



# Učebné texty pre žiakov v predmete **„Odborná angličtina“**

Spracované pre potreby projektu „Cesta k modernej škole“, ktorý je realizovaný s podporou EÚ

Operačný program:	OP Vzdelávanie
Programové obdobie:	2007-2013
Prijímateľ:	Hotelová akadémia, Radničné námestie 1, Spišská Nová Ves
Názov projektu:	Cesta k modernej škole
Kód ITMS projektu:	26110130583
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## Ú V O D

Súčasný stav odborného školstva si vyžaduje zmenu celkovej koncepcie výchovno-vzdelávacieho procesu. Je potrebná koncepcia, ktorá odráža potreby národného hospodárstva, zaručuje flexibilitu absolventov, reaguje na potreby trhu práce a je popretkávaná myšlienkou spoločného európskeho domu. Trh práce v oblasti služieb cestovného ruchu očakáva absolventov, ktorí majú všeobecný prehľad, jazykové, odborné vedomosti, ovládajú prácu s počítačmi, ale najmä - dokážu aplikovať získané poznatky v praxi. To je základný predpoklad, aby sa mohli úspešne zaradiť do pracovného pomeru.

Problematika výučby cudzích jazykov odráža potrebu vytvorenia efektívnych podmienok pre celoživotné vzdelávanie, pričom základnou filozofiou reforiem v oblasti jazykovej politiky je podporovať vznik multikultúrnej európskej spoločnosti, čo predpokladá dosiahnutie komunikačných kompetencií minimálne v dvoch cudzích jazykoch. Všeobecným cieľom je zabezpečiť dosiahnutie komunikačnej úrovne B1/B2 podľa Spoločného európskeho referenčného rámca pre jazyky (ďalej len SERR) v prvom CJ a komunikačnú úroveň B1 podľa SERR v druhom CJ u všetkých žiakov edukačného systému v SR na konci strednej školy.

Predkladané **učebné odborné texty** sú spracované pre potreby projektu „Cesta k modernej škole“, ktorý je realizovaný s podporou ESF (kód ITMS: 26110130583).

Projekt "**Cesta k modernej škole**" a vytvorenie učebných textov na zvýšenie odbornej prípravy v anglickom jazyku zohľadní potreby žiakov vo vzdelávacom procese. Nadväzuje na dôležité štátne strategické dokumenty, akými sú napr. Koncepcia rozvoja výchovy a vzdelávania v SR na najbližších 15 - 20 rokov (projekt "MILENIUM). Súčasne napĺňa závery a odporúčania z Celoštátnej konferencie o odbornom vzdelávaní a príprave v SR, ktorá podporila tvorbu špecializovaných odborných učebných textov a posilnenie odbornej komunikácie v cudzích jazykoch.

Témy učebných textov boli vybrané z odborných predmetov, zaradených do učebných osnov študijného odboru **hotelová akadémia**. Boli spracované tak, aby sa stali motivačným prvkom v projektovom výchovnovzdelávacom procese. Súčasťou niektorých častí textov sú pracovné listy, projektové úlohy, zdokumentované fotografiami alebo video nahrávkami na priloženom CD a záverečný test. Tie slúžia ako spätná väzba pre učiteľa, ale aj samotného žiaka. Ak si žiak učivo osvojil, nebude mu robiť problém používať ho pri tvorbe projektov, a tak sa zdokonaľovať v odbornej problematike.

Chcem vysloviť presvedčenie, že tieto odborné učebné texty sa stanú rukoväťou pri odbornom vzdelávaní nielen počas projektu, ale nájdu si dlhodobé využitie vo výchovnovzdelávacom procese aj v budúcnosti.

