

WEST COUNTRY CATERERS

Your Guide to Silver Service

Basic Terms in the Hospitality Industry

What does Mise en Place mean?

It is the process of organising the table and putting glasses, cutlery, china, pepper & salt all in the right position for the customer, before organising your area (station) to be ready for service.

What is a cover?

It is the whole set that will be used by one client in the meal and the client itself.

What is a station?

It is the place where items are stored ready to use e.g. the bread, glasses, plates, cutlery and drinks.

Menu terms

Appetizers/Canapés: Served as small tasters usually on a platter or as part of a function.

Starter: Small amount of food that is served before the main course of a meal.

Main course: It is the main dish, with a larger amount of food than the starter.

Dessert: Sweet food eaten at the end of a meal.

Styles of Functions

Champagne & Canapés: Most of the time a function starts with a reception where drinks and canapés are served to guests.

Buffet Service: The guests/ customers go to the station to select food, sometimes they may help themselves to the food on offer and other times you may be required to serve a particular element of the food offered.

Silver Service: This is the term given to the serving of food to seated guests at a table.

Plated Service: This is when the Chef serves the food on the plate before it is delivered from the kitchen to the seated guests at a table.

Drinks

Water

Often served at the start of the meal, also to be served as the customer requires.

Wines

Serve white wine in the smaller glass.
Serve red wine into the taller, larger glass.

When do you begin serving? Your Manager will advise when to serve wine.

To who and how is the wine served to? It is normal to serve ladies first, or the person who ordered the wine.

When pouring wine:

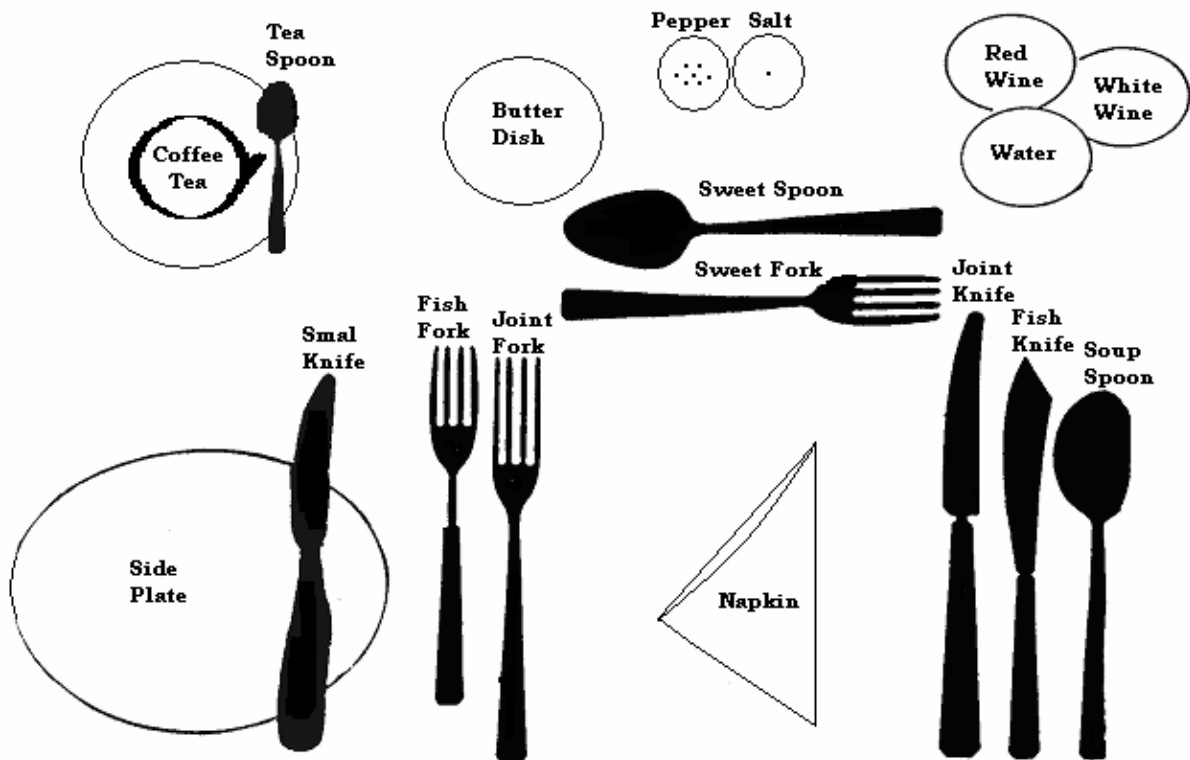
- Make sure the label is visible.
- Pour it from the right hand side.
- Move in clockwise direction around the table.
- Fill glass to two thirds full only.
- Pour water after wine.
- If it is a different kind of wine, we ask that you use a clean glass!

