaiter or captain. In a pleasant manner he suggests those dishes which are 'menu specialities' that evening.

Care is taken to avoid recommending expensive items merely for the sake of a higher average check (and consequently higher service charge). Basically, the head waiter's duty is to direct the guests in such a way that they will be satisfied with their selection.

Beverage Order

The food order taken, a polite query is made as to whether any wine is desired. The person taking the order is knowledgeable about the wine list, and knows what type of wine is suitable for the particular menu ordered. It is unnecessary to employ an aggressive approach (such as 'What kind of wine would you like to have?'), the guest must be given a chance to order only a plain glass of water, if he wishes, without feeling intimidated.

Completion of Cover

The 'cover' is completed according to the order, and if the guests are accustomed to it, ice water is served. Bread and butter is offered.

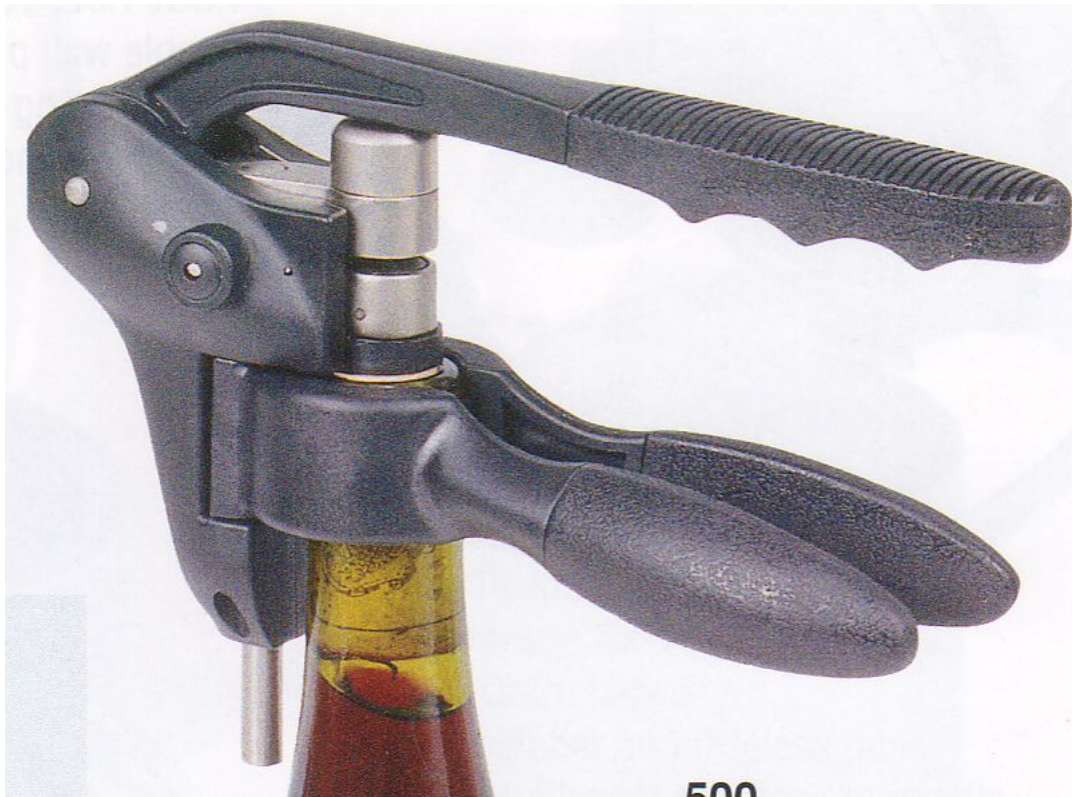
Wine

Wine is served shortly before the food, and at the correct temperature (white and rose 8 to 10°C) and (red 16 to 18°C) observing the rules of good service. The opening of the bottle at the guest's table may have some merchandising effect, if proper showmanship is displayed. While wine service is speedy, care is taken that the bottle, particularly red wine and champagne, are not shaken. White wine, rose and sparkling wine bottles are cleaned and placed in a wine cooler. Red wine bottles remain dusty as they come from the cellar and are placed label upwards in the service basket.

Opening the Wine Bottle

The guest who placed the order is first shown the bottle's label. The foil on the bottle is then cut at the first groove and the small piece of cut foil removed, as the wine must not touch the foil when poured. If the mouth of the bottle is soiled, it is cleaned. The cork is then extracted and the bottle mouth is wiped carefully, to avoid any cork particles falling into the wine. A champagne bottle is kept at 45° angle, and opened in such a manner (without the use of an opener) that the extraction of the cork does not create any undue disturbance in the dining room for other guests. This requires good training and practice.





Serving Wine

The wet bottle is rapped in fresh napkin, label showing prior to the service. The waiter pours a few drops of wine into the host's glass, so that he can taste it and give his approval. (It is suggested that the waiter inquire if the temperature is correct, or if the wine is to his liking);



Wagon Control

Strict controls are maintained on all items displayed, when served from a table or wagon. Extremely expensive items (e.g. caviar) are not displayed, and only the headwaiter or trancheur responsible for all food items in the restaurant, is allowed to cut the meat. If expensive items, such as smoked salmon, prosciutto, etc. are served from a buffet or wagon, they are weighed by the chef prior to issuing them to the restaurant and again after they are served. The quantity consumed matches the number of portions accounted for as served. Also, the consumption of items from the pasty wagon is controlled.

In some restaurants, it may prove desirably to designate a cook to do all carrying and serving from the wagons and buffets. He must be extremely presentable at all times.

A selection of flambe desserts is offered. Also where feasible some meat or fish items can be prepared at the table.

Cleaning the Table

The table is cleaned when all persons at the table have finished their meals. Plates are removed from the right side of the guest.

Before the dessert is served all dishes and the salt and pepper shakers are removed, and crumbs cleaned from the cloth (using a rolled napkin, and a plate to collect the crumbs, or a crumber).

Ashtrays are checked and replaced as necessary. They are covered before removing them from guests.





After the Meal

Coffee and liqueur are offered. Coffee is poured at the table from individual pots. While the coffee pot is kept hot after the first service (on a rechaud) sugar and cream are left on the table for self service. If the management decides to have a wagon offering liqueurs and cognac circulating in the restaurant, only one captain or a sommelier is in charge of handling the wagon, so that accountability is assured.

If cash register slips are in use, the person in charge collects the slips and replaces an empty bottle from the service bar, turning in the proper amount of cash register slips, if order checks are used, they are stamped by the cashier, as an acknowledgement that the drinks have been billed.

After dinner, mints and a hot towel are good ideas to round off the service with a flair. Also an open package of foreign or local cigarettes can be presented.

The bill is presented only upon request. And it is placed face down on a small silver tray or plate. Change is also presented on this plate. If appropriate, the check may be placed in a decorative envelope or cover prior to being presented.

COFFEE SHOP

Type of Service

Service in the coffee shop is speedy and economical, using the simple American type of plated service. The mise-en-place is identical to that of the formal dining room, except that service plates are not used, and filled sugar bowls are on the table. In most coffee shops, place mats are used instead of table-cloth. Table-cloths may be used on special occasions, holidays, etc. Less expensive china, glass, linen and silver (stainless steel) are used.

Seating and Order Taking

The guest is received at the door and seated by a headwaiter or hostess. This procedure is identical to that of the formal dining room, except when two ladies are seated, an enquiry should be made as to whether they wish separate checks.

The order is taken by the hostess (or headwaiter) or it can be taken directly by the waiter, if they are capable of performing this task. Again, the procedure is the same as in the formal dining room, except that emphasis is placed on quick service.

Completion of Cover

The 'cover' has to be completed according to what has been ordered and, if the guests are accustomed to it, ice water should be served at this point and both are generally put on the same plate, by the waiter (at a service station) and placed to the guest's left side.

Serving the Food

The waiter receives the food items from the kitchen in a plate, and places the plate in front of the guest, crest up, using his right hand and serving from the guest's right side (if possible).

Elaborate dishes requiring time-consuming preparation and serving, and any flambe dishes, are not offered in the coffee shop. Pastry can be served from a tray, or from a small pastry wagon.



Clearing the Table

The table is cleared when all persons at the table have finished their meal. Plates are removed from the right side of the guest. Before dessert is served, all dishes are removed. Crumbs are cleaned (using a rolled napkin, and a plate to collect).





A cup of coffee or espresso and dessert is offered after the meal. The coffee is poured from a large coffee pot, making certain that it is hot. Cream is served in a portion-controlled individual creamer. Guests are asked, prior to the coffee service, whether they prefer cream or milk, since the cost of these items can be eliminated if the guests desire their coffee 'black'.

The bill is presented, after the guest is finished with dinner or has requested the bill. The bill is placed face down on the table near the host. It is not necessary to use a plate,

COUNTER SERVICE

Type of Service

Like coffee shop service, counter service, emphasizes speed and simplicity of service. Check averages are usually low, eat turnover high, selections limited and a near round-the-clock service provided

Mise-en-Place

Place mats, paper napkin, fork, coffee spoon and water glass are placed at each seat. For breakfast, cup and saucer, knife, coffee-spoon and water glass are placed on the table. Sugar and bulk creamer, salt and pepper shaker and ashtrays are placed on the counter, along with the bulk jam container.

Menu

The guests select their own seats and place their order at the counter. The menu features simple items such as sandwiches, salads, egg dishes, hamburgers, steaks, soups, appetizers, desserts, ice-cream, soft drinks beer, coffee, etc. if the counter is a self contained unit. If all food comes from the kitchen, a limited coffee shop menu can be offered.

Service

Service consists of politely placing the dishes on the counter, and removing them as the guest finishes his meal. In all food service personnel are well groomed, with a pleasant disposition as they are closely interacting with guests.

Bill

Bills are written directly as the order is taken. When the guest has completed his meal, the check is totalled and he pays the cashier directly.

Cash Invoice

On Hold Invoice ID: 29

Militzis Restaurant
Piale Pashia 42
Larnaca
Tel. 24-655867

09/04/2002 21:07:54 Invoice: 5536

Cashier: 01 - Table No : 29

Station: 01

HALLLOMI	2 @	.50	1.00
MOUSAKA	2 @	3.75	7.50
OTHELLO 86	1 @	5.25	5.25
TABLE WATER 75CL	1 @	.50	.50
ICE CREAM	1 @	.80	.80
CYPRUS COFFEE	2 @	.40	.80

Grand Total			15.85
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<i>Nouveau</i> 05079 <i>Restaurant & Wine Cellar</i>			
Jl. Cemara No. 32 Sanur, Bali Telp. (0361) 270484 / 270525		Date : 29/12/09 Table : 15	
Qty	Description	Unit Price	Total
1	Nasi Goreng Nouveau		26.500
1	Bakmi Goreng		22.000
4	Red wine glass	12.500	50.000
3	Soda water	5.000	15.000
1	Banana Flambe		14.500
Total			128.000
11% Government tax			14.080
GRAND TOTAL			142.080



ROOM SERVICE PROCEDURE

Taking the Order

The person who takes the order answers the telephone promptly, in a polite manner. He thanks the guest at the end of the conversation. Room service sales volume is directly related to the sales ability of the telephone sales clerk in the room service department. The clerk must learn to pick up the name of the guest ordering along with the room number and use the name throughout the conversation.

The order is taken on his order check in legible letters and is repeated to the guest to avoid a possible misunderstanding, making certain the room number spelling of the name and the number of covers to be served. The order is taken in triplicate and time stamped. The original is given to the waiter so that he can place the order with the check. The waiter retains a copy one copy is kept by the order taker to write out the bill.

For control purposes, the bill number is inserted on the order slip. The order is then handed over to the waiter in charge. If there are several waiters working in one shift, each waiter receives an order in regular rotation, room number and service time, be it a tray or table.

CANDLE LIGHT SERVICE

In order to upgrade and merchandise room service dinner/supper service, some hotels use a candle light service and the procedure for this is as follows:

When a dinner/supper order is taken, the service table includes a hurricane lamp. Each hurricane lamp) is numbered and before the table is taken to the guest's room this lamp is entered on a control chart, as well as on the check. The waiter is now responsible for the return of this lamp. When the waiter enters the guest's room, the candle is ignited and the lamp placed on the service table. These hurricane lamps are always kept in a serviceable condition.





Hurricane Lamp



BUFFET SERVICE

A buffet provide an opportunity to display high standards of cuisine, but proper control is exercised to maintain a reasonable food cost. There are a number of points to consider about buffets

1. The buffet table is situated where it receives maximum attention from arriving guests. It must have easy access from all tables and be practical to service from the kitchen or pantry areas.

2. The table set-up itself may take some sort of interesting form (round, oval etc.) which can be accomplished through the use of half round and quarter-round tables.
3. Buffet tables can be made interesting by tying the tables, or making several levels through the use of boxes or crates. The table itself can be decorated with candelabras, silver platters, greenery, leaves, flowers etc.
4. The centrepiece is important, and could be an ice carving, sugar piece floral decoration or some other large eye catching presentation. Height is extremely important in buffet service and often spectacular effects are created with a little imagination.
5. The buffet is artistically set up with decorated pieces (such as turkey, salmon, or other selection).
6. The service line areas are individually defined, so that smooth service pattern and flow are established. If a large group of people congregate on the buffet line at one time, with no control of line formation, the result is chaotic. This is especially true for banquet buffets where the guests arrive together.
7. When the buffet platters, bowls and other food containers are depleted to a point where they are no longer eye appealing, they are replaced on the table so that the buffet retains its effectiveness.
8. Cost of decoration and displays are considered when selling a buffet.

Some Useful Tips for Waiting the Service Table

A primary objective of food and beverage departments is to sell the products. Good food and beverage with good presentation and service will help catering establishments to increase its sales. To perform a proper food service some procedures are to be followed during waiting at the table. These techniques are as follows:

- (a) That the cutleries, crockeries, glassware etc. are perfectly cleaned before use. The dining hall should also be equally clean including its personnel with clean and rice dress.
- (b) That the side board (dummy waiter) is completed and ready for the service session.
- (c) The menu of the meal be carefully studied before offering it to the guests.
- (d) While taking orders, do not rest your hand on the table or on the back of the chair. Always avoid having your face coming into close contact with the guest.
- (e) Waiter should not make any misleading statements about the quality of any food or drink.
- (f) When waiter is about to take order or to serve and if the guests are busy in talking among themselves, the waiter should in a polite and gently tone say, 'Excuse me Sir/ Madam' or 'I beg your pardon Sir/Madam' which will inform the guest that the waiting staff is ready to take order or to serve. After having served the food, stand at a reasonable distance away from the table but watch for the need and call of the guest.
- (g) That the articles of silver dropped on the floor must not be used at the table without wash.
- (h) That never use a chipped glass or plate and avoid serving from any such imperfect articles
- (i) That articles such as teaspoons, menu cards or lumps of sugar should never be kept in waiter's dress.
- (j) That avoid filling glasses, cups etc. upto the brim. Do not put fingers inside the glasses when lying or removing them. For service of ice, use spoon or an ice tong.
- (k) The waiter should never put the spoon in the guest's soup, tea, coffee.
- (l) That for wiping plates, glasses, etc. never use soiled or used napkins or table cloth. Waiter's cloth is to be used for the purpose.
- (m) That the tables become crumby all the little crumbs should be removed at a convenient time by using service cloth and on a quarter plate.

General tradition for service: Place clean plates and glasses from the guest's right. Serve food from the guest's left. Serve drink (including coffee, wines) from the guest's right. Preplated food is served from the right. However, these rules may depend on the house custom of the establishment/country.

Salt, pepper, and other cruete should be removed from the-table just before the sweet is served.

Wine should be presented to host for approval by the host. Serve guests (ladies first) host last. White wine is served chilled and red wines at room temperature. Beer must be chilled and served in large glasses or jugs.

Some more details of alcoholic and non-alcoholic beverage service are described separately elsewhere.

Guest Reception in Restaurant

The procedure for receiving a guest from the moment he or she enters the establishment till he or she leaves is mentioned. This is just a simple procedure and the style and character vary from place to place and from country to country.

When a guest enters the restaurant he or she should be received and shown to a suitable seat-usually by the head waiter.



Menu Planning



In a restaurant, a menu is the list of options for a diner to select. A menu may be a la carte or table d'hôte. The items that are available for the diner to choose from are broken down into various categories, depending on the time of day or the event. A breakfast menu in the Western World has eggs, toast or fruits to help the diner have energy to start the day. Grain and protein are considerations as well. The lunch and dinner items are larger portions of food because one becomes hungrier later on in the day after consuming energy. A degustation menu however may combine elements from breakfast, lunch and dinner.

appetizers

BUFFALO WINGS:

10 wings	\$5.95
15 wings	\$8.50
25 wings	\$11.50

Sauces: mild, hot, death valley, bbq, teriyaki, honey garlic, and thai peanut

CHICKEN TENDERS	\$6.25
original or buffalo served with your choice of ranch, bleu cheese, or honey dijon mustard sauce	
CHICKEN QUESADILLAS	\$6.50
SPINACH DIP	\$6.25
CHILI	\$4.75
FRIES	\$3.00
GREEK FRIES	\$5.00
CHIPS AND SALSA	\$3.00
add homemade guacamole for \$3	
MOZZARELLA STICKS	\$4.95
TOASTED RAVIOLI	\$5.95
ULTIMATE NACHOS	\$6.75
CHEESE FLAUTAS	\$5.25
MAC AND CHEESE BITES	\$5.95
HUMMUS DIP	\$5.25

salads

HOUSE	\$4.75
lettuce, red onions, cucumbers, carrots, tomatoes, and croutons. Add chicken \$2.00	

COBB	\$6.75
lettuce, chopped chicken breast, bacon, eggs, crumbled bleu cheese, tomatoes, green onions, and avocado	

SOUTHWEST	\$6.75
lettuce, tomatoes, corn kernels, black beans, tortilla strips, chihuahua cheese, pepper jack cheese, avocado, and chicken breast	

GREEK	\$6.95
lettuce, tomatoes, feta cheese, chicken breast, greek olives, pepperoncini, artichoke hearts, red onion, cucumbers, and greek vinaigrette dressing	

SALAD DRESSINGS: ranch, bleu cheese, honey dijon, balsamic vinaigrette, 1000 island, french, peppercorn ranch, caesar, fat free italian, and fat free french

joe's famous pizza

16" THIN CRUST PIZZA

Made with our homemade crust. Each pizza serves 3-4 people.

CHEESE	\$13.00
SAUSAGE	\$14.00
PEPPERONI	\$14.00
VEGGIE SUPREME	\$14.00
mushrooms, green peppers, onions, and black olives	
BBQ CHICKEN	\$14.00
HAWAIIAN	\$14.00
canadian bacon and pineapple	
WHITE PIZZA	\$15.00
ricotta cheese, mozzarella, artichoke hearts, roasted red peppers on top of garlic alfredo sauce	
MARGHERITA	\$14.00
roma tomatoes, fresh mozzarella, basil, dusted with Parmesan cheese and a dash of olive oil	

TOPPINGS:

EACH ADDITIONAL TOPPING \$1.50

pepperoni, sausage, chicken, canadian bacon, ground beef, green peppers, black olives, mushrooms, tomatoes, onions, spinach, roasted red peppers, pineapple, sliced jalapenos

JOE'S PIZZA IS PREPARED TO ORDER. PLEASE ALLOW AMPLE TIME FOR YOUR PIZZA TO BE MADE.

from the grill

ALL AMERICAN BURGER	\$7.95
half-pound burger topped with your choice of american, cheddar, swiss, pepper jack, mozzarella, provolone, or white cheddar cheese and toppings	

GRILLED CHICKEN SANDWICH	\$7.95
marinated chicken breast served plain or with bbq, teriyaki, death valley, or red hot sauce and your choice of cheese and toppings	

CRISPY BUFFALO CHICKEN SANDWICH ..	\$7.50
hand-breaded, deep fried, smothered in buffalo sauce and served with ranch or bleu cheese dressing	

ULTIMATE BLT	\$5.50
triple a layered sandwich with hickory smoked bacon try it "Mandalay Bay" style - add avocado for \$1	

GOURMET GRILLED CHEESE	\$5.00
white cheddar on texas toast with tomato and hickory smoked bacon	

TURKEY CLUB	\$7.25
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ITALIAN BEEF	\$7.25
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CHICKEN PARMESAN SANDWICH	\$7.50
---------------------------------	--------

VEGGIE HUMMUS PITA	\$6.95
hummus, cucumbers, tomato, roasted red peppers, and onions	

VEGGIE BURGER	\$6.25
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ALL SANDWICHES SERVED WITH LETTUCE, TOMATO, ONION AND PICKLE.

ADDITIONAL TOPPINGS INCLUDE:
bacon, grilled onions, sauteed mushrooms, any salad dressings, sour cream, salsa, etc.
ALL ARE AVAILABLE UPON REQUEST



DINING SERVICES



Feeding the Aggie Spirit

menu



WELCOME TO THE Go NOMAD CAFE



DRINKS

BAGELS

Our bagels are brought up each week from Pittsfield, MA.
Light and fluffy, not perfectly round,
they are available for here or to go.

Cinnamon Raisin • Onion • Everything
Poppyseed • Sesame seed • Whole Wheat
or Plain Toasted w/ butter.....\$1.75
 w/ cream cheese.....\$1.95

BAKERY

Store baked quickbreads:

Banana • Cinnamon swirl • Pecan swirl
Pumpkin • Lemon poppy seed or date
.....\$1.50/slice

Biscotti:

Baked by our friends at the Black Sheep Bakery in Amherst
Chocolate orange or almond\$1.50

Chocolate chip cookies\$1.25

Brownies75

Homemade Assorted Muffins.....\$1.50

Chocolate covered pretzels:

From Richardson's Candy Kitchen of Deerfield
.....\$1.25 each.

If you don't see what you want just ask.

Computer Rental: Purchase a cybercard and use
the minutes as you need them.
• 1-hour \$6 • 2-hour \$10 • 10-hour monthly \$40
Printing .25¢ per page Faxing \$2.00 per page

Hot or Iced Coffee
from Pierce Bros. Roasters, Greenfield, MA
Small .95 Medium \$1.19
Large \$1.67 Huge \$2.14

Cappuccino
More foam than a latte, with espresso
Medium \$2.87
Large \$3.10 Huge \$3.58

Hot Chocolate
We use Jersey Milk
from High Lawn Farm, Lee MA.
Small .95 Medium \$1.19
Large \$1.43 Huge \$2.14

Teas
from Tea Guys in Florence, MA.
Medium \$1.50
Large \$2.00 Huge \$2.25

Cafe au lait Regular coffee w/steamed milk.
Medium \$1.19 Large \$2.14 Huge \$2.62

Hot or Iced Latte
Espresso w/steamed and frothed milk or soymilk.
Medium \$2.87
Large \$3.10 Huge \$3.58

Hot or Iced Chai
Spiced or vanilla chai tea
with steamed milk or shaken with ice.
Medium \$1.19
Large \$2.14 Huge \$2.62

Red Eye
Regular hot or iced coffee
with an extra shot of espresso
Medium \$2.39
Large \$2.62 Huge \$3.10

Americano
Espresso with hot water
Medium \$1.19
Large \$2.14 Huge \$2.62

LUNCH

All of our delicious lunch sandwiches are available on Whole wheat or White wraps,
Sourdough Cibatta rolls, Focaccia cheese bread, multi grain bread or bagels.

Fresh Mozzarella & Pesto.....\$4.95 Tuna Salad.....\$4.95
Ham and Cheese.....\$4.50 Hummus Wrap\$5.25
Roast Turkey w/Cranberry.....\$4.95 Create Your Own...\$4.95
Nomad Turkey w/Red Peppers & Fresh Mozzarella ...\$5.25
Goat Cheese & Roasted Red Peppers.....\$5.25
Chicken Salad w/Red Peppers\$5.25
Grilled Chicken Caesar Salad\$7.25

BREAKFAST

Our eggs are from happy chickens
who live on South Deerfield's organic farms.

Hard boiled Eggs..... .50¢ ea.

Breakfast Sandwiches:
Cooked to order with farm eggs.

Egg and cheese
on your choice of toasted bagel\$2.95
with bacon, ham or sausage\$3.50
with pesto & tomato\$3.50

Yogurt with granola
in a takeaway cup.....\$2.95

SMOOTHIES

Cool off with the most refreshing drink
around! Frozen fruit mixed with vanilla
yogurt and milk.