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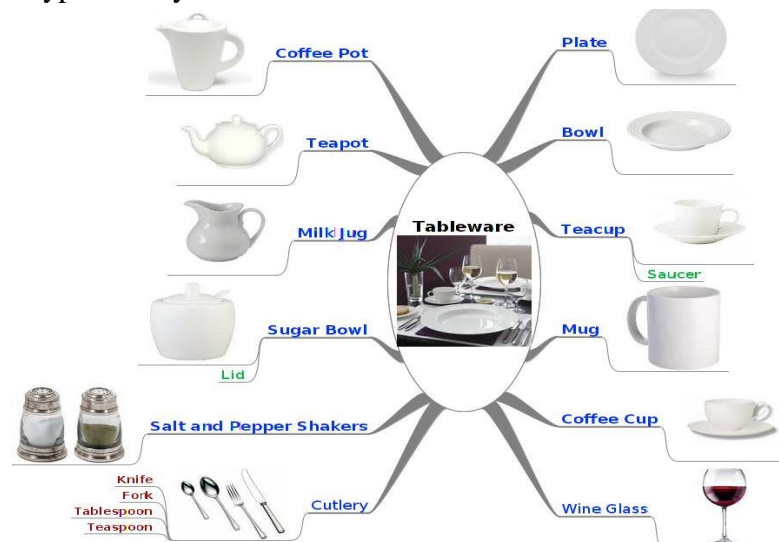
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# I. BASIC HOTEL/RESTAURANT EQUIPMENT

## TABLEWARE ( or silverware)

The equipment used in a restaurant depends on:

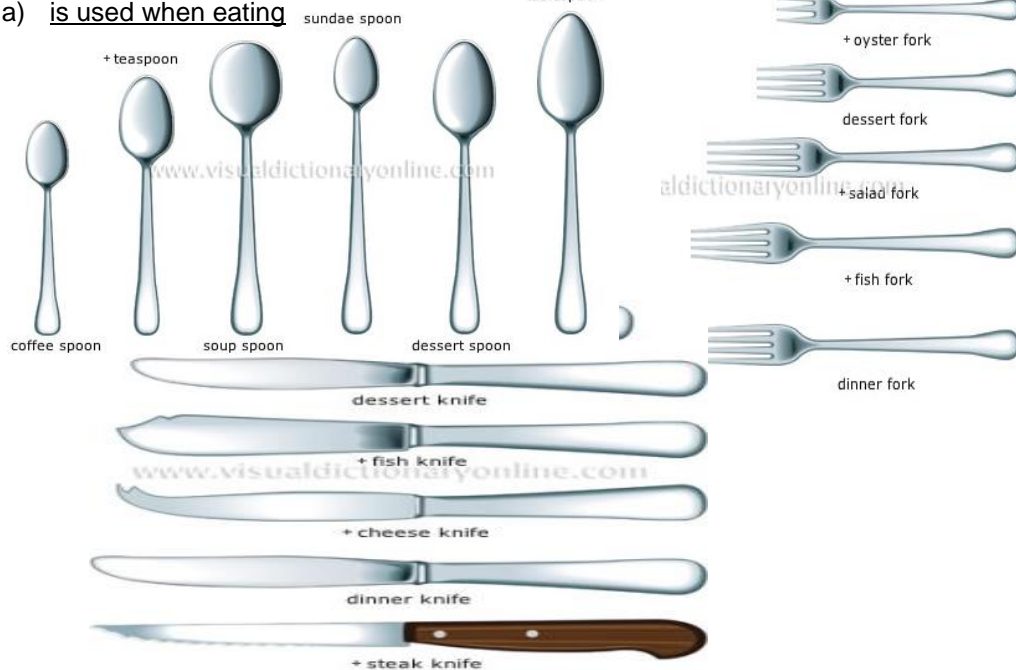
- the type and amount of business done
- the menu
- the type and style of service



Tableware can be basically divided into:

### 1. flatware (spoons, forks), cutlary (knives and other cutting equipment)

a) is used when eating



b) is used when transferring and serving guests ( e.g. soup, sauce ladle)



c) speciality items e.g.

serving tongs, spaghetti tongs, pastry tongs, asparagus tongs



ice cream coupe



grapes scissors



fingerbowl



salt and pepper mills

## 2. crockery (hollowware)

- plates (entree, soup, meat, fish, salad, dessert, bread and butter...)
- bowls (soup tureens, sauce boat, ...)
- cups (coffee, tea )
- jugs, pots



## 3. glasses – varies in shapes and sizes depending on what drink is to be served e.g. water, red wine, white wine, cocktail, martini glass, shot glass, wine glass, water or juice glass and champagne flutes, beer glass, etc.



water | brandy | white wine | burgundy | sparkling wine, red wine, beer, juice



cocktail, rocks, whisky, cordial, highball, short



**All the equipment** must be washed correctly, rinsed, well polished and dried before they are placed on the table.

## **OTHER TYPES OF EQUIPMENT**

### **Service equipment**

+ trays/platters for food service



+ dish warmer



+ ice bucket, wine cooler



+ opener, corkscrew



+ trolleys for transferring, serving food and cleaning



+ carving, cutting boards





## Additional table items

In most cases they are as follows :

- all cruets, salt/pepper shaker, mustard dish + spoon, oil/vinegar set, sugar basin



- table decorations – vases with flowers, candle sticks + candles, lamps



- table number, menu card, ashtray etc.

