

A CONCISE GUIDE IN  
**FOOD & BEVERAGE  
SERVICE PROCEDURES**

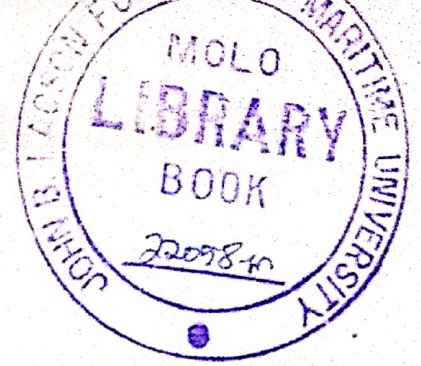
**SECOND EDITION**



**DARYL ACE V. CORNELL • EPHRAIMUEL JOSE L. ABELLANA**



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**DARYL ACE V. CORNELL**  
**EPHRAIMUEL JOSE L. ABELLANA**



# A Concise Guide in Food & Beverage Service Procedures

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**Daryl Ace V. Cornell**

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# APPENDIX

## Table Service Terms and Phrases

**a la carte.** literally, from the menu, but meaning a menu on which individual items are individually priced.

**aboyeur.** the individual in the classical kitchen who shouts or "barks" the servers' orders to the cooks. also called *expediter or announcer*.

**american plan.** daily room rate includes three meals

**american service.** most widely used method of service in use of america wherein foods are pre-plated in the kitchen and served to the guest.

**arm service.** service of food and beverages on plates without the use of trays or wagons.

**bar.** a room or an area in a restaurant operation devoted to serving drinks, generally at a counter.

**bin number.** number of shelf or case in which wines are stored; a means of identifying or ordering wines.

**blue plate special.** specialty of the day in low- or medium-check-average restaurants served on a plate (blue or otherwise) divided into three compartments

**booster.** or booster station, a serving stand or cabinet in the middle of a dining room floor; may be equipped with a hot plate, refrigerator, or even cold running water.

**bottle bonus.** server's commission on wine sales.

**bread boats.** bread baskets

**buffet.** a display of food from which patrons serve themselves.

**burnishing machine.** a mechanical device filled with cleaning solution and ball bearings; for polishing silver and stainless steel flatware.

**bus.** to remove serviceware from a table after guests have finished with it.

**bus box.** a plastic or metal container about 2 feet square for carrying or storing dishes.

**bus stand.** a small table or a folding metal rack for holding trays or bus boxes.

**butter chip.** a small plate of permanent ware or single-service ware for butter. or, individual butter chips, or three-quarter-inch squares, unwrapped, usually served on a small plate

**carafe.** a glass container without handle for serving wine or water; 4 to 6 ounces.

**carbonated water.** water charged with carbon dioxide gas, for sodas in fountain service and for drinks

**carrier.** a closed cabinet that accommodates covered plates



- and accessories being transported from the kitchen to a guest's room; maybe heated or chilled.
- casserole.** a heavy oven proof dish or metal or earthenware; and by extension, a dish cooked in it—for example, tuna casserole.
- cellar.** the place where wine is stored; may or may not be below ground.
- chafing dish.** a two-part container and serving vessel for food; with a heat source beneath it; the upper compartment contains the food; the lower, boiling water.
- chef.** the person in charge of the kitchen or major department in the kitchen (for example, the sauce chef); other individuals are cooks.
- chef de rang.** the head station server in a classical restaurant team.
- china.** plates and cups of opaque material.
- clear.** to remove serviceware from tables when guests have finished.
- coaster.** a small flat dish of either permanent ware or single service ware on which bottles and glasses are placed.
- coffee whitener.** a non dairy product for coffee.
- commis.** an assistant server in the classical restaurant team.
- continental breakfast.** coffee, bread and butter and sometimes jam; often complimentary
- convenience foods.** processed or partially manufactured foods.
- cooler.** a bucket, fitted into a stand, to contain ice for cooling white and sparkling wines.
- cover.** the table place and table appointments of an individual guest; by extension, the guest himself or herself
- cradle.** a metal or wicker basket used for holding wine during decanting and sometimes for serving wine, usually used for red wines.
- creamer.** a container for cream, milk, or non-dairy coffee whitener.
- crockery.** refers to all opaque dishes or cups
- crumbing a table.** removing debris from a table during a meal, often using a special device, table crumbers or silent butlers or a clean napkin are often used.
- cutlery.** table knives, forks, spoons
- decanter.** a bottle like vessel for liquids with a stopper; meant to be used more than once, usually used for old wines.
- decanting.** pouring an old wine from its original bottle into a serving vessel, so that the sediment is left in the bottle and is not poured into the customer's glass.
- draught beer.** beer dispensed from kegs through piping and a faucet, as opposed to beer in bottles and cans.
- du jour.** literally, of the day, meaning a daily special, often soup du jour, or soup of the day, will be featured on menus.
- dumbwaiter.** a small elevator between two or more floors of a restaurant to transport trays and bus boxes, not staff.
- dummy waiter.** also known as side board



**dupe.** short for duplicate check.

**duplicate check.** a copy of the customer's original check used by servers to obtain food from the kitchen.

**european plan.** signifies that no food is included in the room rate (compared with american plan)

**expediter.** an individual who calls servers' orders to cooks in a kitchen and facilitates the gathering of orders for servers.