Your choice - combinations of
strawberry, raspberry,
mango, banana, and peach

.....Large - \$3.75
.....Huge - \$4.25

Kettle Chips - .95
Power Bars - .95
Fresh Fruit - .75 - .95



Meal Organizers

Sample Menu Planner



Monday Meal ▼

Tuesday Meal ▼

MAIN DISH	Grocery Item	Grocery Item	Grocery Item	MAIN DISH	Grocery Item	Grocery Item	Grocery Item
Pot Roast	Beef Roast	Dry Onion soup mix		Tuna salad	Cantuna	Celery, Pickle, Tomato	Mayonnaise
SIDE DISH	Red skinned potatoes	Baby Carrots	Green Pepper	SIDE DISH	Rolls from bakery	Butter	
Vegetable Medley		Broccoli		Rolls			
SIDE DISH	Fresh strawberries			SIDE DISH	Bag of apples		
Fruit				Apple			
DESSERT	Mint chocolate chip ice cream			DESSERT	Buy some brownies		
Ice cream				Brownies			
EXTRA				EXTRA Milk	Milk—2%		

VIETNAMESE ENTRÉES

- Chao Gio (4) 3.50
- Goi Cuon (3) 3.50
- Com Thi Nuong 5.50
- Com Suon Nuong 5.50
- Bun Cha Gio 5.50
- Bun Thi Nuong 5.50
- Bo Kho (ML Bun, Hu Tieu) 5.99
- Bun Bo Hue 5.99
- Bun Rieu 5.99
- Tom Rang Muoi 7.99
- Suong Xao Chua Ngot 6.99
- Cham Chep Xao Tau Si 6.99

The Asian Restaurant

CHINESE & VIETNAMESE CUISINE

7 DAYS A WEEK
11:00pm - 9:30pm

Weekdays
Lunch \$5.50 Dinner \$6.50

Weekend
(Beginning Friday Night)
Special Buffet All Day \$6.99

Buffet To-Go By Pound
Lunch \$2.99 Dinner \$3.50

Welcome to our Super Buffet!
All of our food is fresh & made to order.
Your business is always appreciated.
We hope you enjoy our food, and we also look forward to seeing you again soon!
For more information please visit www.theasianrestaurant.com

FREE DELIVERY
(in certain areas)
5:00pm - 9:00pm
Minimum Order \$10

1133 N.W. 22nd & Claxton
Oklahoma City, OK 73106
(405) 528-2888 (405) 528-2810
www.theasianrestaurant.com

We accept all major credit cards.
Checks are not accepted.

APPETIZER

Crab Rangoon (6)	2.99
Frog Balls (3)	2.00
Fried Dumpling (10)	4.99
Tonkatsu Chicken (6)	3.99
Fried Breads (10)	2.99
Fried Chicken Wings	4.99

SOUPS

Egg Drop (2)	2.00
Hot & Sour (2)	3.00
Wonton (2)	4.00
Chinese Vegetable (2)	3.00
Chicken Vegetable (2)	4.00

CHICKEN & PORK ENTREES

Szechuan Chicken	5.99
Curry Chicken	5.99
Kung Pao Chicken	5.99
Garlic Fried Chicken	5.99
Empress Chicken	5.99
Cashew Chicken or Almond	5.99
Sweet & Sour Chicken or Pork	5.99
Mushroom Chicken	5.99
Chicken Broccoli	5.99
Chicken with Green Beans	5.99
Lemon Chicken	5.99
Vegetable Chicken	5.99

BEEF ENTREES

Mongolian Beef	5.99
Szechuan Beef	5.99
Hunan Beef	5.99
Pepper Steak	5.99
Beef Broccoli	5.99
Beef with Green Beans	5.99

SHRIMP ENTREES

Cashew Shrimp or Almond	6.99
Lake Tung Ting Shrimp	6.99
Kung Pao Shrimp	6.99
Shrimp with Garlic Sauce	6.99
Sweet and Sour Shrimp	6.99
Imperial Shrimp	6.99
Shrimp with Vegetable	6.99
Szechuan Shrimp	6.99

VEGETABLE ENTREES

Chinese Mixed Vegetable	4.99
Chinese Green Beans	4.99
Bean Curd and Mixed Veg. Brown	5.50
Mixed	5.99
Shrimp	5.99
BB-Q Pork	5.50
Chicken	5.50
Beef	5.50
Vegetable	5.50

CHEF'S SPECIAL ENTREES

Family Happiness	6.99
Asian Chef's Specialist	6.99
Sesame Chicken or Beef	6.99
General Tso's Chicken	6.99
Orange Chicken	6.99

BUILD YOUR OWN COMBO \$6.50 PER PERSON

Choose two from the following selection:
Includes Egg Roll, Fried Rice, Crab Rangoon
& Egg Drop Soup

1. Beef Broccoli
2. Pepper Steak
3. Garlic Fried Chicken
4. Sweet & Sour Chicken
5. Kung Pao Chicken
6. Sweet & Sour Pork
7. Chicken Broccoli
8. Mushroom Chicken
9. Almond Chicken
10. Cashew Chicken
11. Hunan Beef
12. Sautéed Green Beans

Hot & Spicy
We can alter the spiciness upon your taste.
Not all entrees are listed. Call for more details.

The Asian
Restaurant



THE MENU

LUNCH & DINNER

SPECIAL FRESH DIPPED	
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75

BREAKFAST

BREAKFAST	
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75
1/2 lb. Sandwich	\$3.75

DESSERT

WINE LIST

SOUP OF THE DAY



In Mary Douglas' article, "Deciphering A Meal" she asserts the menu is very important because it is the basis of all society. Through picking items off of a menu, one can learn a lot about a person. If they choose meats or high-protein food, it demonstrates their activity and need to replenish their energy supply. On the other hand, if the items chosen are vegetables or dessert, one could conclude that the person is a vegetarian or they like large amounts of sugar. While this does not apply absolutely, it may give insight into the lives or people by what they order. It is also possible to conclude social class, by what is ordered or what the menu is like. If the menu is fancier than one would assume that the people dinning there are of a higher class or wealthy.

Most menus have various choices of food, from appetisers to the main course to dessert. These are usually found on booklets that restaurants give their customers. A menu can also have food that can be eaten without silverware that may be called finger food, hors d'oeuvre or canapes. This being said, courses are usually consumed in a set order: aperitif - an alcoholic drink taken as an appetiser before a meal; soup; entree; main course; dessert; cheese; coffee. Sorbets such as ginger, beetroot or mint may be served between courses as palate cleansers.

Factors Affecting Menu Planning

Menu planning is the devising meals that are nutritionally adequate and acceptable to the patrons. Many factors affect the menu planner's choice of foods for the menu:

- **Nutrient requirements:** Menu-planning principles in Foodservice Operations are revised when nutrient standards are revised by the triservice nutritional standards regulation
- **Availability of food items:** Seasonal availability of food is important in that menus should be adjusted to take advantage of seasonal changes in the supply of fresh produce. Canned, frozen, or dehydrated fruits, juices, and vegetables supplement the fresh menu items and are comparable in nutritive value.
- **Storage facilities:** Limited storage space, especially on small craft deployed on long cruises, prevents the use of many perishable food items. Menus for these activities should plan to use custom foods extensively to take best advantage of available storage space. Menus for such cruises should be planned well in advance to assure balanced stocks that will enable you to prepare nutritious meals. The choice of preparation of foods to be served will also depend upon the galley equipment, the number of personnel to be fed, and the number of MSs en duty. Menus may be more elaborate if laborsaving equipment is available and a sufficient number of MSs are on duty to allow for the preparation of last-minute items.

- Presentation factors: Foods that look good and complement each other always have an advantage over those that are less attractive, even though they may be equally well prepared and nutritious. Learn to choose and combine foods in such a way as to achieve variety and harmony, both in appearance and flavor.

Developing skill in appraising operating conditions, food acceptance, and food supplies in terms of potential meals is a demanding and responsible task. Balance meals in nourishing and attractive combinations of foods. Keep food costs within justifiable limitations and prescribed monetary allowances. Plan for efficient food supply management and logistics. Flexibility and adaptability are essential to the proper planning of meals. Rarely will you be able to use standard menus. The foods that are written into your ship's menu should vary as operating conditions vary. Even ships of the same type as yours, operating under the same conditions and in the same area, probably could not use exactly the same menus.

Acceptability of Menu Items

The acceptability of menu items will determine the quantity to break out, quantity to prepare, and any change in portion size. Customer acceptability of the menu is a major goal of the menu planner. There is no set pattern to indicate what foods the patrons will eat and enjoy. An individual's food tastes may be influenced by many factors, such as likes and dislikes before entering the service, the foods one has learned to eat and enjoy during a service career, and the group of friends one eats with at mealtime. The menu planner should know the customers so that the meals planned will be well accepted.

A food acceptance factor is one that expresses the percentage of people who eat a particular dish. To obtain an acceptability factor for individual menu items, divide the number of portions of the item served by the number of patrons in attendance at the meal. An acceptance factor is a valuable index of the popularity of menu items and should be used for this purpose after an item has been tested at several meals. Acceptance factors for the same menu item may vary from meal to meal.

Different combinations of foods on a menu, different weather, or varying appetites may alter the acceptance of an item. A more accurate acceptance factor may result by averaging figures obtained for a particular menu over a period of time. Another way to determine acceptability is to keep a systematic check on plate or tray waste. This should be recorded on the food-preparation worksheet. Good food acceptance means less plate waste and fewer leftovers to account for in planning future meals. Even popular foods may become monotonous if served too often.

The fact that the patrons will take or accept items on the serving line does not prove that these are their preferred foods; they may take it merely because they have no better choice. Food preferences or attitudes toward foods may be determined by several approaches. One approach is to solicit written opinions from the crew regarding items or classes of foods when you have doubts about their relative popularity. A questionnaire may be developed on which the patrons indicate their preference for various items. The manner in which the foods are described, the instructions given with the questionnaire, and where and when it is filled out are important factors to consider if you are to obtain good reliable data.

Most commonly used food preference questionnaire is a rating scale given to each person attending the meal or at some other appropriate time. This type of questionnaire is easily tabulated and is reliable because checking or circling a block is all that a person is required to do. Food preference questionnaires can determine which single food items are most or least popular, their desired frequency of use on a menu, and what menu combinations are most or least liked.

A menu planner needs to be well informed. Sources of information kept within easy reach will be valuable in planning menus. Previous menu plans on file will give a good indication of what is practical for the preparation facilities and number of personnel served at a particular location. Ashore units use signature head counts to document actual personnel fed. Afloat units underway receive full ration credit for all enlisted personnel entitled to be fed in the GM. A mechanical counting device should be used to determine ration credit for in-port periods based on the number of meals actually fed. There are variations in meal attendance from day to day and meal to meal. Head count records should be kept to show how many people were served at each meal. Estimates of future attendance are based on past records and experience. Factors such as weather, proximity to payday, and liberty trends must be taken into account when predicting attendance.

Menu Worksheet

A food-preparation worksheet should be prepared for each space in which food is prepared. The food-preparation worksheet will prove its worth to you when you use it regularly because it provides much

information and guidance. The worksheet helps reveal the strengths and weaknesses of the menu. When the preparation of the daily menu is plotted on a worksheet, weaknesses and bottlenecks stand out vividly. For example, you may find that all menu items are to be prepared in the same three steam-jacketed kettles or that the three main menu items are to be oven-prepared, each item requiring a different oven temperature.

The worksheet helps you plan and organize the work to be performed by your subordinates. The information written in the Start Preparation, Start Cooking, and Instructions columns will help subordinates plan their work. Careful planning avoids the problem of having too much food prepared ahead of serving time. The worksheet helps you to supervise the work performed by your subordinates. As a written directive, the worksheet is your way of communicating instructions concerning the preparation of the day's menu to subordinates. You cannot depend on your memory nor can you expect subordinates to depend on their memory.

Menu Profitability Summary

all columns except "E" receive "linked" inputs from the Recipe worksheets

PERIOD EVALUATED:

January 2006

Hide Unused Rows

Unhide All

		A	B	C	D	E	F	G	H
		Portion	Menu	Food Cost	Gross	Number	Total	Total	Food
		Cost	Price	%	Margin \$	Sold	Food Cost \$	Sales \$	Cost %
Soup & Salad's									
1	Caesar Salad	\$ 1.55	\$ 5.95	26.0%	\$ 4.40	120	\$ 185.70	\$ 714.00	6.7%
2	BLT Wedge Salad	\$ 1.95	\$ 6.95	28.0%	\$ 5.00	80	\$ 155.90	\$ 556.00	4.8%
3	New England Clam Chowder (cup)	\$ 1.88	\$ 4.95	37.9%	\$ 3.08	150	\$ 281.25	\$ 742.50	12.2%
4	Black Bean Soup	\$ 1.10	\$ 4.95	22.2%	\$ 3.85	110	\$ 121.00	\$ 544.50	5.3%
5	Chopped Shrimp Salad	\$ 2.40	\$ 7.95	30.2%	\$ 5.55	60	\$ 144.00	\$ 477.00	3.9%
	TOTAL					520	\$ 887.85	\$ 3,034.00	
	Arithmetic Averages	\$ 1.77	\$ 6.15	28.8%	\$4.38				
	Weighted Average	\$ 1.71	\$ 5.83	29.3%	\$4.13				33.0%
Appetizers									
1	Crab Cakes	\$ 2.53	\$ 8.95	28.3%	\$ 6.42	90	\$ 126.67	\$ 447.50	3.1%
2	Bourbon Chicken Wings	\$ 1.64	\$ 5.95	27.6%	\$ 4.31	90	\$ 147.66	\$ 535.90	5.3%
3	Stuffed Mushrooms	\$ 1.67	\$ 5.95	28.0%	\$ 4.28	83	\$ 138.33	\$ 493.85	9.0%
4	Coconut Shrimp	\$ 3.25	\$ 8.95	36.3%	\$ 5.70	93	\$ 302.25	\$ 832.35	7.3%
5	Fried Calamari	\$ 2.50	\$ 7.95	31.4%	\$ 5.45	87	\$ 217.50	\$ 691.65	5.9%
6	Vegetable Spring Roll	\$ 1.20	\$ 4.95	24.2%	\$ 3.75	61	\$ 73.20	\$ 301.95	3.2%
	TOTAL					464	\$ 1,005.61	\$ 3,302.80	
	Arithmetic Averages	\$ 2.13	\$ 7.12	30.0%	\$4.98				
	Weighted Average	\$ 2.17	\$ 7.12	30.4%	\$4.95				29.8%
Entrees									
1	NY Strip Steak	\$ 8.32	\$ 20.95	39.7%	\$ 12.63	200	\$ 1,664.38	\$ 4,190.00	10.8%
2	Swordfish with Citrus Glaze	\$ 5.62	\$ 19.95	28.2%	\$ 14.33	138	\$ 775.42	\$ 2,753.10	5.3%
3	Penne Pasta with Chicken	\$ 2.97	\$ 15.95	18.8%	\$ 12.98	60	\$ 178.27	\$ 957.00	1.5%
4	Angus Cheese Burger w/ Fries	\$ 2.95	\$ 9.95	29.6%	\$ 7.00	90	\$ 265.41	\$ 895.50	3.6%
5	Herb Crusted Cod	\$ 6.00	\$ 18.95	31.7%	\$ 12.95	113	\$ 678.00	\$ 2,141.35	4.9%
6	Roast Rack of Lamb	\$ 8.50	\$ 22.95	37.0%	\$ 14.45	134	\$ 1,139.00	\$ 3,075.30	6.8%
	TOTAL					735	\$ 4,700.47	\$14,012.25	
	Arithmetic Averages	\$ 5.73	\$ 18.12	31.8%	\$12.39				
	Weighted Average	\$ 6.40	\$ 19.06	33.5%	\$12.67				32.9%
Desserts									
1	Classic NY Cheese Cake	\$ 1.75	\$ 5.95	29.4%	\$ 4.20	56	\$ 98.00	\$ 333.20	5.5%
2	Crème Caramel	\$ 1.62	\$ 5.95	27.2%	\$ 4.33	32	\$ 51.84	\$ 190.40	2.9%
3	Strawberry Short Cake	\$ 1.90	\$ 5.95	31.9%	\$ 4.05	60	\$ 114.00	\$ 357.00	6.3%
4	Key Lime Pie	\$ 1.82	\$ 5.95	30.8%	\$ 4.13	67	\$ 121.94	\$ 398.65	6.8%
5	Decadent Chocolate Tort	\$ 2.00	\$ 5.95	33.8%	\$ 3.95	87	\$ 174.00	\$ 517.65	9.7%
	TOTAL					302	\$ 559.78	\$ 1,796.90	
	Arithmetic Averages	\$ 1.82	\$ 5.95	30.6%	\$4.13				
	Weighted Average	\$ 1.85	\$ 5.95	31.2%	\$4.10				31.2%

"Theoretical" or "Ideal" Food Cost for Entire Menu
(same as weighted average food cost)

32.3%

The worksheet serves as a means for establishing control of: issues to the GMs, the quantity of each menu item prepared, the portion size served, and leftover menu items. The worksheet helps you to train subordinates who will be responsible for a galley operation in the future. Discuss the worksheet with your watch captains so that they know exactly how the menu is to be prepared. Point out the supervisory

techniques you want them to use in their working relations with the crew. After each meal, meet with your watch captain and key personnel to critique the meal. This is the ideal time to discuss the acceptability of menu items and to record the acceptability on the worksheet. The critique session provides the information essential to promote efficient operations. If your personnel are accustomed to following a worksheet, give the watch captains the experience of developing one.

Cycle Menu

The cycle menu is a series of menus planned to be used consecutively with some variations over a period of time. A cycle menu, rotated with appropriate changes on a quarterly or seasonal basis, is recommended for GMs. They should be reviewed continuously to increase variety and eliminate unpopular dishes.

Cycle meals save time and are easier to analyse thoroughly and to perfect than those written on a weekly basis. Cycle menus also lend themselves to more forecasting of ration costs and requirements for requisitioning and daily food preparation. In some messes, a family night is offered once or twice a month. This affords the family and friends the opportunity to visit the command and enjoy a meal and pleasant conversation.

The principal advantages of a cycle menu are better meals, time savings, improved cost control, and more effective supervision and training. While the cycle menu is in use, the menu planner can refine the menu and make changes-tailoring it to patrons' preferences, available supplies, and incorporating seasonal fruits and vegetables and special events. Breakout quantities can be brought closely in line with actual requirements when menus are repeated.

The cycle period can consist of as many weeks or months as practical. In deciding the most desirable cycle length, the variety and frequency of resupply and the number of duty sections should be taken into consideration as well as the MS watch schedule. Because the accepted cook watch is port and starboard, an odd-numbered day cycle (21 days) allows each watch the opportunity to prepare the entire cycle menu by the time the cycle has repeated two times (42 days).

Perfecting the basic menu and introducing variety can be made easier with sample cycle menus available from other sources. Past menus may be used as a guide if they have gained acceptance. Experience gained through actual preparation and service of the menu points out shortcuts, better preparation techniques, proper timing of food preparation, the arrangement of food on the serving line, preferred serving sizes, and the most attractive arrangement of food on the trays.

Supervisors can provide the level of training and supervision required to perfect each meal. If the daily ration control record shows that the cost of the meals in the cycle menu is excessive or is grossly below the allowed ration rate, the menu can be changed to bring costs within acceptable limits. If inventories point out stocks that are either in long or short supply temporary adjustments to the cycle menu can be made to balance stocks.

The menu is seasonal in the sense that plans are altered to include the special foods featured for each season. Foods in season have a higher quality, are usually cheaper, and are better flavored. Menu plans should be made to suit the weather in which you are operating. Food needs differ, and appetites usually change with variations in temperature. Crisp, cool, fresh finds are appealing to the patron in hot weather. Heavier, heartier foods such as hot soups, stews, and hot cereals are welcomed in cold weather. Fresh fruits and vegetables are at their highest quality and lowest price at seasonal peak. In hot weather, a variety of beverages, including fruit juices, should be available.

The best guides for planning menus and determining loading requirements are accurate records of a ship's own past usage and menu plans or menu summaries of previous extended cruises. Usage data and menus used during extended cruises should be collected to provide a basis for balanced loading for future deployment.



Cycle Name:

Meal Period: ☐ Breakfast ☒ Dinner ☒ Lunch
Category: ☒ Entrée ☐ Veg/Starch ☐ Sandwiches ☐ Soup

	Monday	Tuesday	Wednesday	Thursday	Friday
1	Steak Teriyaki Rigatoni and Spinach	Beef and Broccoli Stir-Fry Baked Ziti with Four Cheeses	Fillet of Sole Amandine Lasagna	Herb-Marinated Chicken Breast Spaghetti with Meat Sauce	Pork Chops & Dressing Turkey Tetrazzini
2	Salisbury Steak Southwest Ziti	Tacos Garden Pasta	Stir-Fried Beef with Sugar Snap Pasta with Clam Sauce	Barbecued Short Ribs Pasta Primavera	Deep-Fat Fried Chicken Rigatoni and Spinach
3	Rosemary Pork Loin Macaroni and Cheese	Pot Roast of Beef Pasta Primavera	Stir-Fried Beef with Sugar Snap Pasta with Clam Sauce	Barbecued Short Ribs Tomato Linguine	Deep-Fat Fried Chicken Vegetarian Spaghetti
4	Lemon Baked Fish Spaghetti with Vegetarian Sauce	Tacos Tomato Linguine	Smoked Beef Brisket Pasta with Clam Sauce	Chicken Cacciatore Southwest Ziti	Chicken-Fried Steak Pasta with Shrimp Sauce



CYCLE INTRODUCTION MENU

1	USE OF COLOR TEXT ON THE PTR WEB SITE	9/10/03	11/1/03
2	MARKET CYCLES: DEFINITION, HISTORY & OVERVIEW	9/10/03	11/1/03
3	W.D. GANN: ANNIVERSARY DATES AND "MASTER TIME"	10/29/03	11/1/03
4	J.M. HURST: AERONAUTICAL ENGINEERING METHODS	10/29/03	12/4/03
5	WILLIAM C. GARRETT: <i>TORQUE ANALYSIS</i>	11/29/03	12/4/03
6	MICHAEL A. ALEXANDER <i>STOCK CYCLES</i> : "BOOK REVIEW"	10/29/03	11/1/03
7	<i>THE PRICETIME REVIEW METHOD</i>	12/2/03	12/11/0
8	PTR CYCLEs LIST--THEORITICAL PERIODS & PROJECTIONS--IF ANY!!	12/2/03	12/27/0
9	CLAUD E. CLEETON: <i>THE ART OF INVESTING</i> --ENGINEERING	9/10/03	11/1/03
10	<i>CURRENT CYCLES: TABLE AND PTR'S "PROJECTIONS"</i>	9/10/03	11/1/03
11	<i>FORECASTING ECONOMIC CYCLES</i> : NIEMIRA-KLINE REVIEW	1/16/04	1/20/04
12	FOURIER TRANSFORM AND SPECTRAL ANALYSIS:	1/16/04	1/20/04
13	DIGITAL FILTERS IN CYCLICAL ANALYSIS.	1/10/04	11/12/0
14	SINE AND CUBIC REGRESSION IN CYCLICAL ANALYSIS.	1/10/04	11/12/0
15	VISUAL "ELLIPTICAL" FITTING IN CYCLE ANALYSIS	9/10/03	11/12/0
16	TRADING 101: At times, we need to forget "value, " it's the herd mentality...	1/16/04	11/12/0
17	MISC CYCLES: GOLD EAGLE and MODERN GURU'S	9/10/03	11/12/0
18	PTR's wave pattern & candlestick based --CYCLES: 5 in 3, 9 in 5, 5 in 7, and 9x7	1/16/04	3/2/04

Menus not only affect the health and morale of the crew, but also directly affect the endurance of a ship. Endurance requirements vary among ship types and classes, and the amount of food storage space varies even between ships with identical complements. Proportionately smaller quantities of perishable

foods are available on extended cruises, and this calls for increased use of semiperishables, particularly ration-dense foods.

Menu Boards

There are two kinds of menu boards which assist in planning menus that are based on crew preferences. They are:

1. A menu-planning board that actually plans the menu within the foodservice division and
2. A menu-review board that functions in an advisory capacity.

Menu-Planning Board

A menu-planning board acts on major decisions affecting food supplies, on the selection of food choices commensurate with galley equipment, workload, and other administrative decisions. The menu-planning board should be composed of personnel with foodservice experience. The menu-planning board consists of MSs from the foodservice division.