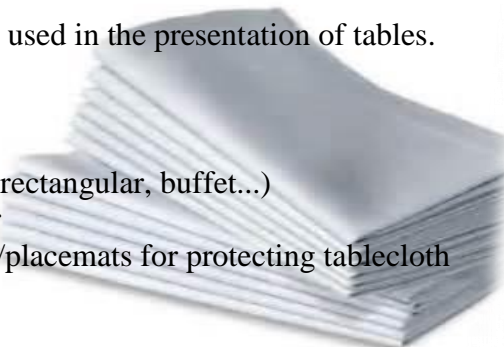


## Table linen

The linen is used to describe textile items used in the presentation of tables.

Table linens include:

- ❖ the tablecloth (square, rectangular, buffet...)
- ❖ the undercloth/silencer
- ❖ the slip cloth/top cloth/placemats for protecting tablecloth
- ❖ table runner
- ❖ the napkin



- ❖ chair cover
- ❖ the working cloth – service cloth  
dish towel



Tablecloth fabrics include linen, hemp, cotton, synthetic fiber of any combination of these.

White tablecloths and napkins are the most commonly used, although pastel colours may be used. It depends on the occasion and taste.

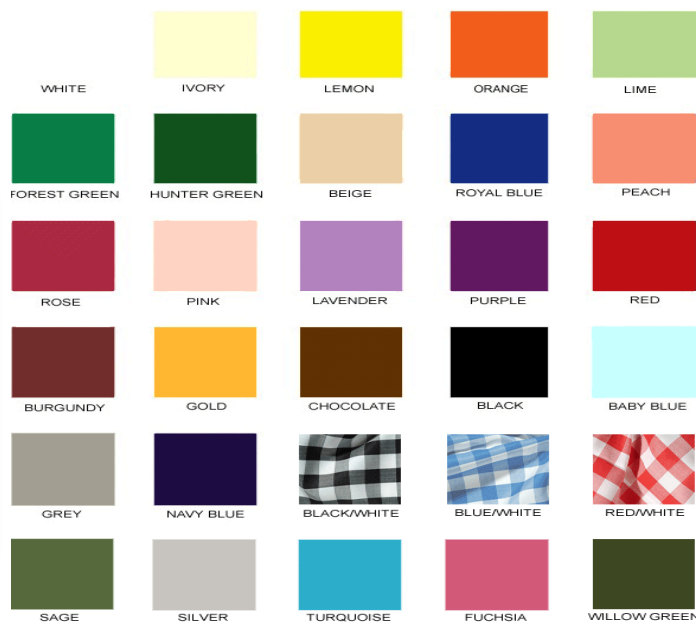


Table cloths should hang down the side of the table up to at least 30cm. For very formal and buffet tables, the cloth should hang almost to the ground. Table cloths should be well ironed and used without creases.

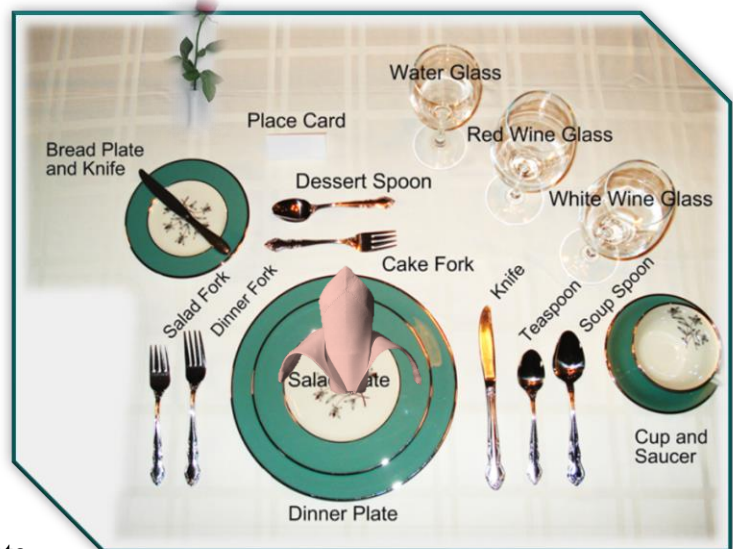
## II. TABLE SETTING

Table setting style is the focus of any party where food is served. Tableware and setting plan depends on the event or occasion and it can be as important as the food you serve. The practice of dictating the precise arrangement of tableware has varied across cultures and historical periods.