Coffee/Tea

Serve coffee and tea after dessert.

- Place coffee cups in the centre of the setting.
- Serve coffee from the right hand side.
- Serve cream & sugar from the right hand side (ask first) with or without cream and if they want sugar).

Order of Service



Service in all of our clients venues vary but all follow the same basic principles as set out below:

1. *Serve Bread*
2. *Serve Starter*
3. *Clear Starter*
4. *Top up wine and water*
5. *Serve Main Course*
6. *Clear Main Course*
7. *Top up wine and water*
8. *Serve Dessert*
9. *Clear Dessert*
10. *Serve tea and coffee*

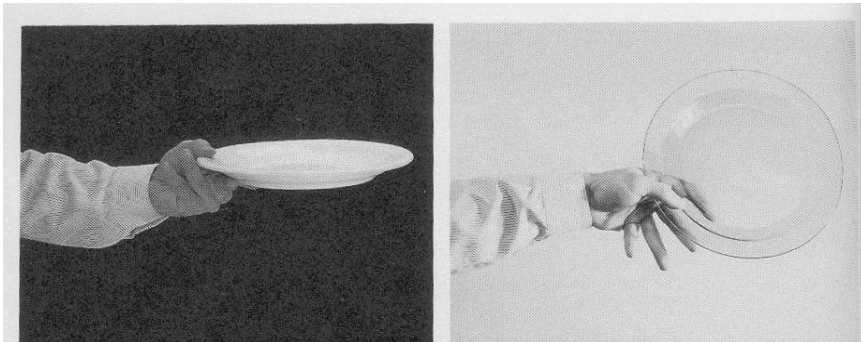
Plated Service: food is served from the right hand side of the guest and cleared from the right hand side.

Silver Service: food is served from the right hand side of the guest and cleared from the right hand side.

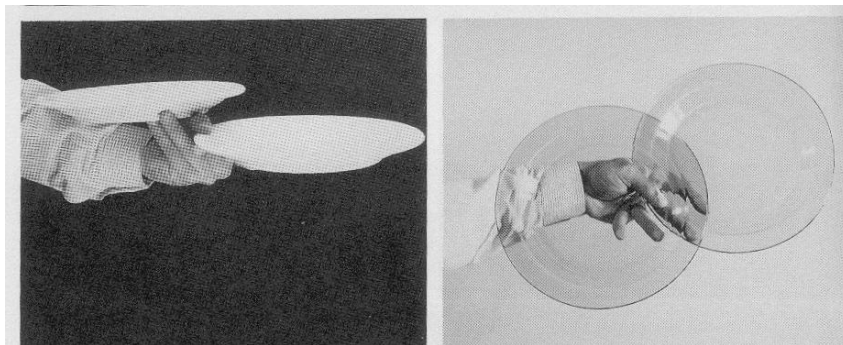
Beverages Service: All beverages are served from the right hand side of the guest and cleared from the right hand side.

Carrying Plates

Single plate carrying – held with the thumb over the rim, running along the edge of the plate, index and middle fingers under the plate.



Two plate carrying - first plate held as in single plate grip, second plate supported by the tips of the ring and little fingers, the base of the thumb and lower forearm. A third plate can be carried in the other hand.

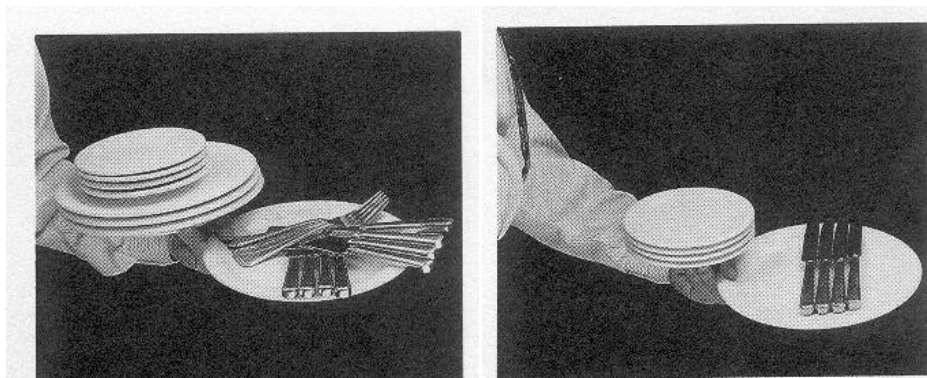


Clearing Dishes

There are several ways of knowing if a guest has finished their meals and are ready to clear. The majority of restaurants and waiters will use the universal method of waiting for all guests on the table to finish before clearing the table of plates.