Menu-Review Board

The menu-review board consists of personnel from all divisions on board. This board can bring in new ideas on menu planning. All commanding officers formulate their own policy as to the number of board members. Menu boards, their requirements and functions.

Menu Changes

The commanding officer may grant written permission to the food service officer to make necessary changes in the approved menu. Such authorisation may be furnished in the ship or supply department organisational manual. Under this authority the food service officer may make changes in the menu necessary to meet any emergency that might arise. At the discretion of the commanding officer, a weekly summary of menu changes made and the reasons for the changes are provided to the commanding officer at the time the forthcoming weekly menu is submitted for approval.

Each menu should include a notation at the bottom of the menu stating that "The food service officer is authorised to make changes to this menu when, due to unusual or unforeseen circumstances, it may be necessary to provide substitutions for food items not in stock or to permit timely use of perishable foods." Menu changes should be kept to an absolute minimum and should not be made without advance approval by the food service officer.

A selective or multiple-choice menu includes one or more choices for the crew in each category. One or more choices are recommended under the following circumstances: If a popular entree or vegetable is to be served, offer an alternative. When a high-calorie, high-fat entree is to be served, offer an alternative. If savings can be realised by offering a high-cost entree with a low-cost one, offer a choice. If practical from a production standpoint, a selection of various meal components can be offered, including entrees, vegetables, breads, and beverages.

Menu Drafting

To do the best possible job in menu drafting the menu planner needs a good working atmosphere in which to think. Most meals are planned around main dishes of meat, and other food items are planned to complement main dishes. The menu planner has room for listing each menu item in a meal and has a column for the numbers to eliminate guesswork on the kind of food, the method of preparation, and the essential breakout data.

Use standard abbreviations to achieve coordination between the jack-of-the-dust (or subsistence storeroom storekeeper) and galley personnel; for example, (f) for frozen, (cn) for canned, (dehy) for dehydrated, and (inst) for instant foods. Certain standard menu items, such as coffee, are printed on the draft to facilitate drafting.

The following steps illustrate the proper sequence in drafting major meal components:

1. Main dishes, gravies, sauces, and accompaniments
2. Potatoes, potato substitutes, and vegetables
3. Salads
4. Breakfast fruits and cereals
5. Desserts
6. Breads and breakfast pastries
7. Soups and beverages

Accompaniments to menu items should be written alongside them or may be written directly underneath them, space permitting. When all entrees for the cycle have been entered on each week's draft, it is good management to review the drafts to determine the following:

1. whether the proper variety and balance are maintained,
2. if higher portion cost entrees are balanced with lower portion cost entrees, and
3. if preparation of the entrees is within the capabilities of galley personnel and equipment.

Main Dishes

Using information from the frequency chart and the spacing pattern, enter main dishes such as meat, fish, or poultry entrees planned for each day on the menu draft form. Introduce variety to the menu by the recipes selected for the preparation of each meat cut or poultry entree.

Potatoes, Potato Substitutes, and Vegetables

Frequency charts are developed for both potatoes or potato substitutes and vegetables in conjunction with the meat frequency charts so that the items selected will complement the meat, fish, or poultry item planned for each day. Entering the potato or potato substitute and vegetables on the menu draft is the second step in menu planning. Variety of preparation of the entree items should be introduced on the menu by the selected recipe card.

Salads

Hotels offers many varieties of salads and kinds of salad dressings, as well as recipes for relishes. These numerous recipes are a fine foundation for a varied bar of consistently high quality. An array of salads and relishes can be prepared from the excellent variety of fresh, frozen, and canned fruits and vegetables available. When you are selecting salads for the menu, planning is needed to achieve variety and to avoid costly leftovers. Because the salad bar generally offers some variety, there is a temptation to offer the same assortment daily. With good planning, changes from day to day can be achieved. When you are planning for salads and relishes, there are several factors to consider:

1. seasonal availability for procurement,
2. temperature and climate,
3. equipment and labor, and
4. combinations of salad ingredients.

Select a salad dressing suited to the salad ingredients on which it is to be used. Use tart dressings with bland-flavored salads.

Breakfast Fruits and Cereals

Steaming hot cooked cereals are a welcome and warming component of a hearty breakfast in cold weather. Warmer climates and higher temperatures tend to swing the popularity pendulum toward dry, ready-to-eat cereals. Offer a choice of fruit and juice each day to make sure a good source of vitamin C is available to the patrons. Either the fruit or the juice should be citrus or tomato. In addition, fruits can be used to introduce variety on the menus; for example, raisins in oatmeal or rice, blueberries in pancakes, and apples in fritters.

Desserts

Desserts should be individualised to each meal just as other menu components, taking into account the patrons' preferences and other factors influencing the menu; such as climate, cooking facilities, and the skills of the personnel.

Desserts are classified as light, medium heavy, or heavy. Plan to use the one that goes best with the rest of the meal. If the meal includes hearty salads and creamed vegetables, a light dessert, such as fruit cup or flavored gelatin, is more appropriate than a medium heavy one (puddings or ice cream and cookies) or heavy desserts (cakes and pies). Balance out the day's dessert by planning a light dessert (chilled pear halves and oatmeal drop cookies) with a heavy dinner at noon and a heavy dessert (spice cake with lemon cream icing) with a light supper. One heavy dessert daily, especially one that must be baked the same day it is to be served, is sufficient for most messes.

To ensure a variety of dessert choices in your menus, make maximum use of mixes, ice cream, prepared pie fillings, gelatin desserts, and other convenience foods. A caution that should be observed, however, in planning desserts is avoiding a repetition of the same flavors. It is easy to miss hidden flavor repetitions when breakfast juices and dinner and supper salads contain fruit. Watch for these duplications in dessert planning.

Breads and Pastries

Piping hot yeast rolls and quick breads dress up a meal any day of the year. Hot breads can play an important role in balancing cold meals. When you write a menu, be realistic. If baking facilities are limited or if inexperienced MSs have not yet fully developed their baking skills, you should limit baking items.

Soups

The soup is one of the last items planned for a lunch or dinner menu. This sequence in menu planning is not based on the relative importance of soup to a menu, but rather on its relation to other menu items. Soups are classified as light, heavy, creamed, and chowder and, as with dessert items, are selected to balance and complement the menu. The number of times a soup is offered each day or each week should be based on the crew's acceptance of soup. If the acceptance of soup is high and you feel justified in including it on the menu at both lunch and dinner meals, plan to serve a different soup at each of these meals. Make maximum use of dehydrated soups and canned condensed soups in order to offer a variety on the menu. Leftover soups are highly subject to contamination; consequently, they create a health hazard. Fresh soup should be prepared for each meal.

Beverages

The beverage component of menus includes coffee or tea. Milk is very nutritious and deserves a permanent place on the menu. It can be served chilled plain, or flavored, or in hot cocoa as a cold weather beverage. Coffee and tea are not necessary for good health and offering another choice for either beverage is acceptable, such as good quality drinking water. Iced beverages added to the menu during warm weather are refreshing and provide an enjoyable change from the steady consumption of hot coffee or tea during the winter months.

All iced fruit beverages contribute additional vitamins and minerals, as well as energy from the sugar they contain. Avoid overuse of the same juices or fruit beverages on the weekly menus. Milk shake machines and carbonated soda dispensers may be used in the mess also.

Menu for Special Meal Celebrations

Special meals for holidays or special meal celebrations provide opportunities for festivity among the crew. A well-planned special meal adds interest and creates real enthusiasm. Creative menus may be planned using foods traditionally associated with the holiday. The meal patterns suggested for breakfast, lunch, and dinner may be changed for holiday or specialty meals to include some extras for the celebration. Well-planned special meals will add interest and enthusiasm among cooks and patrons. They can be as simple or elaborate as time, personnel, and cost permit.

The printed menu gives a kind of flavor of its own to special meals. These menus need not be elaborate to be attractive. They can be simply produced using a graphics program on a computer or you can have them produced professionally through the supply system. Usually if menus are to be printed professionally, they are either going to be used permanently for a cycle menu or for holiday menus repeating from year to year.

Brunch Menus

Brunch is something of each of these meals, yet it has its own special identity. The distinguishing features of brunch are time of service and the special-occasion, leisurely atmosphere that can accompany a brunch meal. The brunch meal is usually served between breakfast and lunch time, generally on weekends and holidays. Brunch menus need not be elaborate to be attractive and satisfying. A number of menu items maybe added to a heavy breakfast meal to make a brunch meal. These may be extra ranging from first course to heavy entrees to special types of cakes to complete the meal.

Imagination is the major key to successful brunch menus. Select luncheon entrees with staying power that combine easily and appetisingly with breakfast foods. Above all, avoid overtaxing the cooking and serving facilities and personnel by planning menus that, for example, require too much oven space. Cooked-to-order foods are especially appropriate for brunch meals.

Wardroom Menus

Generally the mess manager holds the position of wardroom supervisor. Because of his knowledge and experience with foodservice and nutrition, the responsibility may rest with him to prepare and submit a nutritionally balanced cycle menu to the mess caterer for review. The mess caterer will then review the menu and submit it to the mess president for approval.

The wardroom menu must also meet nutritional requirements. As with the patrons of a general manager, the preferences of wardroom mess members should be surveyed and considered in the menu-

planning stage. The wardroom menu also should be limited to the supplies that are available. The menu should not be costly. Also there should be a moderation of high- and low-cost meals to keep the menu within the operating limits of the mess.

Developing a Meat Plan

Developing a meat plan, frequency charts, and spacing patterns are necessary preplanning functions that assure an acceptable, appealing menu that is also within the daily monetary allowance. A meat plan, also called a meat block shows the number of times the various types of meat (including breakfast meats), fish, poultry, and cheese are to be used each week on the cycle menu. This planned usage is directly related to the relative costs of these Federal items, their relative popularity, and their availability. A planned pattern of usage during the cycle menu period will enable you to balance the use of expensive, moderately expensive, and inexpensive meat items.

Item	Frequency, n=40	Percentage
Freshness		
Don't Compromise on quality	37	92.50
Adulteration		
Smell	1	2.50
Touch	1	2.50
Naked eye	12	30.00
Taste	24	60.00
Others	2	5.00
Meat hygiene		
Essential	17	42.50
Required	16	40.00
Not required	7	17.50
Processed meat		
Preferred	14	35.00
Not preferred	26	65.00
Reasons		
Taste will not be good	8	20.00
Habituated to fresh meat	28	70.00
Cant change the habit	4	10.00
Type of dish		
Fry	7	17.50
Roast	4	10.00
Spicy	15	37.50
Normal	14	35.00

Item	Group1 (Chi-square value)	Group 2 (Chi-square value)
Meat consumption		
Meat preferred	2.174	2.941
Reason for preference	13.652**	7.882*
Frequency of consumption		
<i>Chicken</i>	2.565	0.118
<i>Mutton</i>	4.522	7.176*
<i>Fish</i>	14.174**	0.118
<i>Beef</i>	19.174**	23.059**
Reasons for non consumption of beef /pork	8.435*	7.118**
Days of consumption	3.522	4.765*
Reasons for not consuming every day	0.087	3.294*
Seasons	30.261**	12.294*
Sravan	0.043	1.471
Regular consumption	0.391	1.471
Meat Quality		
Freshness	19.174**	13.235**
Adulteration		
<i>Naked eye</i>	2.130	0.059
<i>Taste</i>	3.522	6.118*
<i>Others</i>	15.696**	2.882
Meat hygiene	15.783**	3.000
Processed meat	2.130	1.471
Reasons		
<i>Taste will not be good</i>	0.007**	7.118**
<i>Habituated to fresh meat</i>	5.261*	9.941**
Type of dish		
<i>Fry</i>	7.348*	6.118*
<i>Spicy</i>	1.087	1.471
<i>Normal</i>	2.130	1.471

** Significant at 1% level of probability

* Significant at 1% level of probability

Group1 (younger than middle age); Group 2 (older than middle age)



When the meats have been chosen, they are plotted on a frequency chart, spaced on a spacing pattern, and finally entered on the menu draft. Frequency charts and spacing patterns form the framework of the menu and like the meat plan, are developed before the menu is drafted. Frequency charts are developed for each major menu item or section; that is, the meat, poultry, fish entrees, potatoes or potato substitutes, vegetables, salads, desserts, soups, and breads that form the basic menu structure. These charts serve as the advanced plotting of what to feed at which meal (breakfast, lunch, or dinner) and how often.

An important step in the final review of cycle menus is the use of the frequency chart to check the menu for repetition. This is done by listing the number of meals containing each type of food. Then checking that the spacing of similar items, such as ground beef, is adequate, that different methods of preparation are used, and that the basic menu features a variety of dishes. It is particularly important to check the meal plans for the first 3 days at the beginning of the first week's menu and the end or last 3 days of the preceding week's menu in the cycle. Revise the frequency chart by eliminating identical or similar items served too close in succession.

Kitchen Areas

Cabinets

Cabinets might be the most important part of your kitchen design. It is important that they fit well in the room/house they are built in. The cabinets should fit well with the color patterns. You can use cabinets in coordination with wall and floor colours to set the tone for the whole room. The cabinets should fit well with the style of the house. Make sure to match the cabinets with the style of the house.

Kitchen cabinets are the most visual and hands-on element in the kitchen, so its no wonder replacing them is an important factor in any kitchen renovation. Your kitchen cabinets will set the tone for the whole room. In dark areas, you can select soft colours to offset the lack of natural light. Your choice of wood will have the most impact on the cabinet's ultimate look. If you want a light look, you could start with a light wood like ash, beech, birch, oak, maple, or chestnut. In the mid-range, consider cherry with a natural finish. If you're renovating a kitchen, don't skimp on the one thing that will make or break your experience and potentially your kitchen — a professional kitchen design.







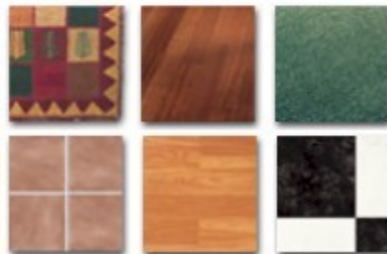
The newest trend in cabinets is not just exterior looks, but personalised storage. Whether you're looking for open shelves, a built-in wine rack, china displays, or a wall of cubby holes, cabinet makers are producing an ever-increasing number of options based on consumer wants and needs. Now should be the time to select cabinets that make more efficient use of space. Roll-out trays, lid holders, bread boxes, and other concealed features promote efficiency and provide for a more user-friendly cooking space.

Counter Tops

Countertops are made from materials that are durable and, in most cases, easy to maintain. Most combine a base of plywood or particleboard that spans across the top of a cabinet and the finish surface

material. If you are looking to buy new countertops, the material you choose will depend on your budget and the appearance and serviceable qualities you want. Natural stone, such as granite, is considered to be the height of elegance and will last longer than most kitchens. Stone, however, is very expensive and requires some care. Choices such as granite, marble and soapstone can also be installed on counterops in 12" square tiles and grouted. This can give you the beauty of natural stone for less expense than installing a solid piece. Another advantage is that individual tiles can be easily changed if damaged, so be sure to keep a few extra pieces from the original lot in case you need to replace any in the future.









Unusual colours and materials are the usual vogue in countertop design. While ceramic tile is still a charming and timeless option for your counter, its special care requirements have encouraged remodellers to look for alternatives. Solid surface countertops are becoming increasingly popular, and are used in most professionally designed kitchens because of the ease of cleaning and ability to hold up in the kitchen's high-traffic area. These countertops are easily repairable, and won't chip or crack. Another popular choice is granite, an option known for its durability and dramatic looks. Though granite can be rather pricey, there are also a number of solid surfacing options that imitate the look of granite at a lower cost. When you choose your countertop, select a colour and texture that compliments your cabinetry, floor or paint selection. Don't be afraid to combine two or more countertop materials in one kitchen. Complimentary colours or textures on adjacent surfaces can create visual interest. Remember also that it pays to select a material that will withstand years of use without extraordinary maintenance requirements and is easily repairable should an accident occur.

When selecting a countertop, consumers look for strength, stain resistance, burn proof, long lasting, and elegance many reasons why a natural stone countertop would be an attractive feature in a kitchen. When selecting a natural stone countertop, consumers can look at the different types, finishes, appearances, thickness, and textures, which make up the beauty of natural stones. One great thing about natural stone is that no two stones are alike making every single kitchen one of a kind. There are many forms of natural stone that consumer can choose from: granite, marble, soapstone, slate, and Jerusalem stone. Granite is hard as a rock. Though costly, when buffed to a shine it creates a smashing look for kitchen counters. It is also riding a crest of popular style that began over 10 years ago. With granite tops, the experience and expertise of the fabricator is vitally important. Granite, marble, and limestone, all popular for countertops, are beautiful natural materials. In most areas, you'll find a great selection of colours and figures.

The quality of the countertop edge treatment is important. As an example, a solid surface counter is easy to clean and repair and will take years of use. It might look terrific with a wood edge to match the cabinets, but the wood will not withstand constant exposure to water and household chemicals like the solid surface material. Restrict the wood edge to an area such as a freestanding hutch and use matching or contrasting solid surface material for the front edge.

Consider combining quality decorative materials such as tile, granite or marble with solid surface. Many fabricators can create custom designs for a spectacular visual effect without compromising durability and easy maintenance. When there are budget constraints, it makes sense to use the highest quality material for the counter areas that will sustain the greatest amount of use, specifying other materials to less often used areas. Considered second to diamonds in hardness, granite is the more popular choice. Granite is chosen for durability and its rich composition of quartz crystals, mica, and feldspar trapped within. With granite, consumers wouldn't have to be afraid placing a hot pot due to it being heat resistant and wouldn't have to fear of scratching it, since only granite or diamond can scratch it. Chosen for its smoothness and vein like textures, marble is added to a section of a whole countertop by those who like to bake. Because marble is a softer stone, it is more porous which makes it susceptible to scratches and stains, requiring frequent sealing. Both granite and marble give off different appearances compared to other natural stone products, which is why they are popular.

Soapstone, known as “original stone countertop,” is becoming just as popular as granite. Soapstone is quarried just like marble and granite with components of magnesite, dolomite, chlorite, and talc. Many people are attracted to having soapstone as a countertop because of its soft feel, however it can easily scratch. Soapstone won't etch from acids; stains can be rubbed out easily. Comes in colours of blue, green and gray, if mineral oil is applied consistently it will bring out a charcoal-gray color making it look older and much more elegant.

Slate countertops are liked because of their high resistance to heat, but are highly susceptible to scratches. Composed of seabed, slate stone reflects hues of dark green, blue, and black. Just like soapstone, if mineral oils are applied to it, the colours will be enhanced to a darker glowing hue. A new countertop in the market is Jerusalem Stone, which resembles the sandy tones of limestone, but not as porous and soft and it's quarried from areas around Jerusalem. Many people like Jerusalem stone because of its durability, which is like granite and its smoothness like marble. One reason, why natural stone is a favourite for a countertop, are that the finishes applied add on to the beauty and durability. Some popular natural stone finishes are polished, honed, flamed, and tumbled. Polished natural stone countertops have a high gloss surfaced that gives off a mirror like reflection. Honed finish is a hard surface with a smooth, matte look to it. This finish is very soft to touch with a fuzzy reflection. When a flamed finish is applied to the stone, it is exposed to intense heat creating a texture on the surface. To make a natural stone appear worn and old a tumbled finish is applied. There are other finishes to choose from, but it's all about what the consumer prefers and the uses of the countertop.

New to the countertop market and put into the same category of natural stone is engineered quartz. Many manufacturers are challenging the market share of natural stone by combining 93 percent of natural quartz with 7 percent resin to create a highly durable material that is twice as strong as granite. This product has been around for 15 years in Europe and just recently has been marketed in North America. Engineered quartz offers a countertop that is nonporous and stain resistant. The slabs being manufactured have colours and patterns that are all uniform making it easier for consumers to know that they will get what they want. Countertops are the most looked at for a kitchen-remodelling project to bring out the beauty and elegance of kitchen. Countertops can take a moderate looking kitchen and turn it to a kitchen out of a magazine or from a remodelling show. For many consumers, having a countertop that will be long lasting, durable, and elegant such as natural stone is worth the cost.

Kitchen Floor

When exposed long hours of sunshine, your tile floor will collect heat and keep a gorgeous warmth. However, most of the time, your tile floor is not exposed to the sun and remains unbearably cold. In a kitchen, ceramic tile is a premium product, but it is always too cold. In the wintertime, you will dread walking barefoot on the cold tile floor, and you should not let your kids play on the floor, unless you want them to get real cold real fast. Electric floor warming is easy to install and you can simply program a thermostat to keep the floor warm any time of the day, when you and your family need it. You don't have to worry about your little ones playing on the floor anymore. Tactile sensations are very important in a floor because feet are very sensitive. Walk on a thick carpet and you will feel a sense of comfort. Walk on cold tiles and you will feel very cold. Walk on warm tiles and you will feel comfortable and warm. You will be surprised to see how nice it is to walk barefoot on a heated surface.









Your flooring choice is important because it will set the tone for the whole kitchen. The textural quality of the floor appeal to eye and has a radical effect on how we perceive the room as a whole. In kitchens, the two most elegant floors are tiles/stones and laminated or hardwood floors. Ceramic tile is a premium product for a kitchen and as such represents an impressive upgrade over any other floor. The only disadvantage is the cold feel. Your kitchen is the heart of the home. That's where you gather with your family and friends, and your children play on the kitchen's floor.

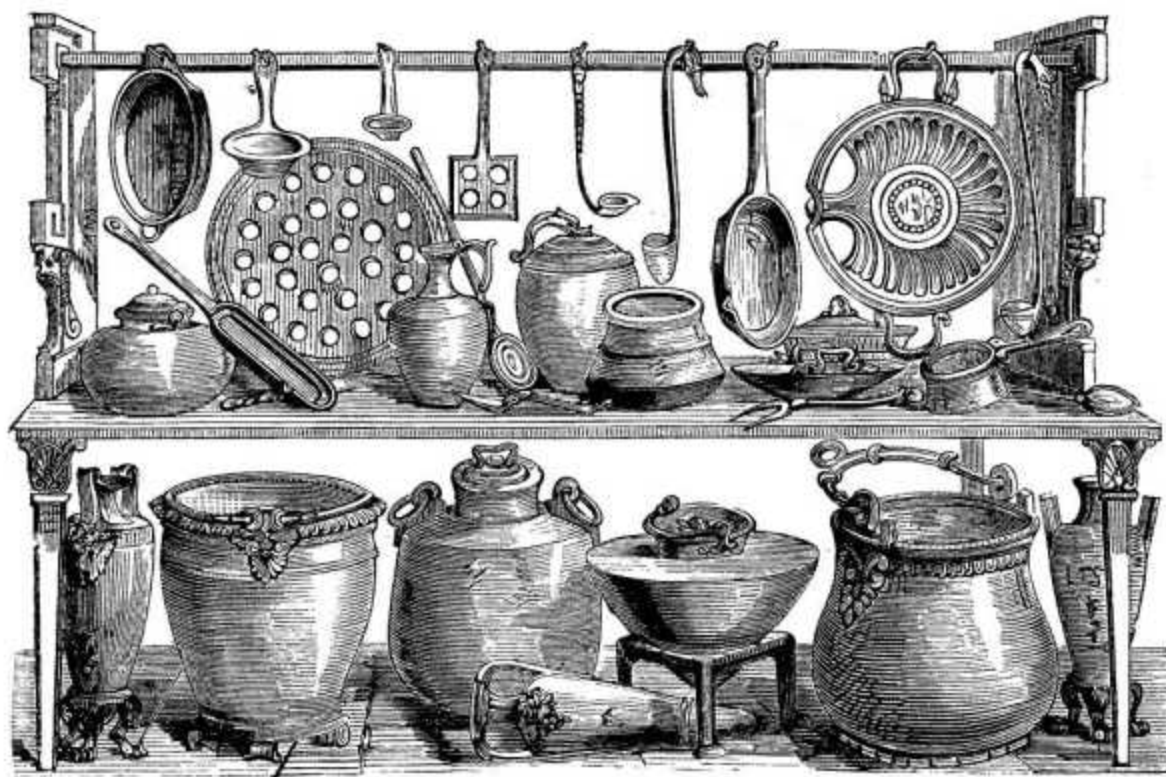
Floors can act as heat stores: when exposed long hours of sunshine through a south-facing window, they collect heat during the day and keep a gorgeous warmth through the night. You can also warm your tile floor with an electric floor warming system to keep it warm any time of the day, when you and your family need it. Find out how you can add floor warming to your kitchen. It's not only about visuals, tactile sensations are very important in a floor because feet are very sensitive. Walk on a thick carpet and you will feel a sense of comfort. Walk on cold tiles and you will feel very cold. Walk on warm tiles and you will feel comfortable and warm.