**family style.** a service concept in which platters of food are placed on the table and the guests help themselves to their own portions.

**fastfood.** a restaurant operation which relies on many transactions at low-check averages to make a profit.

**fingerbowl.** a bowl of warm water, with either perfume, lemon slice, or rose petals, served after finger-dirtying foods in some restaurants, or routinely at the end of the meal.

**flatware.** refers to all table utensils.

**food checker.** an individual in the kitchen who makes sure that the food on a server's tray matches the customer's check.

**fountain.** a piece of counter equipment containing ice cream freezers and carbonated water faucets; by extension, any restaurant featuring ice cream specialties.

**french service.** serving food from gueridons or wagons to guest plates in the dining room using a serving spoon and serving fork. often using rechauds to finish the food in the presence of the guests.

**freshen.** to heat baked goods; to remove staleness.

**garnish.** a supplemental food item added to a dish or a platter for visual appeal.

**goblet.** a footed water glass of at least 8 ounces.

**granulated sugar.** sugar in small particles.

**gratuities.** monies left by a guest for a server's services. also called "tips."

**griddleman.** the cook who prepares food on a heated flat metal plate called a griddle: usually items like eggs, hamburgers, pancakes.

**gueridon.** a serving cart or wagon, generally with a small built-in stove or a standing stove unit.

**half and half.** a mixture of cream and milk for coffee; contains less cream than coffee cream.

**highball.** a drink of spirits and either ginger ale, lemon soda, tonic, or plain soda over ice in a tall glass. also refers to a tall glass used for such drinks.

**inhaler.** a bell-shaped glass with a foot and stem, used for the service of brandies. also called *snifter*

**kitchenstub.** the part of a check used to transmit an order to the kitchen (compare duplicate check).

**layplate.** an elaborate plate placed in the center of each place setting to add interest to the table; removed after the soup course. also called a *show plate*.

**leaditem.** the food item on a menu (for example, *soup*) which is expected to sell best.

**linen.** refers to all table accessories made from cloth, whether they are



- actually linen (from flax) or some other material.
- linen box.** a standing container, not unlike a mail box, for receiving dirty linen from the dining room. often in the kitchen.
- liqueurs.** preparations of alcohol, sugar, and some flavoring, used in drink preparation and as after-dinner drinks.
- liquors.** alcoholic beverages containing at least two-fifths pure alcohol.
- liter.** a measure in the metric system equal to slightly more than a quart; by extension, a carafe with a flared mouth and narrow neck which contains a liter, more or less.
- livestock.** refers to salads, relishes, and the like set as a matter of course of tables.
- lounge.** a separate room in a restaurant operation that contains a bar and small tables, is devoted to selling alcoholic beverages, and may offer entertainment and/or light foods.
- lumpsugar.** or cube sugar. sugar which has been pressed into square or rectangular blocks for individual servings.
- microwaveoven.** an electronic oven based on heating via microwaves, usually about the size of a 21-inch television set, used for heating, defrosting, or reconstituting food and freshening baked goods.
- miseenplace.** literally, put in place; to get one's station ready. the french term for preparation or sidework; widely used.
- mixed drink.** an alcoholic beverage prepared by combining a liquor with wine, fruit juice, fruit, sugar, syrup, or the like; a cocktail.
- mixer.** ginger ale, lemon soda, cola, tonic, or plain soda used with alcoholic beverages.
- modified american plan.** indicates that breakfast and dinner are included in the room rate.
- monkey dish.** a bowl-like dish, about 3 inches across, used for single orders of vegetables. also called *nappy dish*
- napery.** refers to all table linen.
- neat.** refers to a beverage. served in a glass without ice or other accompaniment.
- non dairy creamer.** a white vegetable product used in coffee in place of milk or cream.
- on the rocks.** an alcoholic drink served over ice.
- overchip.** a plate chipped on the upper surface, visible to the customer.
- pantry.** an area between the kitchen and the dining room in which servers can keep supplies, make coffee, open wine, and prepare trays. or, the area of the kitchen devoted to cold items.
- parstock.** the number of items thought to be suitable inventory for normal business.
- passing.** transmitting a customer's order to the kitchen or preparation area or bar. "
- perishables.** items which need refrigeration but are often left unrefrigerated for limited periods. for example, milk and butter.
- pilsner glass.** a conical glass on a foot. usually used for beer.