When clearing the table the waiter needs to be as efficient as possible, and because there is no or little food, the waiter should feel confident clearing a lot of plates from the table as well as the side plates, salt and pepper and butter dish if required.

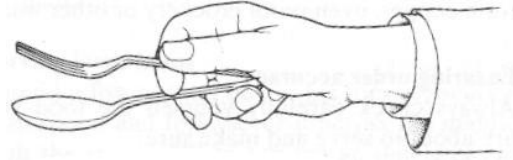
As the pictures show, the cutlery is placed into position that makes it easier to carry and also sort at the wash up.



Silver Service

Silver service is a skill. It requires the use of a spoon and fork to serve food from a platter to a guest's plate whilst seated at a table and is often used in very prestigious locations.

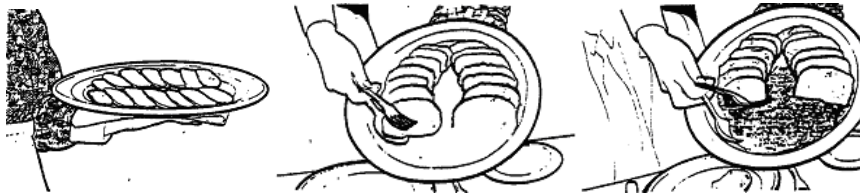
The waiter holds the spoon and fork in one hand and uses them to hold the food and transfer it from the platter to the plate. The hot dinner plates are put onto the table just before serving the food, and then the waiters will serve the food from the platters to plate.



Serving from a large platter

When serving from a large flat platter here are four very important points to watch out for:

1. Make sure the plates are hot and clean.
2. When carrying a stack of hot plates remember to protect yourself and the plates with your service cloth.
3. Wait for the signal to commence before putting the plates down and again before starting to serve.
4. Serve carefully and avoid spilling gravy or juice on the rim of the plate or guest/ customer.



- Hold the platter flat in your hand with a cloth protecting your hand from the heat.
- Hold the platter as close and as flat as possible to the guest plate.
- Use the fork and spoon to serve the food to the plate.

Remember **The Order of Main Course** served on plate:



1. **Meat** - in the middle to front of plate
2. **Potatoes** – on top
3. **Vegetables** – to the left

Hygiene Sense

Personal Health and Hygiene

- **Wash your hands** regularly throughout the day. This includes: a thorough wash before starting work and after visiting the W.C. Also after handling raw food, combing or touching hair, eating, smoking, coughing or blowing your nose, handling waste food or refuse, handling cleaning chemicals or equipment, and after putting on a waterproof dressing if required.
- **Keep fingernails short and clean.**
- **Use disposable gloves as advised by the catering manager.**
- **Cover cuts with a waterproof dressing.**
- **Keep the head and all hair covered. Wash hair regularly.**
- **Remove protective clothing when using the W.C. or leaving the food premises.**
- **Remove all jewellery, including watches, and nail varnish.**

DO NOT:

- Smoke
- Scratch your head or comb your hair in the kitchen.
- Touch your mouth or nose or bite your fingernails, eat sweets, chew gum or taste food with an unwashed spoon or your fingers.
- Do not eat in the kitchen or take food home with you, unless instructed by the catering manager.
- Use your mobile phone.

The Safe Handling & Storage of Food:

Deliveries: Check date codes and food condition for any signs of mould or bad odours. Also highlight any blown cans and damaged packages to the catering manager.

Storage: Keep food off the floor and away from walls. Use oldest stock first to ensure minimal wastage and under no circumstances should you use out of date stock.

Rules for using refrigerator:

- Keep raw food and high-risk food separate. This includes cooked meat and poultry, gravy, cream, dairy produce, desserts, cooked egg products, mayonnaise, seafood, shellfish and cooked rice.
- Never place hot food in the refrigerator.
- Keep food covered.
- Do not store open cans of food, place the food in a covered bowl.
- Do not leave the refrigerator open.

Rules to work with hot food:

- Ensure all food is thoroughly cooked to a minimum temperature of 75°C. If food is to be stored hot, maintain the temperature above 63°C.
- When checking the temperatures, disinfect the thermometer between different foods.

Cleaning & Disinfection:

- Use the correct cleaning chemicals and equipment as instructed by the catering manager.
- Put on appropriate protective clothing, especially gloves.
- **DO NOT** mix chemicals, use hand washing basins for washing any equipment, or transfer chemicals to any food containers.

THANK YOU!