Despite all the alternatives available today, genuine hardwood and laminate continue to attract admirers with its timeless appeal and warmth. At one time, choices in hardwood floors were fairly limited. Homeowners had only a handful of options. But that has changed dramatically. Recognising the increase in demand, flooring manufacturers have broadened their product lines to reflect the diversity in tastes and budgets.

Kitchen Utensils

A kitchen can, today, be equipped with many efficient labour-saving devices. Machines make tasks such as chopping, shredding and pureeing easier and less time consuming. The housewives and the cooks no longer need to spend the day in the kitchen stirring food and soups, as the modern and efficient equipment helps them to do the work much faster. A kitchen appliance is a major investment, not only in the initial purchase cost but also in the use, care, energy consumption, and maintenance for the lifetime of the appliance. Most major household appliances have a relatively long life expectancy. Therefore, a poor choice can be both irritating and costly, especially if the appliance must be replaced early because of high energy and repair costs or failure.











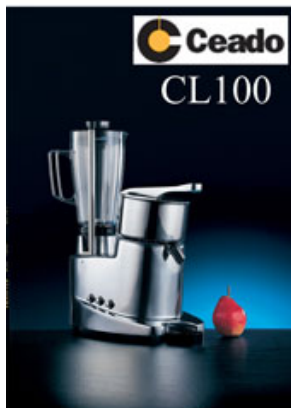
KF980II



ELLISSE



SL140A



Ceado

CL100



Ceado

SL98



Ceado

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MT98



Shawerma Grill (Double)

GYR-SH3BDC-ALH



Soft Ice Cream Machine
(Free Standing)

ICE-CREAM3-IT



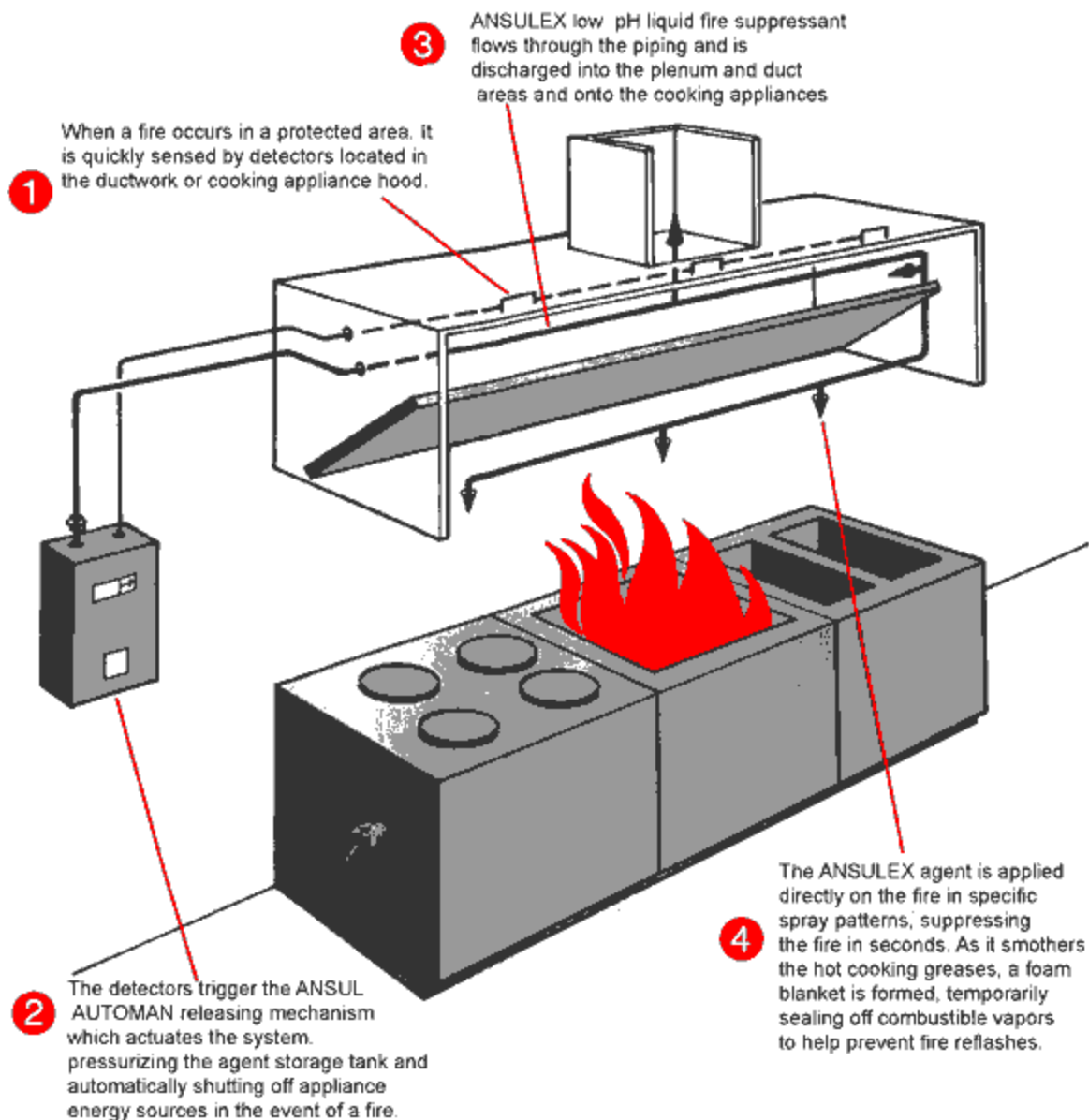




















Most of today's appliances use less energy than those made just 10 years ago. When comparing refrigerators from 1972 to 1984, an energy-efficient refrigerator can save, on the average, \$47 per year in

reduced energy costs. An energy-efficient dishwasher can save, on the average, \$35 per year. Ranges are not required to have energy guide labels; therefore, their energy use has not been calculated. Some of the appliances needed in a kitchen are listed below.

1. Blenders and Mixers. They simplify and cut the time for various culinary techniques such as creaming, whisking, etc.
2. Cooking Range. Used in the conventional cooking method, it can be electric or gas operated.
3. Food Processors. Are the high-tech kitchen appliances, combining the capabilities of electric mixers and blenders and operate at various speed. Used for mincing, chopping, creaming, etc.
4. Pressure Cooker. A combination of a saucepan and a steamer. Normally made of aluminium as it helps to spread heat more evenly.
5. Pulveriser. A heavy duty electrical grinding machine with a very high speed for grinding and breaking down of ingredients.
6. Refrigerator. A must for any modern kitchen; not only stores and keeps the things fresh but has become an integral part of cooking too.
7. Ovens. A must for baking and roasting purposes. Microwave oven is a revolutionary piece of kitchen equipment which helps food to cook faster - in minutes and seconds rather than hours.
8. Toaster. Mainly used for toasting breads.
9. Griller. Comes in different sizes and shapes for different purposes like grilling of sandwich or grilling of chicken etc.
10. Oven-Toaster-Griller Combine. As the name suggests does the three functions in the space of one.
11. Hand Blender. Does light mixing and whipping work.
12. Coffee Machine. Comes in various types: Filter coffee, Cona coffee etc.
13. Water Purifier. For filtering water of various impurities.
14. Geyser. Required for supply of hot water mainly for dish washing.
15. Dish Washer. Finishes dishwashing efficiently and quickly.

Kitchen Arrangement

Kitchens remain places for cooking as well as hubs of family life. The development of the kitchen has been intricately and intrinsically linked with the development of the cooking range or stove. Until the 18th century, open fire was the sole means of heating food, and the architecture of the kitchen reflected this. When technical advances brought new ways to heat food in the 18th and 19th centuries, architects took advantage of newly-gained flexibility to bring fundamental changes to the kitchen. Water on tap only became gradually available during industrialisation; before, water had to be collected from the nearest well and heated in the kitchen.











Technological advances during industrialisation brought major changes to the kitchen. Iron stoves, which enclosed the fire completely and were more efficient, appeared. Early models included the Franklin stove around 1740, which was a furnace stove intended for heating, not for cooking. Benjamin Thompson in England designed his “Rumford stove” around 1800. This stove was much more energy efficient than earlier stoves; it used one fire to heat several pots, which were hung into holes on top of the stove and were thus heated from all sides instead of just from the bottom. However, his stove was designed for large kitchens; it was too big for domestic use.

The urbanisation in the second half of the 19th century induced other significant changes that ultimately would also change the kitchen. Out of sheer necessity, cities began planning and building water distribution pipes into homes, and built canalisation to deal with the waste water. Gas pipes were laid; gas was used first for lighting purposes, but once the network had grown sufficiently, it became available also for heating and cooking on gas stoves. At the turn of the 20th century, electricity had been mastered well enough to become a commercially viable alternative to gas and slowly started replacing the latter. But like the gas stove, the electrical stove had a slow start. The first electrical stove had been presented in 1893 at the Chicago world fair, but it wasn’t until the 1930s that the technology was stable enough and began to take off.





The trend to increasing gasification and electrification continued at the turn of the 20th century. In industry, it was the phase of rationalisation, where work processes were attempted to be streamlined. Taylorism was born, and time-motion studies were used to optimise processes. These ideas also spilled over into domestic kitchen architecture due to a growing trend that called for a professionalisation of household work, started in the mid-19th century by Catharine Beecher and amplified by Christine Frederick's publications in the 1910s.

Working class women frequently worked in factories to ensure the family's survival, as the men's wages often did not suffice. Social housing projects led to the next milestone: the "Frankfurt kitchen". Born in 1926, this kitchen measured 1.9m by 3.4m, with a standard layout. It was built for two purposes: to optimise kitchen work to reduce cooking time (so that women would have more time for the factory) and to lower the cost of building decently-equipped kitchens. The design, created by Margarete Schutte-Lihotzky, was the result of detailed time-motion studies and heavily influenced by the railway dining car kitchens of the period. It was built in some 10000 apartments in a social housing project of architect Ernst May in Frankfurt.

But the Frankfurt kitchen embodied a standard for the rest of the 20th century in rental apartments: the "work kitchen". Too small to live or dine in, it was soon criticised as "exiling the women in the kitchen", but the post-World War II conservatism coupled with economic reasons prevailed. The kitchen once more was seen as a work place that needed to be separated from the living areas. Practical reasons also played a role in this development: just as in the bourgeois homes of the past, one reason for separating the kitchen was to keep the steam and smells of cooking out of the living room.

A trend began in the 1940s in the United States to equip the kitchen with electrified small and large kitchen appliances such as blenders, toasters, and later also microwave ovens. Following the end of World War II, massive demand in Europe for low-price, high-tech consumer goods led to Western European kitchens being designed to accommodate new appliances such as refrigerators and electric/gas cookers.

Parallel to this development in tenement buildings went the evolution of the kitchen in homeowner's houses. There, the kitchens usually were somewhat larger, suitable for everyday use as a dining room, but otherwise the ongoing technicalisation was the same, and the use of unit furniture became a standard also in this market sector. General technocentric enthusiasm even led some designers to take the "work kitchen" approach even further, culminating in futuristic designs like Luigi Colani's "kitchen satellite", in which the room was reduced to a ball with a chair in the middle and all appliances at arm's length, an optimal arrangement maybe for "applying heat to food", but not necessarily for actual cooking. Such extravaganzas remained outside the norm, though.

Starting in the 1980s, the perfection of the extractor hood allowed an open kitchen again, integrated more or less with the living room without causing the whole apartment or house to smell. Before that, only a few earlier experiments, typically in newly built upper middle class family homes, had open kitchens. The re-integration of the kitchen and the living area went hand in hand with a change in the perception of cooking: increasingly, cooking was seen as a creative and sometimes social act instead of work, especially in upper social classes. Besides, many families also appreciated the trend towards open kitchens, as it made it easier for the parents to supervise the kids while cooking. The enhanced status of cooking also made the kitchen a prestige object for showing off one's wealth or cooking professionalism.

Types of Kitchen

The first ideas to optimise the work in the kitchen go back to Catherine Beecher's *A Treatise on Domestic Economy*. Beecher's "model kitchen" propagated for the first time a systematic design based on early ergonomics. The design included regular shelves on the walls, ample work space, and dedicated storage areas for various food items. Beecher even separated the functions of pre-paring food and cooking it all-together by moving the stove into a compartment adjacent to the kitchen. Christine Frederick published from 1913 a series of articles on "New Household Management" in which she analysed the kitchen following Taylorist principles, presented detailed time-motion studies, and derived a kitchen design from them. Her ideas were taken up in the 1920s by architects in Germany and Austria, most notably Bruno Taut, Erna Meyer, and Margarete Schutte-Lihotzky. A social housing project in Frankfurt realised in 1927/28 was the breakthrough for her Frankfurt kitchen, which embodied this new notion of efficiency in the kitchen. While this "work kitchen" and variants derived from it were a great success for tenement buildings, home owners had different demands and didn't want to be constrained by a 6.4 m² kitchen. Nevertheless, kitchen design was mostly ad-hoc following the whims of the architect.

In the U.S., the "Small Homes Council", since 1993 the "Building Research Council", of the School of Architecture of the University of Illinois at Urbana-Champaign was founded in 1944 with the goal to improve the state of the art in home building, originally with an emphasis on standardisation for cost reduction. It was there that the notion of the "kitchen work triangle" was formalised: the three main functions in a kitchen are storage, preparation, and cooking, and the places for these functions should be arranged in the kitchen in such a way that work at one place does not interfere with work at another place, the distance between these places is not unnecessarily large, and no obstacles are in the way. A natural arrangement is a triangle, with the refrigerator, the sink, and the stove at a vertex each. This observation led to a few common kitchen forms, commonly characterised by the arrangement of the kitchen cabinets and sink, stove, and refrigerator:

- A single file kitchen has all of these along one wall; the work triangle degenerates to a line. This is not optimal, but often the only solution if space is restricted.
- The double file kitchen has two rows of cabinets at opposite walls, one containing the stove and the sink, the other the refrigerator. This is the classical work kitchen.
- In the L-kitchen, the cabinets occupy two adjacent walls. Again, the work triangle is preserved, and there may even be space for an additional table at a third wall, provided it doesn't intersect the triangle.
- A U-kitchen has cabinets along three walls, typically with the sink at the base of the "U". This is a typical work kitchen, too, unless the two other cabinet rows are short enough to place a table at the fourth wall.
- The block kitchen is a more recent development, typically found in open kitchens. Here, the stove or both the stove and the sink are placed where an L or U kitchen would have a table, in a freestanding "island", separated from the other cabinets. In a closed room, this doesn't make much sense, but in an open kitchen, it makes the stove accessible from all sides such that two persons can cook together, and allows for contact with guests or the rest of the family, for the cook doesn't face the wall anymore.

Modern kitchens often have enough informal space to allow for people to eat in it without having to use the formal dining room. Such areas are called "breakfast areas", "breakfast nooks" or "breakfast bars" if the space is integrated into a kitchen counter. Kitchens with enough space to eat in are sometimes called "eat-in kitchens". Restaurant and canteen kitchens found in hotels, hospitals, army barracks and similar establishments are generally subject to public health laws. They are inspected periodically by public-health officials, and forced to close if they don't meet hygienic requirements mandated by law. Canteen kitchens (and castle kitchens) were often the places where new technology was used first. For instance, Benjamin Thompson's "energy saving stove", an early 19th century fully-closed iron stove using one fire to heat several pots, was designed for large kitchens; another thirty years passed before they were adapted for domestic use.

Today's western restaurant kitchens typically have tiled walls and floors and use stainless steel for other surfaces (workbench, but also door and drawer fronts) because these materials are durable and easy to clean. Professional kitchens are often equipped with gas stoves, as these allow cooks to regulate the heat quicker and more finely than electrical stoves. Some special appliances are typical for professional kitchens, such as large installed deep fryers, steamers, or a Bain Marie. The fast food and convenience food trends have also changed the way restaurant kitchens operate. There is a trend for restaurants to only "finish" delivered convenience food or even just re-heat completely prepared meals, maybe at the utmost grilling a hamburger or a steak.

The kitchens in railway dining cars present special challenges: space is constrained, and nevertheless the personnel must be able to serve a great number of meals quickly. Especially in the early history of the railway this required flawless organisation of processes; in modern times, the microwave oven and prepared meals have made this task a lot easier. Galleys are kitchens aboard ships. On yachts, galleys are often cramped, with one or two gas burners fuelled by a gas bottle, but kitchens on cruise ships or large warships are comparable in every respect with restaurants or canteen kitchens. On passenger airplanes, the kitchen is reduced to a mere pantry, the only function reminiscent of a kitchen is the heating of in-flight meals (where they haven't been "optimised" away altogether) delivered by a catering company. An extreme form of the kitchen occurs in space, e.g. aboard a Space Shuttle (where it is also called the "galley") or the International Space Station. The astronauts' food is generally completely prepared, dehydrated, and sealed in plastic pouches, and the kitchen is reduced to a rehydration and heating module.

Industry professionals say now more than ever, kitchen design is driven by consumer demands and economic factors. The fact is, we are seeing smaller and more efficient kitchens. Experts see this trend as the result of three things: a shortage of qualified labour, an ever — increasing battle for space in general for business uses, and budget constraints, including the demand for an increased return on investment. Following are some examples of what's in vogue in the commercial kitchen world.

Display Kitchen

A display kitchen is where much of the food preparation is done in full view of customers. Being able to watch a busy kitchen staff at work really is interesting to most of us. It whets the appetite and gives the feeling that the guest is being catered to, with a meal that is freshly prepared as he or she looks on. For today's more sophisticated diner, the perceptions of quality, freshness, and presentation are just as important as how the food tastes. A well —functioning display kitchen also accentuates the sense of showmanship that certainly is part of the culinary arts. It enhances the total dining experience by being part of the atmosphere and the evening's entertainment value. It presents opportunities for the culinary staff to interact with guests. Of course, this may impact the type of person you hire as a staff member! Not everyone is good at, or comfortable with, conveying such

a “public” image. But for chefs who enjoy the limelight, something magical happens when they can see the patrons, and vice versa. One nice design detail is to install half—walls, in what is sometimes called a semi —open kitchen. The staff can be seen preparing food “from the waist up,” without a view of the inevitably messy and unsightly aspects of cooking—soiled pots and pans, stacks of plates, the dirty floor, and so on. Nothing should go on in a display area that indicates any type of “volume cooking.” The emphasis is on individually prepared dishes. Food preparation in view of the guests also addresses another modern-day concern: food safety.

Most guests believe that when food is prepared in full view, the staff is more conscious of safe food handling practices than they would be closeted away at a prep station in the back of the house. Today, as the cost of restaurant space keeps climbing, there is some financial urgency behind such a multitask environment. The modern restaurateur must maximise profit per square foot of space, and risks failure by using space extravagantly and having to pay the higher costs of heating, cooling, and insuring it. Combining at least part of the kitchen with the dining area is one way to conserve space. On the other way, the display kitchen is generally more expensive. When it is in public view, everything from equipment to walls to preparation surfaces has to look good. A final word about display or semi-open kitchens: They should only be considered as an option when the menu and food preparation techniques actually lend themselves to display—pizza dough being twirled overhead, steaks being flame-broiled over an open grill, the intricacy of sushi preparation.







In terms of equipment, we've noticed massive brick wood-burning ovens (or gas-fired counterparts) as display kitchen staples. They're not exactly portable, weighing up to 3,000 pounds, but they're attractive, energy-efficient, and quite functional—they can turn out a pizza in three to five minutes. Induction range tops have found their way into display kitchens, since they are sleek-looking, easy to clean, and are speedy and energy-efficient. Induction cooking works by creating an electromagnetic field, which causes the molecules (in this case, of a pan) to move so rapidly that the pan not the Tange top-heats up, in turn cooking the food inside. The magnetic field only prompts other magnetic items (i.e., metal cookware) to heat, while its ceramic surface stays cool to the touch. Not every metal pan is well suited to induction cooking, but there are specific, multiply metal pans made for this purpose.

Cleanup is as simple as wiping off the cooktop surface; there are no spills seeping into burners, and no baked on messes. A 2.5-kilowatt induction burner puts out the equivalent cooking power of the 20,000 BTU burner on a typical saute range. Yet another display kitchen requirement is the rotisserie oven or grill. We usually think of whole chickens, browning perfectly in a glass-front rotisserie cabinet, but there are now attachments that allow you to bake pasta, casseroles, fish, vegetables, and more. From countertop units no more than 30 inches wide, to floor models six feet in width, rotisseries may be purchased as gas, electric, or wood-fired. Ease of cleaning should be a consideration when choosing a rotisserie unit, because they are in view of patrons. The cooking suite is a real boon to today's hard-working "chef on display". A cooking suite (or cooking island) is a freestanding, custom—built unit into which just about any combination of kitchen equipment can be installed. Instead of a battery of heavy-duty appliances against a wall, a cooking suite allows workers to mart bath sides of the island. It is a way to effectively concentrate the cooking activities, improving communication because appliances and personnel are centrally located.

Marche Kitchen

If you can walk up to a stand-alone counter, place an order, and get fresh food, cooked to order, as you wait, you are in a Marche kitchen. A display-style retail concept with European origins, this is different than a display kitchen, since the diners stand and, watch the action instead of being seated and waited on. The novelty and excitement comes from the combination of freshness and the commercial equipment moved from back of the house, right up front! It is almost as though the wall between dining room and kitchen has been peeled away, and you're practically standing inside a clean, attractive, well-lit kitchen full of griddles, fryers, broilers, refrigerators, steam jacketed kettles, and all the trappings of "big deal cooking."

Food is prepped, cooked, and served in one place, which saves steps for the workers and doesn't require the heavy hauling of ingredients from kitchen to serving line. Most Marche kitchens are designed with some flair-blond wood, tiled pedestals and warmer trays, faux finishes on ventilation hoods and equipment to make them more attractive. In some of them, customers pay for each course separately as they receive it on the serving line.



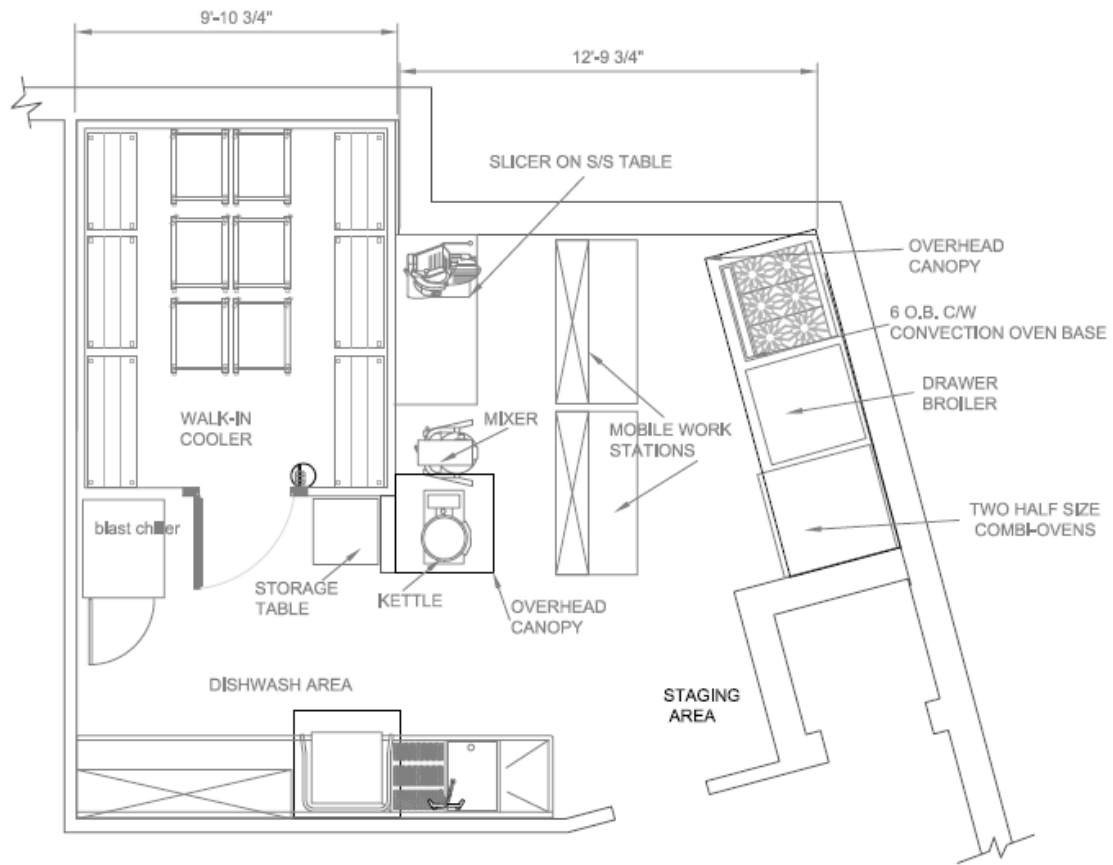




Banquet Kitchens

Banquet kitchens are sometimes called service kitchens. Think of your service kitchen as an extension of your main kitchen. The purpose of the banquet kitchen is to make only the final food preparation before serving to the banquet or meeting crowd. Only modest, one-day storage is needed here and —since most foods will be delivered partly or completely prepared, directly from the main kitchen—there is no need for separate prep areas in the banquet kitchen. All cleaning, peeling, slicing, and butchering can take place in the main kitchen. You do not need a separate dishwashing area, either. If you make the financial commitment to a service kitchen, it is true that it is making money only when it is in operation. However, don't think of it as a waste if it is not constantly busy. Remember, when the lights are out and nobody's using it, it is still depreciating as an asset, not actively costing operating dollars or shrinking your bottom line. How much space will you need for these additional kitchen facilities? It depends mostly on how many people you can seat in your banquet rooms.