- plate service.** a service concept in which food items are portioned by the cooks in the kitchen directly onto the customer's plate
- pony.** a small glass, on a stem and a foot, vaguely cylindrical, used for serving straight liquors, liqueurs, and brandies.
- pooling.** dividing all gratuities earned in a dining room among all floor personnel.
- portion control.** the standardization of individual customer orders to a definite size or weight.
- portion pack.** individually packaged servings of salt, pepper, condiments, salad dressings, and the like.
- reading the plates.** checking all the plates that will be used during a meal service for dirt and damage.
- rechaud.** a small stove used in the dining room for heating food or finishing the cooking of food tableside, in front of the guests; generally stands on a table or a cart.
- reconstitute.** to restore a frozen product to eating temperature; to add water to a dry product.
- rocks.** refers to ice cubes.
- runner.** a member of a dining room staff who shuttles between the kitchen and the floor or the kitchen and a buffet carrying food items.
- russian service.** a service concept which includes serving individual portions from large service platters using a serving fork and spoon; also carving of large roasts in the dining room, and serving individual portions from large service vessels kept in the dining room. also called *platter service*
- salver.** a round silver tray about 1 foot in diameter used for glasses, wine, drinks, and sometimes coffee; by extension, any small round tray of any material.
- service cloth.** a cloth used by a server to handle hot serviceware, to use in opening and pouring wines.
- service ware.** all the articles used in the dining room for holding, serving, or eating food or drink: china, glassware, flatware, and all disposable single-service items.
- short order.** an item that can be cooked quickly, and by extension, the person on the flattop who usually cooks those items, and/or the type of restaurant that features those items.
- sideboard.** a fitted wall cabinet which contains supplies needed during the meal service.
- side dish.** an accompaniment to a main dish; for example, potato salad or onion rings; seldom ordered as a separate course.
- sidework.** all duties assigned service personnel in addition to table service.
- silence pad.** a heavy cloth of felt or foam rubber placed under a tablecloth.
- single service.** serviceware of paper, plastic, or metal meant to be used once.
- smorgasbord.** a buffet featuring "scandinavian" items, generally including canned and pickled fish. also, a buffet restaurant that urges customers to eat as much as they want.
- sommelier.** a person specializing in wines-types, storage, service, and sale of wine. also called *wine steward*



**specials.** items introduced to a permanent a la carte menu on a daily or cyclical basis.

**splits.** small bottles, usually 6 to 8 ounces, of wine or nonalcoholic beverages.

**station.** the tables assigned to a single server or team of servers, bussers, captains.

**steward.** a wine steward or sommelier; also the individual in charge of the operations' inventory of foodstuffs and serviceware.

**stillroom.** a continental term for an area similar to the servers' pantry

**straight.** in referring to drinks, means undiluted.

**straightup.** in referring to mixed drinks, means served without ice, although usually made with ice and strained into the serving glass so as to chill the drink.

**strip a table.** remove everything from a table, including tablecloth and silence pad.

**supper club.** a restaurant specializing in service after 10 o'clock.

**supreme cup.** a glass or metal dish of two parts. the lower part allows for the placement of shaved ice for chilling foods; the upper part is where the food to be chilled is placed; for example, a seafood cocktail.

**sweet.** the continental term for dessert.

**sweetener.** a chemical substance other than sugar used by some guests in beverages to sweeten the beverage.

**tally sheet.** a record of a server's services.

**tips.** monies left for a server's services.

**tonic.** carbonated water flavored with quinine; a mixer often used with gin and vodka.

**trolley.** a continental term for wagon or gueridon, often left in the dining room with cakes or hors d'oeuvres.

**tulip.** a glass vaguely shaped like a tulip flower, with a long stem and small foot. usually used for wines.

**tumbler.** a cylindrical glass without a foot or stem often used for highballs, milk, sodas.

**turnover.** the "turning over" of a table, meaning to have one party leave and "turn over" the table to the next party. to serve two or more parties of customers during a meal period at a single table.

**twist.** a small piece of lemon peel, usually about one and one-half inches by one-quarter inch; twisted to release lemon oil into mixed drinks.

**underchip.** a plate chipped on the lower surface; the chip is invisible to the customer.

**underliner.** a plate used under another plate or glass for ease of handling, or to make the service more attractive.

**vintage.** a wine produced from the grapes of only one year; by extension, that year.

**wagon.** a rolling cart for the service of food (wagon service) generally, dining room rather than to individual stations