A service kitchen of 75 square feet can accommodate seating of 50 to 100; for 1000 seats, you'll need as much as 500 square feet of kitchen space. The general rule is 50 square feet of kitchen space for every 75 to 100 seats. In addition, you will need about 1/2 square foot per seat for storage of banquet tables and chairs when they are not in use. In designing a layout for your service kitchen, look at portable equipment you can use to hold and serve food. It will be the most adaptable.







If the banquet rooms are close to the main kitchen, you may be able to assign a certain amount of main kitchen space as your “banquet area.” At its simplest, it could be a few stainless steel tables on which banquet food is plated for wait staff to pick up and deliver. This area may also include a separate beverage dispenser and ice machine, so waiters from banquet and main dining areas won’t trip over each other using the same facilities. Think carefully about traffic flow for busy times of day. Depending on how busy your banquet/catering business becomes, there may be a need for additional cooking equipment on the main hot line or perhaps expansion of other stations to meet the demands. Although this does enable you to keep the food preparation all in one space, it has a downside. The additional equipment is needed only when there is a banquet. At other times, it either sits idle or is used by the staff simply because it’s sitting there, which is an inefficient way to use your appliances.

Kitchen Design

The design phase of a successful kitchen takes at least as long as the construction phase. This adds to the cost, but paying a design professional to help you develop and build the right design for your house and family is far cheaper than building the wrong kitchen. Paper and pencils are cheap; cabinets, plaster and plumbing are dear. Before consulting an architect or designer, take time to sketch out several versions of your kitchen ideas. At this point you can start conceptualising the design yourself, before consulting an architect or designer. Get some graph paper and, using a scale of 6 inches to the square, draw the outline of the kitchen. Pencil in walls, doors and windows in their current locations. Cut out pieces of paper or cardboard to scale to represent the refrigerator, sink and cook top, and begin arranging them into a work triangle that meets your needs.

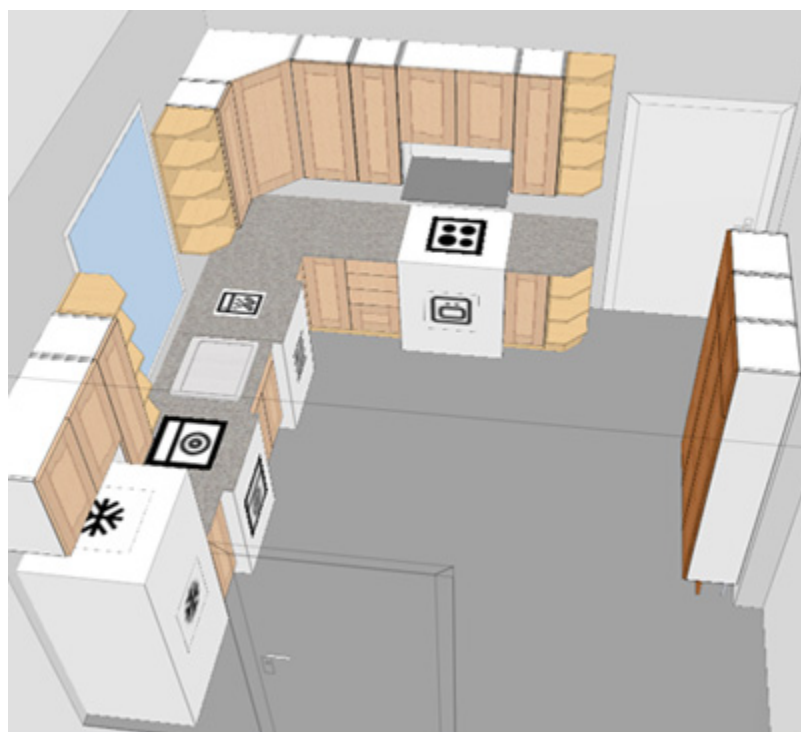
Locate the rest of the major kitchen elements-counters, cabinets, tables, islands and whatever else you think your kitchen should have. Then place a sheet of tracing paper over the graph and draw the floor plan in bold lines so that you can see it. Most likely, as you work on this floor plan you'll start to see alternatives. Draw each variation on tracing paper and number them. To help free up your thinking, try developing a radically different floor plan, and explore its variations as you did with your initial floor plan. Architects work directly for the client, either for a flat fee or at an hourly rate, and earn no commissions by selling particular products. This gives architects the freedom to recommend whatever they think best suits the project's needs. You can bring them the design you've worked out yourself, or rely on them to come up with the ideas. Finding the right architect or designer is a bit like finding the right barber or psychiatrist. The one that's right for you is the one that's right for you. Peruse books and periodicals for designs that catch your eye. Architects who are just beginning to win recognition are not necessarily more expensive than those who are little known. But the best method is word of mouth. Ask friends, business associates and neighbours who have recently undergone kitchen renovations.

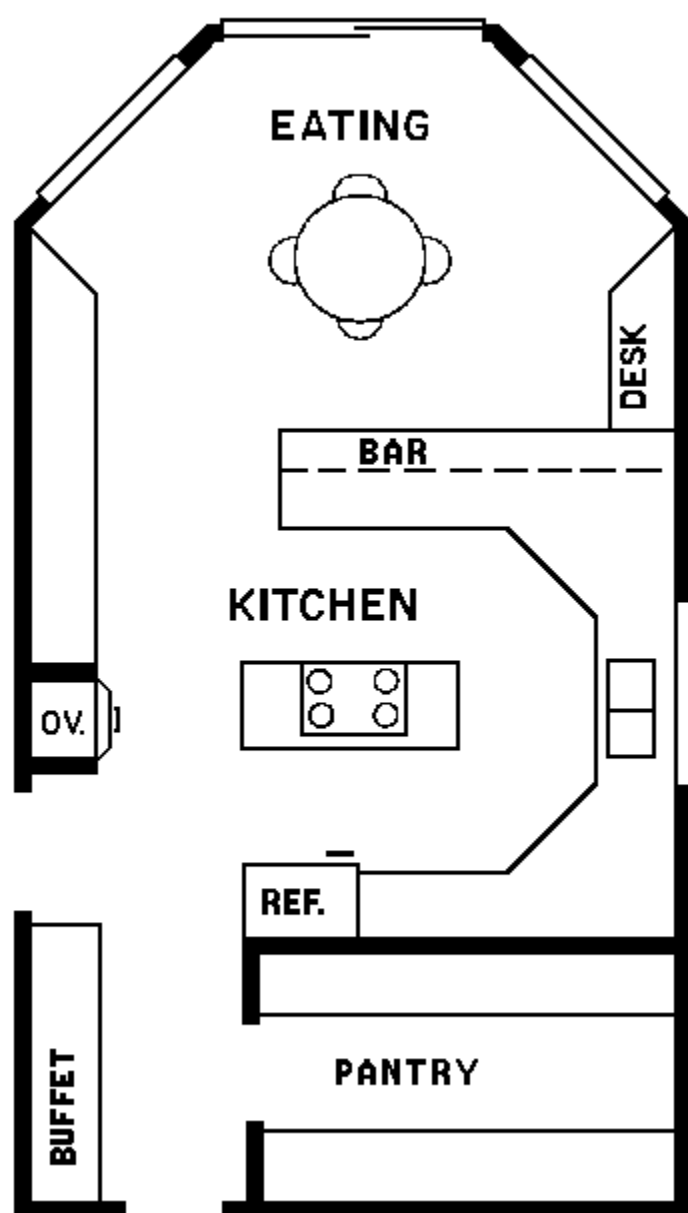
Kitchen design stores, cabinet shops, contractors and carpenters can also be good people to talk to during the design phase of your project. But be sure to get only the information they're best able to provide. A carpenter is an excellent person to ask about construction possibilities such as removing bearing walls, but may not be the person to ask about the actual kitchen layout. A contractor can organise the job and quote a price, but for designing the room you are better off with an architect. Successful renovations are inspired by limitations of budget, space, design and construction timetables. These constraints inspire the architect, contractor and client to focus on the essentials and disregard the superfluous. Good design is also the best way to control renovation costs up front.

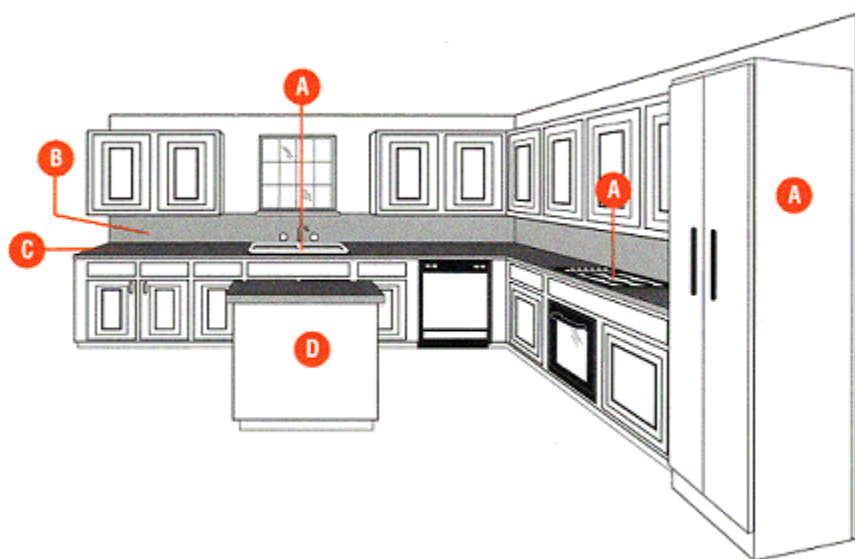
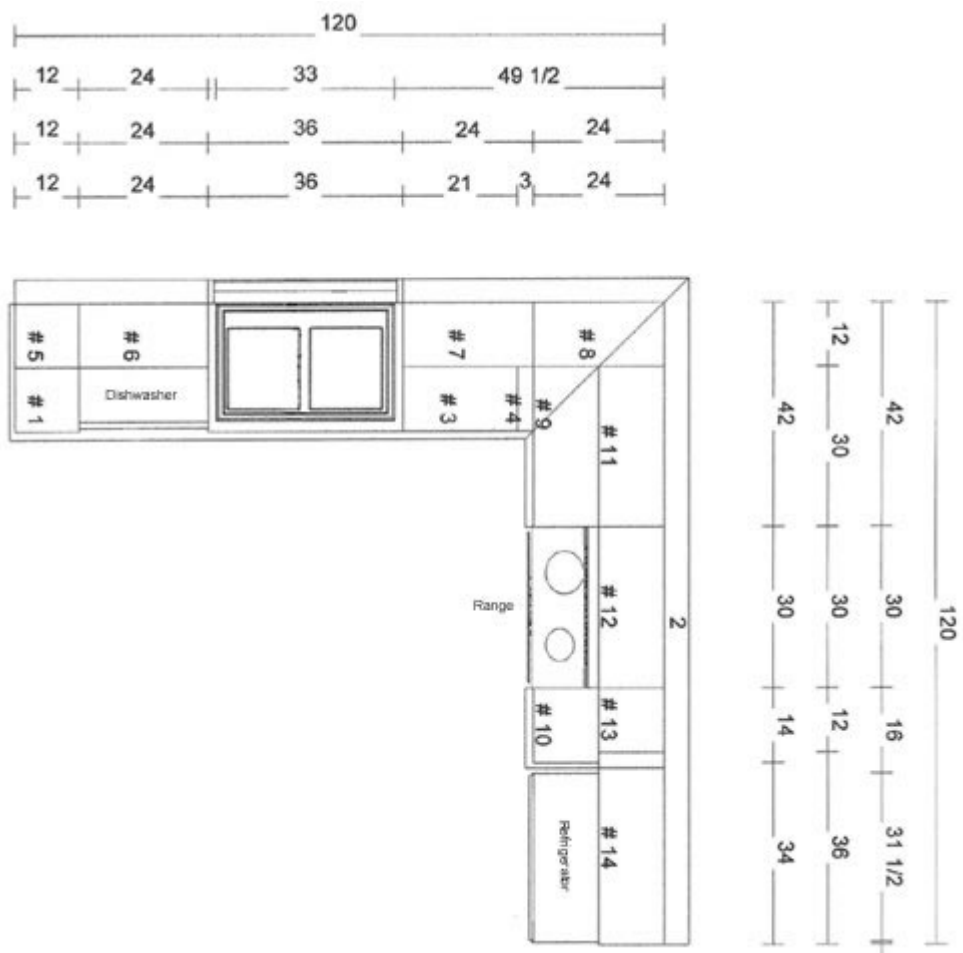
Layout

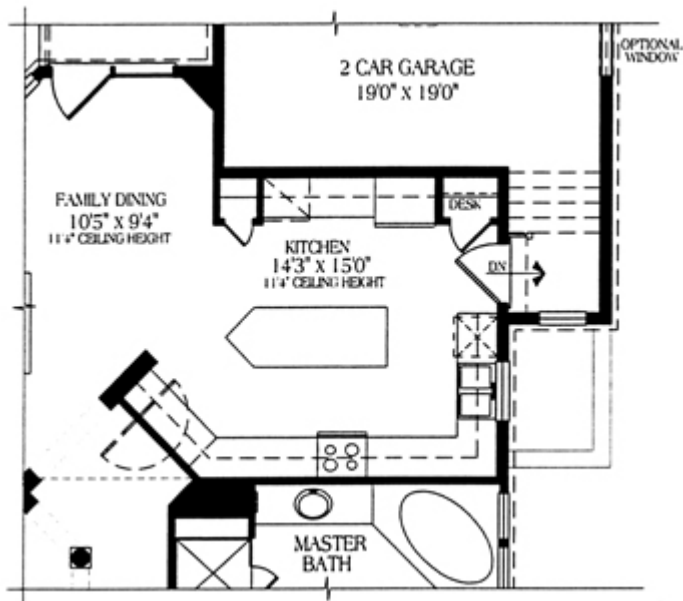
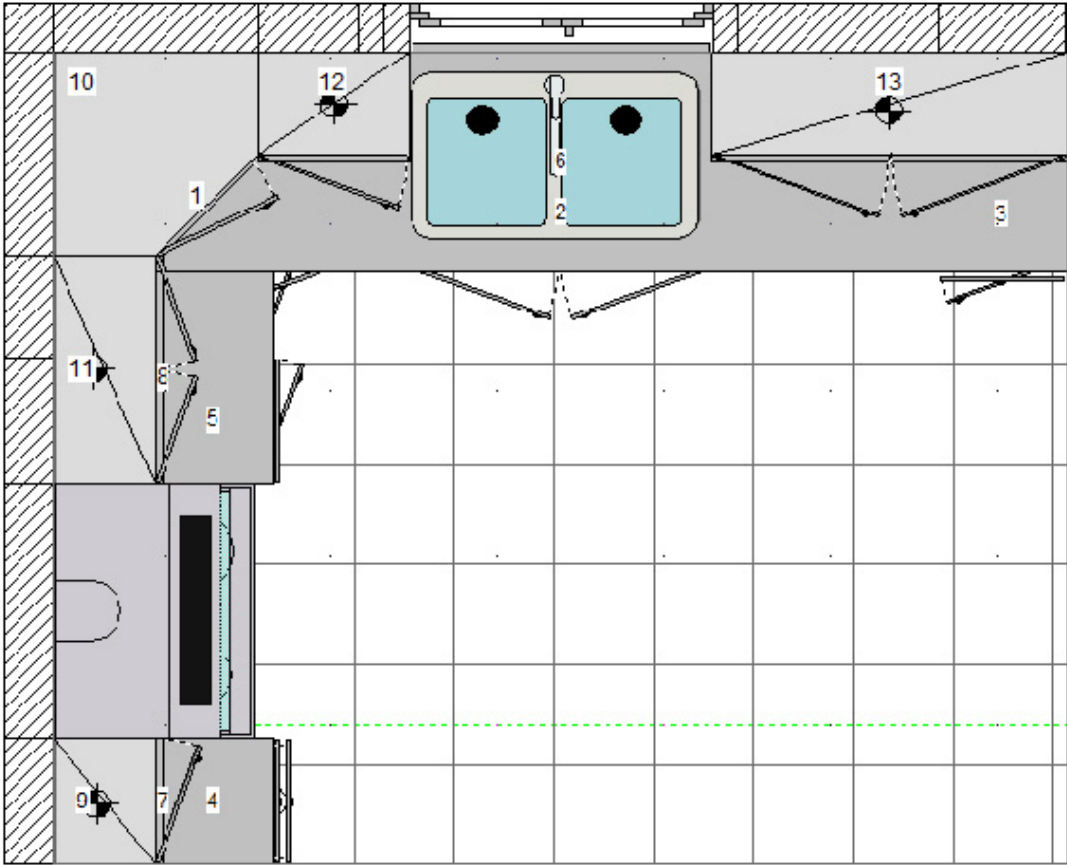
The four basic kitchen layouts are:

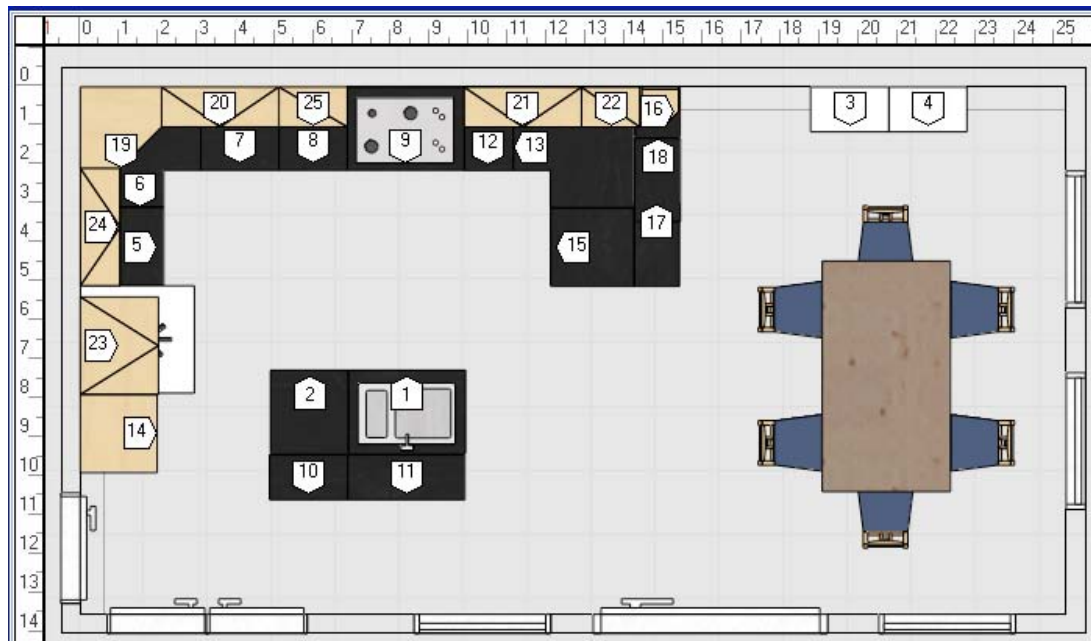
1. **Corridor Layout:** In a long, narrow area with doors at each end you have little choice other than two facing rows of appliances and storage units. You should allow at least 1200mm between two rows for a safe walk-through corridor and to allow comfortable access to front loading appliances. In really narrow rooms, the fittings might need to be restricted to one side of the room.
2. **L-shaped Layout:** This is often the best solution where the kitchen can fit into a corner. Where space is not sufficient for a straight-line or parallel arrangement, the L-shaped kitchen design is well suited to access several groups of equipment, and is adaptable for table service restaurants. It gives you the ability to place more equipment in a smaller space. You'll often find an L-shaped design in dishwashing areas, with the dish machine placed at the center corner of the L.
3. **U-shaped Layout:** This layout is convenient as all working areas are within easy reach. It may be the only choice for small rooms although it can also be used with effect where a kitchen area needs to be fitted at one end of a larger room. Try to allow for 1200mm between the parallel sides of the U.
4. **Island Layout:** Often thought of as a luxury, the island layout needs a fairly large room, however in such a room, it does reduce the amount of walking you need to do. Try to allow for 1200mm between the island and any other cupboard/obstruction etc. Although the design shown has the cooking hob on the island, the island could be used for the food preparation area.





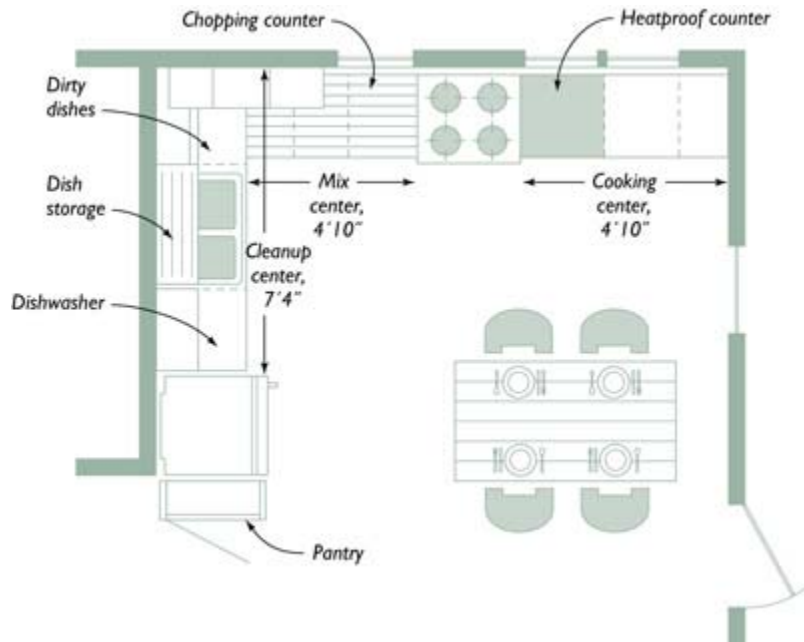


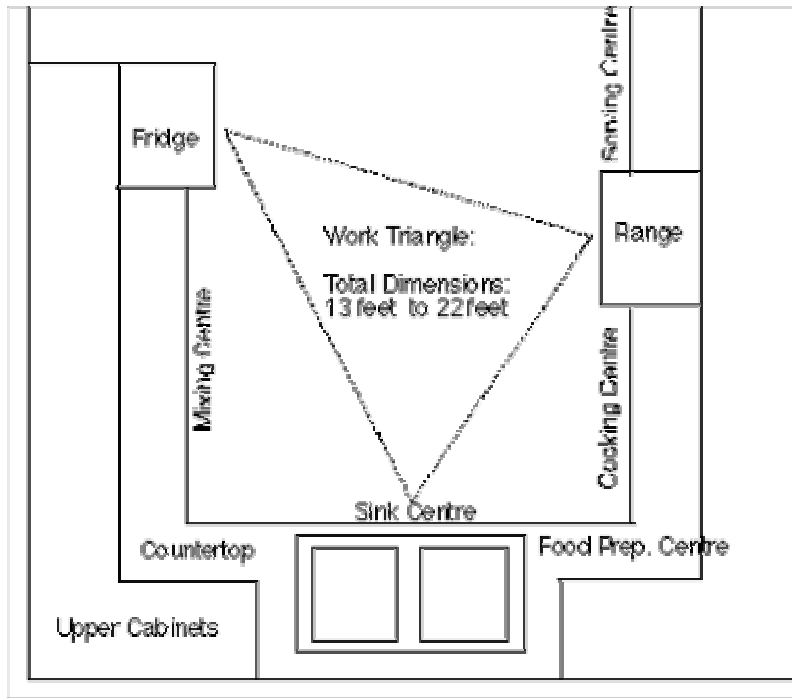




Principles of Kitchen Design

Kitchen design is highly specialised and complex. An authorised designer is imperative, in conjunction with an architect or alone. Kitchen designers understand how a kitchen works. If you've retained an architect and/or an interior designer, insist on working with a kitchen designer as well, particularly if you're planning to use a custom cabinet manufacturer, to ensure a well-planned, well-executed design. Once you get the kitchen oriented, there are some basic design principles that will help you with the layout:





Traffic

A house is not an island; it requires frequent contact with the outside world, much of which is accomplished by car. An attached garage closely adjoining the kitchen or a back door opening on the driveway can reduce the burden of carrying groceries in and the trash out. A mud room can reduce kitchen traffic by acting as a staging area for trips into and out of the house. It offers a buffer from cold air, storage space for coats, hats and boots and even pantry shelves for items you won't be using immediately. Taking all this activity out of the kitchen provides more room for cooking and eating, which are, after all, a kitchen's main events.

Work Triangle

For most of the 20th century, kitchens were organised around what's known as the work triangle — the geometry determined by sink, range and refrigerator. Since most kitchen work is a dance among the three appliances, a good design will make the distances between them comfortable. If they're too short, the work area will be cramped; if too far, the cook will become worn out trotting between them. The rule of thumb is that the three legs of the triangle should add up to be between 12 and 26 feet.

There are three basic layouts for the work triangle: u-shaped, l-shaped and galley. In the u-shaped kitchen, there's a triangular path from the sink on one wall to the range on another, to the refrigerator on a third. In an l-shaped kitchen, one element of the work triangle is against one wall with the other two along another. In very tight circumstances, all three points are arranged along the same wall, like the cooking facilities on-board ship, thus the name galley kitchen. Ideally no traffic should pass through the work triangle. Nothing is more irritating than having people crash into you when you're trying to cook. If there's going to be an island or table in the room, place it where it will neither obstruct the work triangle nor be too far to be a useful work station itself.

Keep in mind that people not directly involved in cooking often need access to the kitchen, particularly the refrigerator. Of the three components of the work triangle, the refrigerator should be located at the triangle's outer corner for easy access. The sink should be accessible as well, but the cooking surface ought to be as protected as possible, and therefore at the most remote point of the work triangle.

Arrangement of equipments

To function well, the sink, cook top and refrigerator each need to be surrounded with a certain amount of floor and counter space. The refrigerator door needs a clear swing and, if possible, enough room for two people to reach in simultaneously. The doors of any cabinets around the fridge should not conflict with its door. And the refrigerator also needs an 18-inch run of counter as a staging area for foods going into or coming out of it.







- | | | |
|-------------------------------|---------------------------|-----------------------------|
| 1. 16 qt stock pot | 9. 9" loaf pan | 17. 3 1/2" paring knife |
| 2. 12" frying pan | 10. 8" mesh strainer | 18. Measuring spoons |
| 3. 5 qt saute pan | 11. 5 qt mixing bowl | 19. Pocket thermometer |
| 4. 13" x 18" baking sheet | 12. 3 qt mixing bowl | 20. 9" utility tongs |
| 5. 11" colander | 13. 1 1/2 qt mixing bowl | 21. 4 oz ladle |
| 6. Lid for 2 1/2 qt sauce pan | 14. 6 1/2" mesh skimmer | 22. Measuring cups |
| 7. 2 1/2 qt sauce pan | 15. Stainless steel whisk | 23. Lid for 16 qt stock pot |
| 8. 1 qt sauce pan | 16. 8" chef's knife | |



By custom, the sink is placed beneath a window, both to provide daylight for chores done there and to give one a view outdoors. Working at a sink with a window is still much more pleasant than working at a sink without one. Designers often place the sink first and lay out the rest of the work triangle from there.

Minimum counter lengths are considered to be 36 inches on one side of the sink and 24 on the other, which gives you a staging area for dirty dishes on one side and a drying area on the other. It seems logical to locate the greatest expanse of counter on the side of the sink closest to the cook top, since that is where most foods prepared at the sink are destined.

The optimum location for the cook top is along an exterior wall, rather than on an island or peninsula. With a stove on an outside wall, it's easy to install an effective hood and ventilation system, essential to expel grease, smoke and combustion gases. The stove or cook top needs a 21- to 30-inch overhead clearance so cooks can readily see and access rear burners and the ventilation system can do its work efficiently. If you plan to install a dishwasher, place it close to the sink. Where you choose to put it might depend on whether you're right- or left-handed and on the path dishes are likely to take when cleared from the table. Also consider the choreography of two people loading and unloading the machine.

Storage areas

Glassware and dishes should be stored in cabinets or shelves near the sink. Frequently used pots and pans could be stowed between the sink and cook top or from a hanging rack. Consider locating your

silverware drawers close to the drying rack or dishwasher but out of the primary work triangle so that someone can set the table without interrupting the cook.

Professional cooks, who spend a great deal of time in their kitchens, prefer to have their utensils within easy reach. Shelves or cabinets above the cook top can hold foods that aren't affected by warmth, such as pasta, rice, and cereal. A shelf just below these cabinets but above the cook top can transform the space into a cooking workshop, providing a handy resting place for timers, spices, cooking supplies and implements.

A large volume of kitchen goods can be stowed in a pantry, an efficient, relatively inexpensive means of storage. Since a pantry is essentially a closet lined with shelves, it's easy on the budget. Also plan to reserve part of the pantry as a utility closet, where mops, brooms and cleaning supplies can be easily stored.

Placement of Food Service System

Kitchen placement will affect the quality of the food, the number of guests who can dine at any particular time of day, the roles of the servers, utility costs, and even the atmosphere of the dining area. Consider each of these factors for a moment. A poorly designed kitchen can make food preparation and service more difficult than it should be, and it can even undermine the morale of the staff. So, if a new restaurateur has little cash to spend on professional designers, that cash is probably best spent planning the location and design of the kitchen —the one area where equipment, ventilation, plumbing, and general construction costs combine for a major investment. We can also learn to plan wisely by thinking of the restaurant kitchen as a manufacturing plant: With a combination of labour and raw materials, it turns out product. The unique aspect of foodservice is that this finished product is sold in an outlet that is attached to the factory! Like any other type of manufacturing plant, productivity is highest when the assembly lines and machinery are arranged in a logical, sequential order to put the components together. In foodservice, this includes everything from tossing a salad to turning in orders so that no guest is left waiting too long for a meal

A major issue that must be addressed before deciding on a kitchen design is the way in which food will be delivered to guests. This is known as the service system. A large operation, such as a hotel, can have more than one service system at work simultaneously: elegant tableside service, room service, and casual bar service. At the other end of the spectrum, quick-service restaurants employ service systems that emphasize speed and convenience, including takeout service and the fast-food option of standing at the same counter to order, pay for, and wait for a meal served within minutes. Each service system has subsystems; together, they encompass every aspect of the progression of food from kitchen, to table, and back to the dishwashing area. This progression is called flow, much like the traffic flow of a busy street grid.

There are two types of flow to consider when planning your kitchen design:

- (a) Product flow, and
- (b) Traffic flow.

Product flow is the movement of all food items, from their arrival at the receiving area, through the kitchen, to the guests. Traffic flow is the movement of employees through the building as they go about their duties. The ideal, in both types of flow systems, is to minimise backtracking and crossovers-again, to make sure the "streets" don't get clogged. There are three basic flow patterns in every foodservice operation:

1. The raw materials to create each dish have a "back to front to back" flow pattern. They arrive at the "back" of the restaurant, in the kitchen, where they are prepared.
2. Next, they travel to the "front" of the restaurant, to be served in the dining area.
3. Finally, they return to the "back" again, as waste. The movements are so predictable that they can be charted.

Within the kitchen, there is also a flow unique to each cooking section. It could be a pattern of steps the chefs follow to put each dish together or the methodical way the dishwashers scrape, sort, and wash dishes and dispose of waste. The third type of traffic pattern is the flow of the service staff as waiters pick up food, deliver it to the guests, and clear the tables. On a busy night, the whole system really does resemble a busy freeway. So, as you might imagine, there's always the possibility of disaster if somebody makes a wrong turn. The key to managing these three types of flow is that each should not interfere with the others. The service systems and flow patterns of your business should guide your kitchen design. An operation with huge numbers to feed in short time periods will differ from one that also feeds large

numbers but in a longer time period. Can you see how? The distance from the kitchen to the dining area is one important consideration, and kitchen designers have devised numerous strategies to cope with it. You may have noticed that, at some restaurants, the waiters are expected to do quite a few food —related tasks outside the kitchen, at wait stations closer to the guests. They might slice and serve bread, ladle soup, arrange and dress salads, or pour beverages themselves.

The idea is to speed service and preserve the kitchen space for actual cooking tasks. Another critical decision to be made early in the design process: Should the wait staff come into the kitchen to pick up food, or should it be handed to them through a pass window between kitchen and dining area? Although the pass window is considered more informal, it can still be used in a fancier restaurant, perhaps masked from public view by a wall or partition. Each of these items — distance and kitchen access—help determine your flow patterns. In a perfect world, flow patterns would all be straight lines that do not intersect. However, this ideal is rarely achieved. One simple rule is that the faster you want your service to be, the more important it is that your flow patterns do not cross. In a fast-service scenario, the flow lines must be short and straight. The next time you're standing at a fast-food counter, notice how few steps most of the workers have to take to pour your soft drink, pick up your burger, and bag your fries. Speed is the desired outcome. The reverse is true in a fine-dining establishment, where the work may all be done in the kitchen specifically to enhance the feeling of a leisurely dining experience. No clattering plates, no bustling wait stations here.

Now that we've looked at the flow of people as they perform their restaurant duties, let's follow the food flow line: the path of raw materials from the time they enter the building to the time they become leftovers. The receiving area is where the food is unloaded from delivery trucks and brought into the building. Most restaurants locate their receiving areas close to the back door. The next stop is storage — dry storage, refrigerated storage, or freezer storage —where large quantities of food are held at the proper temperatures until needed. Food that emerges from storage goes to one of several preparation or "prep" areas for vegetables, meats, or salad items. Slicing and dicing take place here, to prepare the food for its next stop: the production area. The size and function of the prep area varies widely, depending mostly on the style of service and type of kitchen. When most people think of a restaurant kitchen, what they imagine is the production line. Here, the food is given its final form prior to serving: boiling, sauteing, frying, baking, broiling, and steaming are the major activities of this area. The food is plated and garnished before it heads out the door on a serving tray. And that's the end of the typical food flow line.

There are several kitchen work centres that are not included in the typical food flow sequence, but are closely tied to it. For instance, storage areas should be in close proximity to the preparation area, to minimise employees' walking back and forth. In some kitchens, there is a separate ingredient room, where everything needed for one recipe is organised, to be picked up or delivered to a specific workstation. Storage is much more useful when it's placed near the prep area than near the receiving area, saving steps for busy workers. The bakery is usually placed between the dry storage and cooking areas, because mixers and ovens can be shared with the cooking area. A meat-cutting area is also essential. It should be in close proximity to both refrigerators and sinks for safety and sanitation reasons, as well as for ease of cleanup. Remember, however, that some kitchens are simply not big enough to accommodate separate, specialised work centres. Kitchen space planning becomes a matter of juggling priorities, and it is a continuous compromise.

Arranging Kitchen Mechanical Systems

A food service manager must be familiar with mechanical systems, such as plumbing, gas, electrical, heating, ventilation, air-conditioning (HVAC) etc.

Plumbing System

The plumbing system of the home provides a means of bringing water to an outlet and a means of taking used water away. Because most of a plumbing system is hidden inside walls and floors, it may seem complex and overwhelming; however, kitchen plumbing needs are fairly simple and straightforward. In today's kitchen, water is needed at many places, no longer just the kitchen sink. Water must be supplied to the dishwasher, food disposer, water purifier, ice maker, and special preparation or service areas, such as a bar or vegetable sink. It is also necessary to provide a means of draining wastewater away from each of these sinks and appliances. Once installed, the plumbing system is relatively permanent. Changes to existing systems are usually expensive because they require walls to be opened and holes to be cut in floors and ceilings. The effect changes may have on rooms located below or above the kitchen, or both, can also increase costs considerably.

The total plumbing system includes all pipes, fixtures, and fittings used to convey water into and out of homes. It can be divided into three basic areas:

- The water-supply system
- The drainage system
- The fixtures and appliances

The object of it all, of course, is to make water available where it is wanted in the home, and to get rid of water, plus wastes, after it has served its purpose.

Water-supply System

In every plumbing system, there must be a source of water and pipes to carry it to the fixtures. This water-supply system must be adequate to ensure the homeowner has pure water for drinking, to supply a sufficient quantity of water at any outlet in the system, and to furnish the homeowner with hot or cold water, as required. The main supply line coming into a house carries cold water. This source is provided by either a municipal water company or a private underground well. If the water source is a municipal supplier, the water passes through a meter that registers the amount of water used. From this main supply line (through one pipe), a branch splits off and is joined to a hot-water heater. From this point, branches lead to the various fixtures and faucets in the home.

The water supply to fixtures and appliances is controlled with faucets and valves. The supply mains should be graded to one low point in the basement so that a drain cock permits complete drainage of the entire supply system. Any portion of the piping that cannot be so drained must be equipped with a separate drain cock. The water-supply system should deliver water to the sink and appliances in the quantity and rate needed. The size of pipe, number of fittings, the length of pipe from the main, the pressure available, and the number of other fixtures in use at the time determine the rate at which water flows from the faucet. In remodelling projects, if new plumbing fixtures are added, the pipe size of risers and main arteries (or branches) might need to be increased. The service from the main or well should be underground to avoid freezing or mechanical damage. A valve to control the water (the main shutoff) should be located inside the house near the entrance of the water-service pipe. The water meter (if installed) is usually located at this point.

Hot water is obtained by routing cold water through a water furnace. This heater may be part of the central heating plant or a separate unit. When part of a central system, a separate hot-water storage tank is generally provided to hold the heated water. On the other hand, when a separate heater is used, the water is stored within the unit. A separate heater unit may be electric, oil, or gas-fired, but all are automatically controlled by a preset thermostat.

Each style of heater comes in a wide variety of sizes. All automatic heaters have the necessary internal piping already installed, and the only connections required are the hot- and cold-water and fuel lines. Oil or gas-fired water heaters also require flues to vent the products of combustion. A new hot-water heater might be necessary when new plumbing is added to the present system. Even if the present water heater is functioning properly, there may not be sufficient hot water available for the family. Actually, the size of the hot-water storage tank needed in the house depends on the number of persons in the family, the volume of hot water that may be needed during peak-use periods, and the recovery rate of the heating unit. A good rule to follow when estimating the capacity of the tank required is 10 gallons per hour for each member of the family.

The recovery rate of water heaters varies with the type and capacity of the heating element. Temperature and pressure-relief valves are on all hot-water heaters and hot-water storage tanks. Their function is to relieve pressure in the tank and water pipes should any other piece of control equipment in the system fail and the water temperature reach a point high enough to cause a dangerous pressure that would rupture the tank and pipes. Another important device on the heater is the drain cock or valve. Located at the bottom of the storage tank, the drain cock or valve allows for the draining of the tank. A shutoff is also located on the cold-water intake pipe.

New dishwashers and laundries add to the hot-water draw. Make sure the equipment has the capacity to handle them. In some houses, the distance from the water heater to the point of use may be quite far and may result in long waiting periods for hot water. A circulation line can be installed so that hot water is always available at each fixture. As an alternative to the circulating system, a separate water heater should be considered for the remote area.

In some areas of the country, it is necessary to make hard water soft by piping the domestic water supply through a device called a water softener. Most water softeners have few moving parts and consume little power. The water is treated as it flows through a special chemical that removes the objectionable minerals that make the water hard. Depending on the hardness of the water, the rate of consumption, and the unit's capacity, there comes a time when the chemical must be regenerated or the equipment must be cleaned and renewed. Different types of chemicals and equipment may be required to treat a specific water-hardness problem. For this reason, an analysis of the water should be made. This test may be performed by various local agencies or with a kit that can be obtained from a plumbing supplier.

Drainage system

This system also known as drain-waste-vent system. Drainage is the complete and final disposal of the wastewater and the sewage it contains. A drainage system, therefore, consists of

- (a) The pipes that carry sewage away from the fixtures
- (b) The place where the sewage is deposited.

The concept of plumbing centers on two physical principles—pressure and gravity. When water is delivered to an outlet, some provision must be made to drain away waste or excess water. The drainage system differs from the water supply in one very important respect. In supply lines, water flows under pressure. In the drainage lines, flow is entirely by gravity, and the pipes must be designed and installed carefully to ensure flow at a velocity adequate to keep the pipes clean. Because they are small in diameter and do not depend on gravity, supply lines are easily rerouted.

The drainage system is also more complex than the supply system in that it consists of three parts, all of which are needed in every installation, even if only one fixture is served. The flow of wastewater starts at the fixture trap, the device that stops sewer gases from entering the house. It flows through the fixture branches to the soil stack. It continues through the house drain and the house sewer and finally reaches the city sewer system, or, in a private system, a septic tank. Waste stacks carry only water waste.

The relationship between the trap, the drainage line, and the vent line is very important and has a great influence on the location of plumbing fixtures, particularly in remodeling work where the relocation of fixtures is desired. Actually, the required maximum distance from a trap to a vent does not usually present any problems in residences, except when island sinks are used. This problem can usually be solved by using a drainage line large enough for the distance to the nearest vent.

The actual span varies from one locality to another, but generally speaking, a sink cannot be moved more than 3 to 4 feet without either adding or extending branch lines; in some situations, an entirely new run of piping from basement to roof may be needed. Remember that some plumbing code regulations do not permit sinks or other water-using appliances anywhere other than along a wall. All vents must terminate outside the house. The vent terminal must be carried through the roof at full size. It must be at least 3 inches in diameter to prevent clogging by frost. A new fixture could be added below or above an existing fixture as long as the lower fixture is the one with the greater flow.

The drain/waste lines from each fixture or group of fixtures are connected to the building drain. The building drain takes the waste material to the sewer system or septic tank. The building drain must be installed with the proper slope— $\frac{1}{4}$ inch per foot. Steeper slopes provide higher velocities, increasing the carrying capacity of the pipe, and tend to keep the drain pipe clean. A septic tank treats waste right on the property in an enclosed tank. They are watertight receptacles that receive the discharge of the drainage system. The liquids are discharged into the soil outside of the tank in what is referred to as a tile field; the solids in the waste biodegrade in the septic tank. The city sewer system carries waste away from the property. If adding new fixtures to the kitchen, double-check that the capacity of the septic system can handle the additional fixtures. If the residence is hooked up to a city sewer system, be sure the waste line is properly sized to handle the total fixtures.

Fixtures and appliances

The fixtures provide the required means for using the water. In this sense, a faucet on the outside of the house is a fixture, as well as a laundry tub in the basement, or a dishwasher, or a toilet. Each has a purpose connected with the homeowner's use of water, and each must have certain features to serve its purpose. Fixtures can be costly plumbing items and should exactly suit the homeowner's needs. Be aware that most building codes require plumbers to have a special license, so unless you have that license, you need to hire a plumbing contractor. Some areas have exceptions; however, the work must still be approved and checked by the local building inspector.

Although most plumbing systems are based on national codes, local building codes may vary from those in an adjoining city or town. When you are installing a kitchen, all plumbing work must be done in accordance with local plumbing codes. The primary purpose of a plumbing code, as well as of a building code, is to protect the health and safety of the homeowner.

Heating, Ventilation, and Air-conditioning Systems

Heating, ventilation, and air-conditioning (HVAC) systems are designed to maintain comfort in the home. HVAC systems may be affected by your proposed kitchen project. Changes are governed either by the local plumbing regulations or a separate mechanical code.

As with plumbing, a special trade license is usually required in this area of work. Therefore, unless you are a skilled HVAC technician, you should plan on hiring a competent subcontractor to work with these systems. It is always important to make your client aware of two important factors when installing a heating and air-conditioning system:

- (a) The cost of the purchase and installation
- (b) The cost of actually operating the various systems

Kitchen builders must check the type of heat and make sure the designer or architect took the existing system and ducts or radiators into consideration in the design and layout of the room. Probably the most difficult task in providing heating and cooling for a kitchen is finding a suitable location for the terminal device of the heating/ cooling system.

Generally, the out-side walls of the kitchen are lined with cabinets, making it almost impossible to locate air registers, hydronic baseboards, or electric resistance baseboards on the wall. The various heating systems used in a home are not discussed fully here. However, suggestions as to how they can be employed and installed in a kitchen-new or remodelled-are given here. Both air-conditioning and heating ducts are fairly easy to reroute, as long as you can gain access from a basement, crawl space, garage wall, or unfinished attic. Radiant heat pipes or other slab-embedded systems may pose problems.

Home heating systems can be classified by the fuel they use or by heating medium. The medium can be warm air, hot water, or steam. Fuels are natural gas, fuel oil, or electricity. Water and steam heat the house with radiators piped from a boiler. Warm air is generated by a furnace and is widely favoured because it is easy to add a central air-conditioning unit and a central humidifier. Electric resistance heaters are easy to install, but electric rates make them expensive. Warm-air systems deliver heat to a room through wall, floor, baseboard, or ceiling registers or diffusers. Air returns to the furnace through return grilles. If the kitchen being remodelled does not have a register, one can be added in a kick space with a duct elbow to route heat into the room through a toekick grille.

Warm-air systems

Registers for warm-air systems and small electric resistance blower-operated units can be located in the toe space beneath lower cabinets. These units are acceptable for heating, but registers in the toe space present problems of proper air distribution for cooling applications. If they are used, they should be considered for heating use only, and provision should be made so that they may be blocked or turned off in summer when the cooling system is in operation. In new construction, provisions can be made for using toe-space registers for heating and auxiliary registers located on the side walls for cooling, if the installed system is one that provides both heating and cooling.

For remodelling work, the relocation of ductwork can sometimes present serious difficulties, particularly if the house is built on a slab or if there is a finished ceiling in the basement below the kitchen. If the “new” kitchen is located in an addition to the house, it is possible to extend the ductwork to provide for heating and cooling the addition. Before this is done, the existing furnace should be checked to see that it has sufficient heating and/or cooling capacity for the addition. The blower unit must also be checked to see that it is capable of delivering the additional air needed in the new room. It may be necessary to replace the blower assembly or the blower motor to increase the air-handling capability of the system, even though the furnace burner has sufficient heating capacity. It is also possible to increase the air-handling capacity of the system by speeding up the blower.

In general, this is not a good practice, since the increased blower speed normally increases the noise level from the furnace. Be aware that when remodelling for a kitchen or room adjacent to a heating unit, moving walls or surfaces too close to the heater or ductwork is hazardous. Each heating unit has minimum safe clearances that are included with the manufacturer’s installation information or, in some instances,

shown on a sticker on the unit. If in question, consult the subcontractor or manufacturer before planning to move a partition.

A heater must have adequate air for combustion. It must not be enclosed in such a way that cuts off its air supply or impedes its flue or exhaust. Most forced warm-air systems can support another register or two if the furnace is centrally located. A zoned heating system designed to heat the addition may be the best answer. Quite often, the HVAC plan you receive with design plans may be very schematic, and the dedicated areas for running ductwork may not be indicated or planned for in the design.

HVAC systems require a substantial amount of space, and cramping the ductwork areas only leads to awkward installations that can cause the HVAC system to be inefficient or noisy. If the addition of any bump-outs or chases for the ductwork will affect the cabinet layout, this information should be determined and reported to the dealer or designer so that modifications can be made before cabinets are ordered. When remodelling around a hot-air system, registers can be added or relocated. When planning the kitchen, consult the manufacturer or a subcontractor before finalising a design.

Hydronic systems

In a forced hot-water system, a boiler heats water that circulates through pipes. The pipes lead to fan coil units, convectors, or radiators. These units radiate heat to the room air. Convectors consist of a core of fins that are heated by hot water. The air passing over these fins is warmed. Fan coil units work on the same principle, but have small fans that push the warm air out into the room. Earlier hot-water systems operated by gravity and did not have a circulating pump. A circulating pump can be added on this type of hot-water system. In small kitchens or in corridor or U-shaped kitchens, the walls are lined with cabinets, making it difficult to locate baseboard units. A valance unit can be used, or the radiation necessary to offset the heat loss of the kitchen can be located in an adjoining breakfast area or other space immediately adjacent to and open to the kitchen. The HVAC subcontractor can tell you if the system can be modified or if convector or fan coil units can be relocated. The pipes often run through walls, so you need to trail the path to determine if pipes inside a wall need to be removed or modified.

When adding to a hydronic system, be sure the new radiator units are made of the same metal as the old, or it is a sure invitation to corrosion. In extreme cases where the equipment cannot be located in an adjacent space, part of the wall space must be left free for the installation of a convector with or without an integral fan unit to help distribute the warmed air. Hydronic systems can be modified to suit if a kitchen is part of a new addition. The addition may be heated using the existing furnace; consult the subcontractor. Two methods to add on to an existing system are zone valves or an additional circulating pump and piping. Zone valves are electronically controlled units that are actuated when heat is required in the room. Heated water is pumped by a circulator through the zone valve to baseboard convectors. A circulating pump may be added to the existing system if that unit is not adequate to move the needed hot water. New piping, baseboard convectors, and a pump are installed with little disturbance to the existing heating system.

Electric heaters

If electric ceiling cables or panels are used in a kitchen, there is no particular problem except interference from the soffit work over the upper cabinets. Other electric resistance-type heaters are available, including panels of glass or metal that are mounted on the wall; units that have a small fan that circulates the heated air; and hot-water baseboards in which the water is heated by electrically heated elements similar to those used in a water heater. Also available are resistance units that may be inserted in the branch supply ducts of a central-air duct system.

For kitchen installations, a small unit or units that resemble warm-air system registers may be installed in the toe space of the base cabinets. These units are equipped with small blowers to provide air circulation over the resistance elements. If wall space is not available for baseboard units and a toe-space installation is also not practical, electric cable can be applied to the ceiling. It is also possible to install electric-resistance panels on the ceiling to furnish radiant electric heat. They are used with plastered or plasterboard ceilings. The wires are fastened to the ceiling before installing the finished wall surfacing. These panels are rectangular in shape and resemble acoustical tile. With electric-resistance heating, a separate cooling system must be installed.

Radiant-heating systems

Many manufacturers have introduced electric cable floor warmers that act like heating coils, permanently placed beneath wood, tiles, and even carpet. They are supplementary heating sources of warmth that evenly radiate heat upward, where it does the most good. Most of the new types on the market are mounted on top of the subfloor, have certified insulated cables, and are powered by their own 120-volt

box with its own thermostat. In addition, rather than having to design around radiators or typical baseboard heat units, these heating systems are built in under the floor, giving designers more options.

The homeowner has more even heating and more space. These systems rely on electricity to provide heat (from 8 to 15 watts per square foot, depending on the floor material) and are designed as a secondary heat source, not the main heat source for the home. Major benefits to these systems is that, unlike forced hot-air systems, these radiant systems cannot spread dust, pollen, or germs throughout the house and, once installed, are maintenance-free.. These subfloor heating systems can be placed under most any flooring materials-hardwood, ceramic tile, carpet-however, they are not recommended for under linoleum.

It is possible to combine heating and cooling in a central system. This is usually a good choice. It is also possible to have a separate central cooling system. In addition, window air-conditioning units or through-the-wall units may be used to cool the kitchen. This option eliminates the need for ductwork, but it is not as attractive, and it might not be as efficient. With individual units, occupants can control their own comfort. If a central unit is used, some people can be chilly while others are warm.

Independent units are easy to install, unlike central units, which require extensive ductwork and considerable time to install. Window units fit into the opening of a double-hung window, and special units are available for installation in casement windows. The units vary in cooling capacity from as small as 5000 Btuh to 35,000 Btuh. Room air is circulated through the unit, where it is cooled, dehumidified, and filtered.

A condensate drain is not necessary since the moisture condensed from the air is evaporated into the outdoor air. The units are electrically operated, and many of the small ones can be plugged into existing electrical outlets. The larger units require 220 or 240 volts and use up to 200 amperes of electricity. They require a separate circuit installed specifically for the air-conditioning unit.

Through-the-wall units are simply window units that have been provided with a metal sleeve built into the wall, which makes the installation more permanent. The chief advantage of the through-the-wall unit is that the window is not obstructed by the air conditioning unit, and the unit may be placed high on the wall so that the distribution of the cooled air is more efficient. The chief disadvantage of the through-the-wall unit is that when the unit must be replaced after some years of service, it may be difficult to find another unit that fits the sleeve. Some manufacturers have standardised the size of the sleeves, but there are still many nonstandard units.

Heat pumps have become one of the most popular forms of home heating and cooling because of their excellent energy efficiency. They provide both heating and cooling in one system, and they can be installed almost anywhere. While the heat pump's source of energy is electricity, it does not produce heat directly from the electric current. Heat pumps use electricity to move heat from one place to another.

In the heating mode, the heat pump extracts heat from outside of the house and delivers it inside. In the cooling mode, it extracts heat from the house and takes it outside. Sometimes the chimney flue seems to run right through the kitchen. If you're lucky, it is already in the wall. If not, there is a problem. A chimney flue cannot be readily moved and enclosed in the wall like a heating duct. A chimney flue, however, can be boxed in the same manner as pipes. Another solution is to accept the limitations of the flue location and design around it. It can be boxed with drywall and hidden, or it can be dramatised and highlighted.

Electric Supply in Kitchen

Because electricity offers such convenient power, more and more power will be used to make the storage, preparation, and cooking of foods and cleanup after meals more convenient and time saving for the homeowner. A new kitchen usually means more wiring for new appliances and relocated circuits. A trade license is usually required to handle electricity, so in most instances, you need to hire a subcontractor. However, as the builder, you must become knowledgeable about electrical requirements and codes and be confident that you understand their impact on each project. It is important to have a general understanding of electricity so you can inspect the existing electrical service, if applicable, to recognise what may need to be modified, and intelligently discuss the project with an electrical contractor.

Power from the utility comes in through a service entrance to a meter that keeps track of the consumption. The power then continues on to a service panel; which breaks it down into a series of circuits. These circuits deliver current through-out the house. At the service panel, fuses or circuit breakers control individual circuits and protect against fire, which could develop if a circuit draws more current than it is designed to handle. In most newer installations, the safety devices are called circuit breakers, In an older home in which the original wiring is intact, the service panel may contain fuses rather than breakers. A

single circuit breaker controls a 120V circuit. Any 240V circuit is controlled by two circuit breakers that might be connected with a plastic cap. Any 240V circuit serves only one outlet, such as a dryer or electric range. A 120V circuit might serve as many as a dozen outlets, as long as the total amperage of the lights and appliances does not exceed the amperage rating of the circuit breaker or fuse. If a circuit is overloaded or shorted, the breaker automatically breaks the flow of current. Ground circuits are an important part of the wiring. Electrical current flows, under pressure, through the wiring in the house.

The amount of current going through a wire at a given time is based on the number of electrons passing a certain point each second. The pressure that forces these electrons along their route is known as voltage. Electrical current goes to the service panel on what is called "three-wire" service. Each of the two hot wires supplies electricity at approximately 120 volts. The third, or neutral, wire is maintained at 0 volts. These wires provide both 120-volt and 240-volt circuits in the house. Some small appliances may operate on low-voltage current, usually around 10 or 12 volts, but possibly ranging from 6 to 24 volts. Their voltage is cut down by a small transformer wired in anywhere between the appliance and the service panel. Portable appliances and devices are readily connected to an electrical supply circuit by means of an outlet called a receptacle. A duplex outlet is one that has two receptacles. A receptacle with two slots is a 2-wire receptacle. Newer houses have 3-wire receptacles, which have two slots and a round hole. The third wire on the three-wire receptacle is used to provide a ground lead to the equipment that receives power from the receptacle. The three-wire receptacle takes the regular two-prong plugs still found on some appliances. However, it is wise to ground a receptacle and is required by electrical codes.

Another feature of modern receptacles is polarisation, in which one slot is larger than the other to accept modern polarised plugs. The larger slot connects to the white neutral wire, the small slot to the hot wire, ensuring that the switch always interrupts the flow of current so no current can flow in when the switch is off. If polarity is reversed, an exposed socket can give a shock even when the switch is off and the light or appliance isn't running. Wherever there is an outlet or any other place where wires are joined, it must be done in a junction box. These metal or plastic boxes come in many sizes and shapes, with knock-out holes so wiring can be brought in from any direction. They usually are nailed to studs, joists, or floor plates. If you open the door of the service panel, you see all of the circuit breakers or fuses. If you see blank slots with no breakers, they are places where new breakers can be installed to expand the house electrical system with more circuits. In remodelling a kitchen, you almost surely want to add circuits. You might be able to combine some circuits that have light loads to create an open slot or two for expansion. Older houses often were rated at only 60 amps for the entire house.

Most residential wiring today is done using nonmetallic sheathed cable (NM cable). NM cable contains three or more individual wires, each with their own colour-coded insulation. The number of the conductors grouped together in the cable is dependent on the type of circuit you are running. The size of wire used in the conductors determines the available amperes in the circuit. The sizes are designated by gauge number. As the numbers increase in numerical value, the amperes decrease. Be sure to check the incoming wire size.

Modern kitchens require an adequate supply of electricity. Of course, adequate wiring in a kitchen includes general-purpose circuits for lighting, branch circuits for small appliances, and individual major-appliance branch circuits. The recommendations may vary from city to city, depending on standards and codes. There are several basic wiring requirements common to all kitchen layouts. Depending on its size and layout, your client's kitchen will probably contain all or most of these, perhaps more. Using the cabinet layouts and floor plan, be sure to plot out an electrical plan to ensure that your clients receive all the wiring needed in their kitchen while helping to eliminate waste. Running future-use wires when walls are open is a lot easier than working with them after everything is sealed up. If a designer is drawing up the plans, he or she should also provide an electrical plan, as well as a lighting plan for the electrician to work from; these plans include a table of electrical symbols. It is important to remember that no matter who provides the plan, it is best to have it verified by a local electrical inspector.

To ensure universal wiring and safety, all electrical wiring today is colour-coded. The individual wires in the cable each have a coloured jacket to simplify the proper installation. The neutral wire is always white. The ground wire is either bare or colour-coded green. Hot wires are coloured black, red, or any colour other than green, white, or bare. All new wiring in a home is required to be grounded (a safety measure built into every home electrical system), whether the existing wiring is grounded or not. In some instances, officials will make you upgrade the existing wiring if it is ungrounded and appears unsafe.

Grounding is accomplished through the use of a third wire in the circuit and provides an alternate route for any leaking current, protecting the circuit and family members from shock.

The main grounding wire connects all the metal parts within the electrical system to the service panel and from there to a ground source, usually a metal cold-water pipe, or a grounding rod buried in the earth or in the building's foundation. Older homes may have the metal plumbing used as a ground. Code compliance is vital when remodelling this type of home. Previously installed plastic pipe that may have been inserted between sections of metal plumbing may have destroyed the grounding to sections of the house not within your contracted area. Be aware that although your project does not involve major rewiring, you may still want to consult a professional electrician during the estimating phase.

When connecting appliances, fixtures, receptacles, or any other metal electrical component, always look for the green grounding screw and be certain the ground wire in the NM cable is connected to it. A remodelled kitchen almost certainly requires more circuits than that and a lot more outlets. These circuits should be divided so that approximately half the kitchen is on each circuit and can also extend into areas immediately adjacent to the kitchen. These two circuits should be for receptacles only and should not include any lighting. While two 20-ampere circuits are generally sufficient, some thought should be given to providing one or even two additional 20-ampere appliance circuits. When adding one light or moving an existing light, simply adding wiring from an existing switch may be easily accomplished when an additional receptacle is desired and the circuit you plan to put it on will not be overloaded. Each stationary appliance, such as a cooktop or an oven, requires a separate, dedicated circuit. The circuit size must be sufficient to serve the appliance's amperage rating as listed on the appliance nameplate. To wire a kitchen for convenience, each of the major work centers, as well as the various supplementary ones, makes its own electrical demand.

Essential Tips for Setting a Dining Table

During setting a table the food and beverage service staff should follow some procedures which will not only help them to serve food and drinks rightly and smoothly but will give a good look of his/her serving table also. The following are the tips for setting a dining table:

- (a) Before laying the table cloth you must ensure that the tables and chairs are in their correct position.
- (b) See that the chairs and tables are perfectly clean and perfect.
- (c) Some kind of flower arrangement should be provided at the table. The flower arrangement shall be on a low vase and heavily scented flowers should be avoided.
- (d) Each cover should form a balanced definite unit. It must not be overcrowded. An ordinary cover will require 24" length and 18" width while in case of banquet it should be 27" x 18".
- (e) Place only the required silvers needed for the particular meal. The sequence of silvers should be from outside to inside and from upwards to downwards in the order they are to be used.
- (f) The knives should be placed on the right hand side of the cover with the cutting edge towards the left. The forks are placed on the left hand side of cover with prongs turned up, spoons are placed on the right hand side of the cover but the spoons for sweets or cereals for breakfast for curry or for rice preparations are placed on the top of the cover with the handle towards the right. The fork for the sweets is placed at the top of the cover with the handle towards the left. When serving farinaceous dishes e.g. spaghetti, macaroni, etc. in the typical Italian way spoon is placed on the left hand side of the cover with the forks going to the right hand side.
- (g) The water glass or goblet, turned upside down is positioned just on the right hand sides useful to place them on left for service of Indian food.
- (h) Place a side plate to the left of the cover, place a side knife on the plate.
- (i) Butter dish should be placed on left Butter knife must be on the dish with the handle towards the right.
- (j) The napkin (serviette) should be placed either in the centre of the cover or on the side plate.
- (k) All the cutleries crockeries should be placed half an inch away from the edge of the table.
- (l) Salt and pepper cruets are always placed on the rabies in the case of a long table allow one set for each two covers
- (m) Avoid handling of cutleries etc. in bare hand as far as possible.



























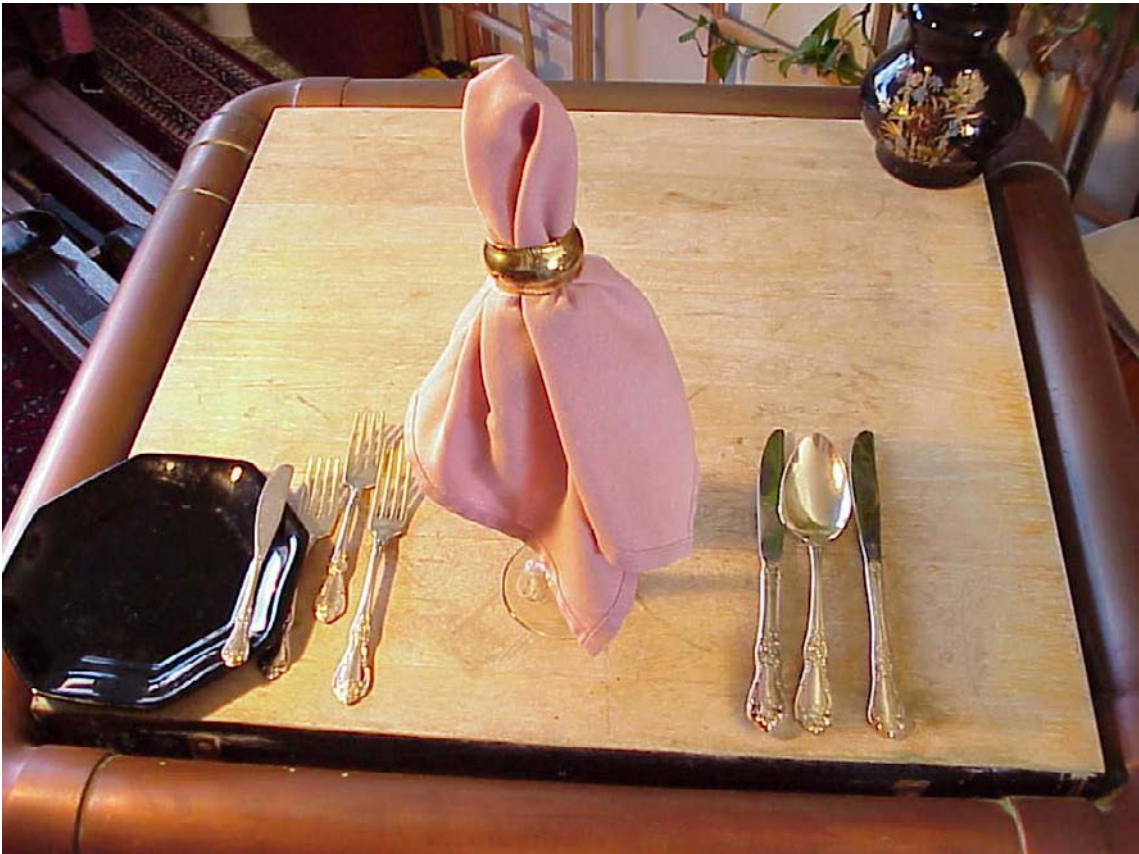


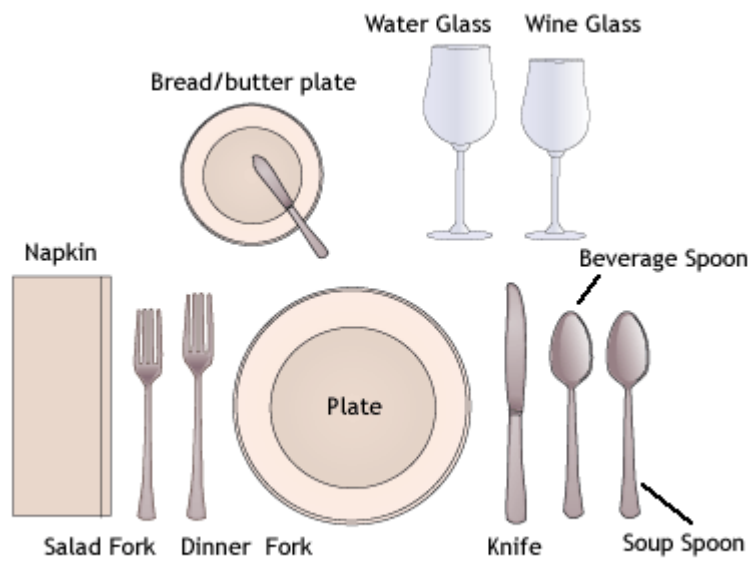










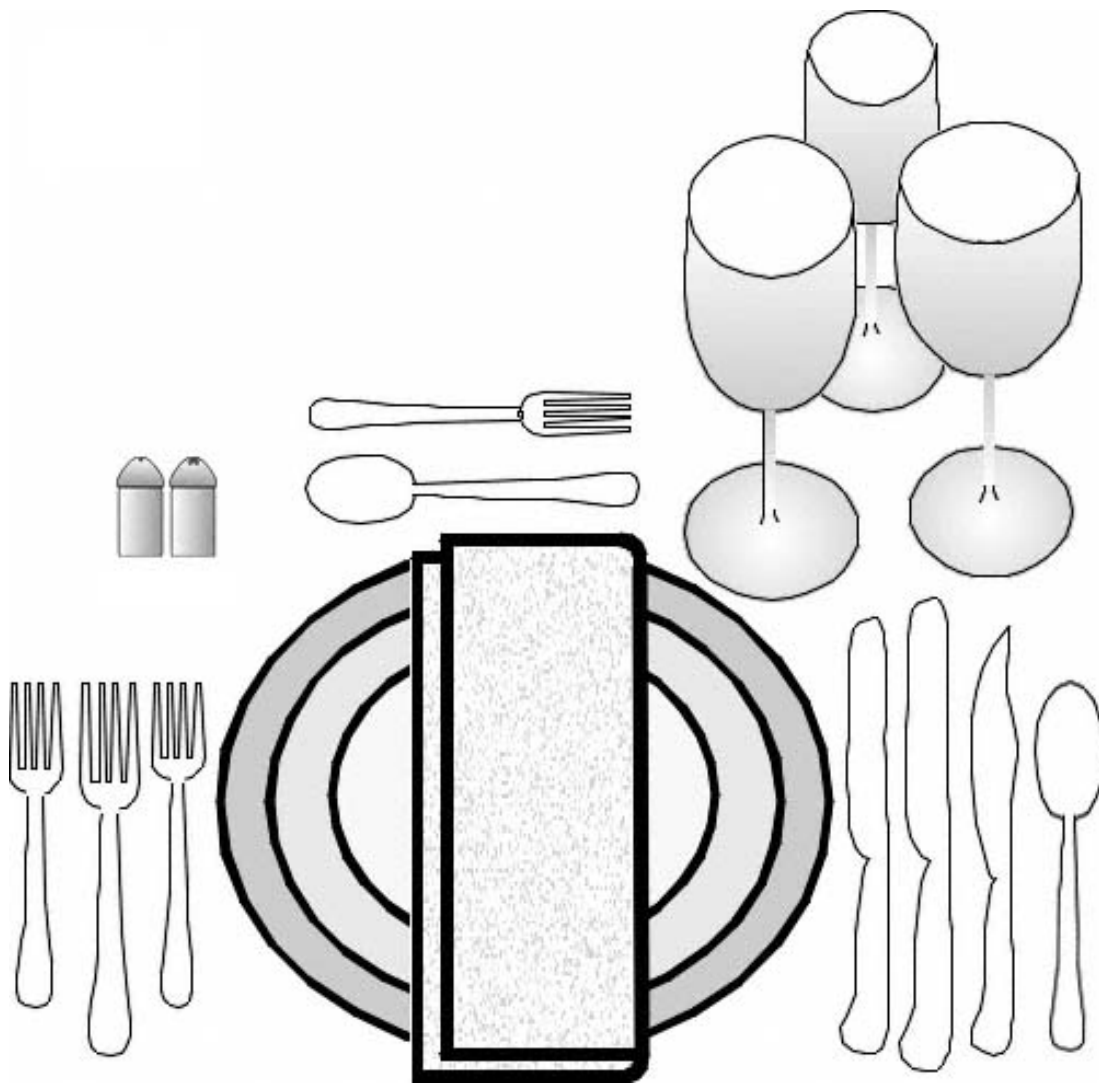
















Style of Food Service

Though there is a universally accepted procedure of food service in hotels and restaurants but because of the style of the restaurant and some other conditions such procedures are not always maintained, yet it is essential that food in small or big restaurants must always be served in clean and decent atmosphere methodically.

Foods are served mainly in the restaurants. Depending upon the hotels, the types and numbers of restaurants vary. In big hotel there are number of restaurants and some are known as speciality restaurants. In the speciality restaurants special items like Italian foods, Chinese foods, Indian foods, French foods etc. are served with typical atmosphere and service style. In general, most of the places we have only one restaurant serving more or less a mixture of food items like Indian, Continental and Chinese.

The hotels are also required to arrange service of foods in the rooms (room service) and also in the conference halls and in other locations like bar, roof tops etc. Under special circumstances, in all such cases foods are supplied from the kitchen and pantry. The following are some of the examples of the typical restaurant services followed in different parts of the world,

1. English service
2. Russian service
3. French service
4. American service
5. Breakfast service
6. Indian sit down service
7. Banquet service
8. Buffet and cold buffet service
9. Tea & Coffee service
10. Wine/Cocktail service

INDIAN STYLES OF FOOD SERVICE

In India following styles of food service are in operation in most places:

Waiter Service

It is a formal type of service in which staff usually present 'a la carte' menus to the customer and wait on him till he decides what he wants. The order is then taken note of and passed onto the kitchen for execution. For waiter service tables are present with napkins, cutlery, water tumblers, salt and pepper cruets and other accessories and customers have to wait at least 20 to 30 minutes before food can be served to them,

- (a) *Banquet Service:* It is the most sophisticated style of waiter service, extremely formal and is usually carried out when the heads of states or of governments are being entertained. The cutlery is usually of silver and the tables are generally draped in white damask and each cover is set out with matching napkins, cruets, etc. A name card and menu is placed in front of each cover according to the status of each guest. The menu is a table d' hôte one agreed upon by the host (ess). Meals are served in courses i.e., 4 to 6, and require more staff i.e., 6 to 8 waiters for the service.





- (b) *Restaurant Service:* Service styles in restaurants vary slightly from one place to another and are less formal than the banquet service. Some follow thali service, some south Indian style and way side i.e., dhaba.





(c) *Room Service:* Food is served in the room where a guest is staying, especially in public lodgings, hotels, etc.





Self Service

It is a type of arrangement which requires customers to come to a counter, bay or table to serve themselves. Though it is an informal style of service, it is an organised one. In buffet service basically all menu items are dished out and placed on the tables in an attractive manner.

Full Buffet

It is a complete meal buffet in which the service can be made very informal or formal, the degree of formality being indicated by menu choice, table and seating arrangements provided and quality of table were used.



Complete meal buffets are of two types—(a) combination of self and waiter service where staff serve the second helping of dishes and diners pick up their plates and serve the food from the table and choose a table which is already laid with cutlery, linen, water, etc., (b) the diner picks up a tray and places dinner plate, napkins and cutlery on it, serve the food of his choice, place the water on his tray and carries it to chairs placed along the sides of the room and places the tray on his lap for stability and have his meal, (c) service staff stationed behind the buffet table portion out the main meals on plates and hand them offer to each dinner, who then self serves the salads, sauces, etc.

Finger Buffet

The menus offer finger foods only, eliminating or minimizing the use of cutlery for eating.



**Fork Buffet**

These are those which can be eaten with a fork only, the menus consisting mainly for snack. These are also informal.

Cafeteria self service is of two types—(a) trayed service in which meals with the necessary accompaniments in individual portions are trayed and served to the customer, e.g. meals on trains and air craft, (b) plated service where the hot food is held in a bainmarie in full view of the customer and plated by staff for each individual customer according to the selection made from among the choices provided.





Vending

It originally consisted of a seller or vendor bringing food home on foot, or bicycle or in a van, or supplying it at bus stations, railway platforms, on road sides, market places, fairs, etc.

In very big Indian hotels too English, Russian, French or American style of food services are arranged on special demands, therefore, hereunder we will discuss only the methods of food services adopted in big Indian hotels:

INDIAN SIT DOWN SERVICE

This is a mixture of Anglo-American style. In comparatively less expensive places eating plates are mostly of China and stainless steel but other service implements are made up of stainless steel only. All purpose knife, fork and a spoon, side plate, napkin, water tumblers are laid on the table with a set of desert knife and fork. Foods are brought from the kitchen and served to the guests from donga and the donga with unserved helpings are kept on the table-in front of the guests. Guests may himself take food from the donga or the waiting staff serves the food and takes away empty dongas.

Indian thali meals are served on thalis. Additional helpings are served from multi donga unit with a handle carried by the waiting staff. Price includes additional helpings of selected items like rice, dal, sabji etc. These services are very popular in South India and also in restaurant run by vegetarian Marwari Basas. The service is fast and food and eating style suits Indians with hot freshly cooked food,

Breakfast Service

Breakfast service is no less important than lunch or dinner service in the restaurant. This service are of two types i.e. food item for breakfast are prearranged in the service tray and delivered in the rooms as per guest's orders—room service breakfast. The orders may be booked in the night before the service in the following morning. The food items usually are limited but guest's may order for items of their choice in big hotels where there are arrangements for morning shift cooking. There are some typical breakfast items internationally used. European breakfast consists of bread, honey, marmalade, butter, jam, coffee, tea, milk and eggs.

Cold meat can also be served, Anglo American breakfast includes hot toast, rolls, muffins, butter jam, marmalade, honey, tea, coffee, fruit juice, other items like kippered herrings, cornflakes, porridge, milk, fried or grilled fish, bacon, ham sausages, egg preparations, cold meat etc, are also served.

Puri bhaji, parantha, halwa, kachori, jalebi are popular Indian items served for fast for breakfast in restaurant tables are laid after dinner and before the close of the restaurant but in some places the early morning time is utilised for the purpose. Table layout should be in the following lines.

Breakfast tables are usually laid the evening before without cups which are brought warmed up to the table with the order. A breakfast plate with a folded napkin on top is laid for each cover with a small knife

on the right side, for the Anglo American breakfast often a knife and spoon, sometimes a fish knife and fork and a jam spoon.





The saucer is placed on the right side of the plate, when the cup is brought in it is placed on the saucer with the handle to the right and the spoon parallel a little higher than the cup and above this the cream and the water jug. Marmalade, jam or honey, butter, sugar and salt may be placed immediately behind the cover and rolls in the centre of the table. Toast or griddle cakes are brought in fresh on demand, and hot breakfast dishes are best served directly on hot plates and not on a dish. After the breakfast plates have been removed, an ashtray is placed in front of the guests who would like to smoke.

Banquet Service

This is a very formal sit down service organised in special occasions like marriage, ceremonies in honour of VIPs, during visits of Head of the States etc. Special attentions are paid to the sitting arrangements and for suitable floral decorations. The shape of the table depends upon the size of the room, it may be T-, round, oval horse-shoe or block-shaped. For a banquet consisting of hors d'oeuvre, clear soup, fish, a main dish with vegetables and salad, ice, biscuit and coffee, each cover is laid with a service plate, a large knife and fork, a dessert spoon for the soup, fish and dessert knives and forks, a bread plate with a small knife, a water, a wine and a champagne glass.



Formerly it was customary to place five glasses on the table at banquets, now the glasses are changed if more than one wine is served. Plates for the hors d'oeuvre are laid, cups for the soup and plates for the fish and the main dish are kept in the hot cupboard ready for use. A soup ladle, saucers for the soup, plates to place under the saucers and dessert plates are kept ready for use on a separate service table. Cocktails or a glass of champagne are usually served in the lounge before the start of the banquet.

At a wedding the service always starts from the centre with the bridal couple, at banquets the most important guest is served first. The first course is served from right to left, the second from left to right, the other courses alternately. If ladies are present they ought to be served first, but this is not customary everywhere.

Buffet and Cold Buffet

Here foods are displayed in chaffing dishes or in other suitable containers of various style and origin and guests pick up items of their choice- Waiter may also help in the service foods to guest's plates behind or from the front of the buffet table. Buffets are also arranged for various occasions and for large number of guests.



Buffet for convenience, has been gaining popularity. The buffet can be for hot food as well as for cold foods Cold buffet is particularly popular in Western countries. Convenience of the guests, spare arrangements/ guest movements prevention of over crowding at stations, decoration etc. are to be ca.rciu.Hy considered in this type of service.

Tea & Coffee Service

For the utmost guest satisfaction certain salient points for the preparation of tea and coffee may be followed.





Tea should be made in China pot out of good quality tea only. The pot should be warmed and the water should be on continuous boil before pouring over the tea. Use approximately 2 gms. for one cup of tea. It is not advisable to use boiled or hot milk for the tea.

Coffee—Best coffee should be used, Proportion of coffee and water should be measured (8 level table spoon for 1 litre of water) and the water must be on continuous boil as in case of tea before pouring over the coffee. Fresh grinded coffee are far better flavouring than grounded coffee.

Coffee should be properly stored in air tight container in cool place. Coffee must not be reheated and coffee service should be prompt. Coffee machine should be regularly cleaned before making coffee in it.

Wine/Cocktail Service

Wine service with food is usually very rare in Indian eating places. Hard drinks like whisky, gin, and beer are frequently served in restaurants and in Indian bars. During parties and cocktails mixed drinks are also made on order. A separate table with drinks glasses filled with alcolic beverages of approximately one peg each are arranged for guests who help themselves with their choices and mix the drink accordingly with ice, water, soda etc. which are also kept handy for the guests. Sometimes, waiter carry tray with glasses filled with alcoholic beverages and soda, water, ice etc. to the guests who picks up glass and advise the waiter to add other ingredients of choice. A strict supervision and account should be kept particularly for the consumption of alcoholic beverages



PURCHASING

It is the activity which is directed towards securing materials, supplies and equipment required in the operations of a food service organisation. It represents the act of buying at a price.

Purchasing Methods

1. *Informal or Open Market Buying:* The buyer invites quotations from suppliers for items according to required specifications. The supplier is then selected on the basis of his samples, prices, delivery schedule and other services offered. It is an informal method and used for purchasing perishable foods like fruits, vegetables, meat etc.



2. *Formal Method of Buying:* Formal quotations are invited from sellers against written specifications and for each category of foods. These requests for bids may be made through dailies, printed material, posted to interested sellers who may be contacted on phone. This method is generally adopted by hospitals, government schools, homes for the handicapped, etc. It is also called as competitive bid buying.
3. *Negotiated Buying:* It involves negotiations between buyers and seller regarding prices and quantities. It is generally used for seasonal items which are limited in supply and involves quick decisions in a fluctuating market. It is quicker, more flexible and less formal than the competitive bid method. This method may be adopted when purchasing food items directly from farmers or manufacturers, e.g. total farm produce for an item for a season or one complete manufacturing lot.

Types of Contracts Between the Buyer and Seller

- (i) *Firm at opening price contract (FAOP):* In this buyer agrees to take the supplies at a price established in the future when yield is known, rather than at pre-season prices when the contract is made.
- (ii) *Subject to Approval of Price Contract (SAP):* In this case the buyer has the option to rejecting the order if the price fixed in the future is not acceptable to him.
- (iii) *Whole sale Buying:* In this method a contract is signed with a wholesaler for purchase of goods at a specific price for a future period.
- (iv) *Auction Buying:* It is on the spot purchase where the goods are sold to a bidder who quotes the higher price.

- (v) *Blanket Order Purchasing:* It involves an agreement with the supplier to provide a certain quantity of specified items for a period of time at an agreed price. The deliveries are then made at contracted periods known as release system e.g. crockery, cutlery, dishes, knives, ladles, etc. Second type of blanket order involves an agreement to supply all the buyer's needs for certain items for a specified time like years. In this method, the quantity of the order is not predetermined and can't be known until the time of the contract is over.
- (vi) *Consignment Buying or Stockless Purchasing:* This is suitable for the purchase of cutlery, crockery, small kitchen tools etc. The buyer is expected to make a list of items along with specifications and suppliers quote their prices on those lists which will reduce the paper work and time.

Order Taking

The waiter should know what is on the menu and be able to advise accordingly. He will approach the guest from the left and enquire 'May I have your order, Sir (Madam)? He should wait patiently facing the guest until the order is completed.



When the menus are long and varied it is advisable to allow guests a few minutes before asking the order. During this time, the waiter may provide bread rolls butter etc. (in special restaurant) and fill water glasses. It is also usual for a waiter to assist by unfolding table napkins, offering or helping to place them for guests while taking an order it may be necessary for a waiter to enquire about the preparation of certain dishes as boiled egg. 'How do you like them cooked, Sir, half boiled, full boiled or under boiled?' as steak 'How do you like them cooked, Sir under medium or well done?' If in any doubt over the order repeat the order back to the guest to avoid error.

While taking the order a good waiter should keep in mind certain factors such as:

- (i) dishes ready for quick service to guests who are in hurry.
- (ii) items suitable for children.
- (iii) suggestions for vegetables, salad etc for roasts grills main courses.
- (iv) suggestions for sweet dishes.

Order should be recorded properly by the waiter in three copies, original for the kitchen, one for bill preparation and one for self.

Procedure for Wine Order and Service

By the time food order has been taken the wine butler should attend the guest. This type of functioning is not generally found in most of the restaurants of our country. The wine butler then returns to the table and presents the wine list to the host from the left and must be ready to answer any queries and if required advise the guest on the choice of wines. While the station waiter will serve the food the wine butler serves that particular wine to match the food. He should always co-ordinate with the station waiter with skill and intelligence.

Serving the Meal

The waiter must know the order of service of dishes that his guest has ordered. He will therefore pass on the K.O.T. to the appropriate part of the kitchen or to the kitchen clerk or whoever is accepting the orders. In order to keep the guests waiting, the first dish in course of the menu is usually kept ready for immediate service. Meanwhile, the dishes that are to follow are immediately put into preparation. Having served one course, the waiter goes to the kitchen for the next course which he will bring to the side table in time. He should check other tables at his station before leaving for the kitchen to ensure that no other guests are trying to attract his attention. Where a waiter has several separate guests to attend at a time he must have a clear memory and service skills to bring and serve the dishes correctly and promptly.





Adjusting Covers

It may be necessary for a cover or covers to be adjusted for guest's need.

Order of Service

In a party of two a lady and gentleman serve the lady first. In a party of four consisting of two ladies and two gentlemen, serve the lady on the right of the host first then the lady on his left, the gentleman opposite the host and finally the host.

In a party of six, three ladies and three gentlemen the host and hostess will sit facing each other. The lady on the right of the host is served first then the lady on the left, then the hostess. Next the gentleman on

the right of the hostess followed by the left of the hostess and finally the host. In a large party, if there is a top table, the top table guest is served first. During the service if there is any undue delay in obtaining an order, the guest must be informed by the head waiter with a suitable excuse.

Procedure for Taking Booking in Restaurant

After usual greetings and introduction, the following information are useful.

- (a) Day of the booking
- (b) Date of the booking
- (c) Name of the host
- (d) Number of covers
- (e) Time of the party
- (f) Any special requests from the host

When you have received this information from the prospective client it is advisable to repeat them over the telephone as confirmation and clarification if any from the client. Telephone conversation may end after usual exchange of 'thanks' etc.

Art of Presenting the Bill to the Guests

The waiter must always check his bill before presenting to ensure that it is correct. Bills can be paid in two ways. By the guest to the waiter or by the guest on leaving direct to the cash desk. But the present mode of presentation in a sophisticated restaurant is by using a bill presentation folder. The time for presenting the bill varies with the type of restaurant. In a quick service restaurant after the waiter has ensured that the guest requires nothing else he can usually place the bill on the table. But in a more sophisticated restaurant or speciality restaurant more service may be required after the meal. So the bill must remain open until asked for. No time should be lost in presenting the bill once it is demanded. At no time should a waiter give the impression that he is trying to get rid of his guest either because other guests need the table or he wants to go home. The bill with the money when paid should be taken to the cashier for encashment and the receipted bill with the change if any should be placed on the table at the left hand side of the host. Any tip left on the plate, of no matter what size should be picked up graciously with the plate with 'Thank you very much, Sir/Madam'





NB: If the guest is on credit facility his/her signature has to be obtained in the bill and the same must be submitted to the cashier immediately for his action. For Credit Card (e.g. American Express, Driver's Club, ITDC, credit card VISA, BOB etc.) prescribed formalities are to be observed without any inconvenience to the guests.

Conclusion

When the guest rises from the table in order to leave, the waiter must immediately come forward and help the guest to leave his/ her seat by pulling the chair. He should also check that belonging to the guest has fallen under the table or is hidden under the napkin and finally at the end should say Thank you very much Sir/ Madam for your visit in the restaurant', 'See you again' etc.

SERVICE INFORMATION CHART

A detailed chart of glassware, china and silver needed for each menu is prepared and placed in the room service area for the waiter's information. If there is language barrier, it is important that the waiter fully understand the guest's requests or call the captain in charge to follow up on the guest's wishes. Flowers, fruits, baskets, etc. are sent according to the local management policy.

Following is a broad guide to furnitures for a good restaurant for 100 covers.

1. Reception-cum-billing desk
2. Buffet table
3. 50 tables
4. Sideboards with hot plates
5. 100 chairs
6. 1 liquor trolley
7. Trolleys for service of appetiser and dessert.

Linen

Table-cloths, napkins and other textile items of tableware are usually described in hotels and restaurants as linen. Whether or not they are actually made of linen. Table linen may be of materials mixed with linen and cotton, or mixture of synthetic fibres with cotton or linen. Damask is a form of seaving in which the weave produce a self-pattern. Dasmask is traditionally but not necessarily, white. The self pattern can be simple, elaborate or even incorporate a restaurant's name of creast. Textile company's produce good quality damask in India.



**Linen Sizes**

Table cloths are available in variety of sizes,. It is also made out of large cloth roles by cutting tin to desired sizes for a standard table sizes i.e. 60" x 40" or 60" x 80".

Napkins

Varying from small to large:

12" × 12" (Tea)

18" × 18" (Lunch)

20" × 20" (Dinner)





Trays

Trays are chiefly used by waiters for breakfast tea/coffee service where a rectangular type is appropriate. Wine waiters use salvers (or small trays) at all meals for the service of drinks served in glasses and whisky, gin, aperitifs, beer, minerals etc. and for removing dirty glasses from tables. Square or rectangular trays are sometimes used for carrying food from kitchen to sideboard during meal service and also for clearing the dirties from the restaurant.



**Round
Fiberglass**

RT0014



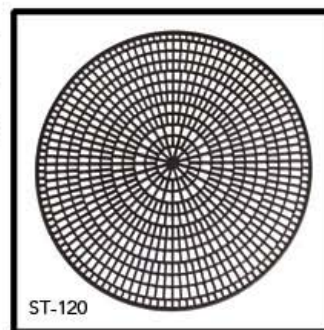
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**Anti-
Skid
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Silverware

As all table fabrics are called linen in restaurants, so silver is used to describe cutlery and metal flatware and hollowares. In fact, restaurant silver is often of stainless steel. Even when not stainless steel, cutlery and other items used are not made of solid silver, but of electro plated nickel silver (EPNS). Stainless steel is increasingly used instead of silver plated items for reasons of cost and maintenance. Its stain resistance is due to chromium being incorporated into the iron, Knife blades are usually made of a harder type than other stainless material and are therefore tough and stain resistant.





Cutlery

The principal cutlery and their uses are:

Soup spoons for soup when served in soup plates.

Fish knives and forks for fish and hors d'oeuvre.

Large knives and forks for main course.

Dessert or sweet spoons and forks for all sweets served on plates.

Small silver fruit knives and forks for fresh fruit.

Small knives for side plates.

There can be other varieties of fork, knife, and spoons for specific purposes.

Sundae spoons may be provided for ice cream.

Coffee spoons: for coffee: tea spoons for tea, cheese knife etc.

Service spoons and forks are used for serving all food orders from the serving dish on to the plate.













Glassware

In all the eating establishments some quantity of glasswares are used except in very small places where all the implements are of stainless steel origin. The quality of glassware, their design, and variety sometime change the whole ambience of a eating place. More sophisticated use of glasswares lead to more careful use and extreme attention to its up-keep. The glass-wares are also generally known as China or Crockery. Bone china is very fine quality of porcelain and very expensive also. Depending upon the policy and budget of the management, the crockeries are to be selected for any hotels. Crystal and cut glass items are also used in class restaurants. Dishes and plates are of different types used for different purposes so are the wine glasses.







Care of Crockeries, Cutleries and Glasses

The best of restaurant services and restaurant reputation not only depends on the food but also on the sparkling clean and choicest crockery, glass and cutlery. Appropriate methods need to be introduced for proper removal of dirty item, cleaning them and storage for repeated use. A separate washing area of washing room use the process quite a lot. One must be trained to take meticulous care in the whole process otherwise heavy breakage of china and glass may occur. Selection of glass and crockery are also important. Because very fragile and delicate china or cutglass implements may only be introduced considering factors of trained staff. Washing, storage, facilities etc. as well as considering the nature of customers following are some important guidelines for cleaning and caring various implements of restaurant:



Glass: In India we now have many good glass manufacturing companies. Glasses are usually purchased in gross or in dozens. Because of limited wine service in the country, only long lasting plain all purpose glasses are used in majority of hotels. Decent, light weight and moderately thick rim glasses are preferred for wine. The general glass sizes that are used have capacity ranging between 200 to 300 ml.

Glass in general are fragile. Thus selection and care of handling of glasses particularly that of wine glasses is very important. Glasses should be held from the base and should not be picked up with rims between fingers. All glasses should be washed in hot water and cleaned with glass cloth. Some cleaning agents like "Teepol" is particularly good for glass cleaning. Clean glasses may be lifted and can be examined for the cleanliness against light. For hotel rooms glasses are first cleaned and wrapped in cleophone or similar papers. Very special care must be taken to see that there is no chipped rim or crack in any glass for the use of customers.

Crockeries: Large and small plates comprise the bulk of the crockeries used in majority of average Indian hotels. These are generally hand washed in soap solution, rinsed and dried. Soft warm water (60°C-70°C) is reported to be very ideal for crockery wash. Strong surface abrasion because of careless scrubbing etc. spoils the design and decorations. If the dishes are washed in dish washing machine particular care must be taken for the proper use of the machine as per instructions. The cleaned plates are usually kept hot in plate warmer till the time of service. Before offering to the guest checking must be made regularly for chipped or cracks in plates. Should there be any, those must not be used,

Cutlery: Hotel cutleries are mainly of metallic origin. The most common metal is stainless steel. The hotel silver are simply items silver plated over a base metal (copper, zinc, nickel alloy). The life of silver plating depends upon the thickness of silver coat, washing methods and atmospheric conditions. Sulphurous connection either from food or other sources damage the silver through chemical interaction. Egg and onion very sharply react with silver plated cutleries. Appropriate polish like silvo, or polish powder etc. should only be used by trained people for cleaning the silvers. Stain on stainless steel is very rare and implements made out of this metal is relatively easy to clean and keep. Electrical machine cutlery washing machine is now available in the country. Apart from service of food and cleaning duties the restaurant staff are also responsible for care of glasses, china and cutleries used in restaurant.

The cleaning and arranging of the restaurant at the time of opening and organising things at the closing time are also part of restaurant staff duties. The golden rule for the restaurant staff is to arrange, clean and keep the place in proper order and as per policy of the proprietor.

ETIQUETTE FOR HOTEL STAFF

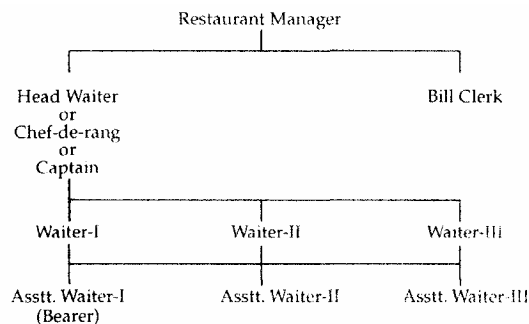
Hotel business in an admixture of diplomacy showmanship and salesmanship. All front line personnel are required to have an ability to communicate effectively coupled with certain manners and etiquette associated with gentleness. The etiquettes that a waiter should exhibit in a restaurant are as under:

1. To attend the guest as soon as they enter the restaurant.
2. Wish guests the time of the day and welcome them to the restaurant.
3. Assist guests to remove warm, heavy coats in winter and help to put them on when they leave.
4. Be polite to guests.
5. Help to seat ladies first.
6. Provide extra cushion or special chairs for children if required.
7. Keep away from eating during service.

8. Avoid putting service cloth in trouser's pockets.
9. When speaking to a guest, do not interrupt him if he is speaking to another guest.
10. Do not soil menu cards.
11. Do not overhear guest's conversation or show any interest in their talks.
12. Be attentive to guest's calls.
13. Communicate softly.
14. Always maintain right posture and smartness.
15. Avoid touching hair or nose etc. in front of the guests.
16. Do not hurry guests.
17. Stick a match away from the guest and hold the flame only in front of guest to enable a guest to light his cigarette or use lighter.
18. Avoid arguing with service staff and guests in restaurant.
19. Carry pencils in the pocket and not behind ears or in hairs,
20. Never add up bills wrongly.
21. Avoid chewing gum or pan etc.
22. Do not show interest in tips but receive them politely.
23. Remove tips after the guests leave the restaurant,
24. Do not ignore by talking among fellow waiters.
25. Enter and leave the restaurant through the service door only.
26. Never put on spotted or grassy uniform, unpolished or unsuitable shoes.

HOTEL STAFF ORGANIZATION

In general staff organization in the hotel/restaurant is of the following pattern.



Depending upon the policy and volume of business the number and type of restaurant staff varies. In general for 100 cover restaurant approximately—staff are required per 8 to 10 hourly shift to attend the guest properly. If there is any beverage services, then wine waiter is needed. Whatever may be the descriptions the restaurant owner must see that right persons have been selected for the tasks.

QUESTIONS FOR ANSWER

1. Write a note on Indian style of food services,
2. Write short notes on the following:
 - (a) Name restaurant services followed in different parts of the world.
 - (b) Menu planning—The consideration points.
 - (c) Counter service.
 - (d) Room service procedure.
 - (e) Lay out of dining table.
 - (f) Etiquettes of hotel staff.