### The basic rules for laying the tables are given below:

- ❖ Table linen has to be laid properly. A white cloth is preferred but not mandatory.

- ❖ The service (cover, dinner) plate should be placed on the table first in the center of the place setting about 2-3 cm from the table edge. This plate is ornamental and is not used. If it is used, soup plate or bowl will be placed on top. It will be generally removed just before the main course.



- ❖ Knives (with blade facing inward) and spoons are placed to the right of the plate (about 2 cm), going from right to centre in order of use.
- ❖ Forks to the left of the plate, going from left to centre in order of use (salad, meat, fish). When eating formally, salads are generally served at the end of the meal.
- ❖ A dessert fork and/or spoon may be placed horizontally above the plate.
- ❖ A small bread plate (if any) is placed above the forks, and to the left of the service plate and butter knife on the right edge of it.
- ❖ Glasses are set placed above the plate to the right in order of use from left to right: water glass, red wine glass, white wine glass, champagne flute (if ordered) and are set in a diagonal, a triangle or a straight line (according to orders).
- ❖ The napkin is put on the service plate
- ❖ The table can be decorated with flowers, candles etc.

There are **two** standard basic **table settings** and this depends on whether the customer is choosing from an a la carte or table d'hôte menu. A **table d'hôte menu** is a fixed

price menu, with a set meal offering a number of courses. An **a la carte menu** offers a wide choice of individual dishes. Both can be formal or informal.

1. **The table d' hôte setting** (or *formal or full-course*) is used for prearranged meals - festive family dinners, holiday celebrations, weddings.
2. **The a la carte setting** (or *informal or casual*) is usually used in the restaurant.

### **The table d' hôte setting**

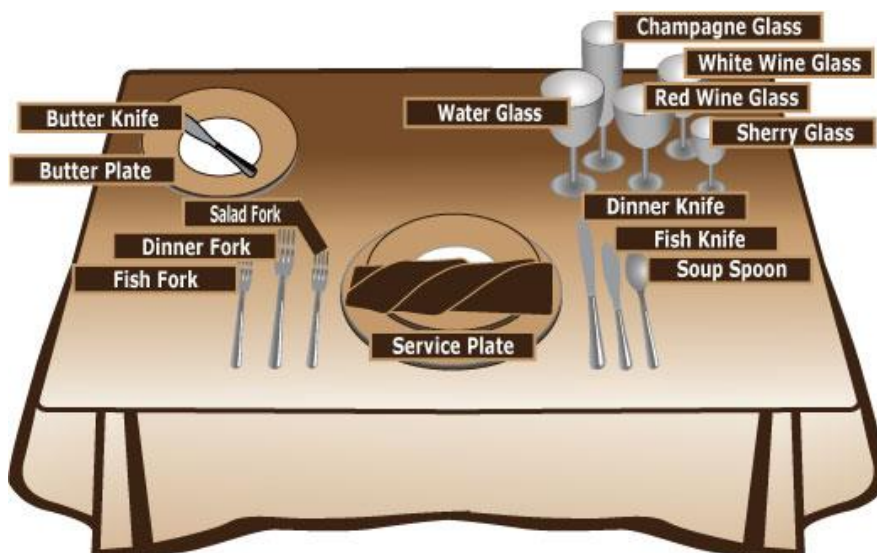
- requires the cutlery and flatware for the whole meal to be laid out before the first course is served.
- setting includes the place for each guest, and their crockery, tableware, glassware, cutlery and napkin.
- with table d'hôte, surplus tableware is removed after the customer has placed their order. This is called the **change cover**.

The reasons for this are:

- cutlery that is not required will only clutter the table
- removing the cutlery can act as a memory prompt as to what the customers have ordered
- portrays a professional image to the customer.



To avoid clutter, the general rule for any table setting is to include no more than three cutlery on either side of the dinner plate at a time. (But there can be some exceptions). The initial table setting for a typical formal meal should look something like this:



## *The a la carte setting*

is usually used in the restaurant.



- a traditional *a la carte setting* includes, (side plate and knife), cover plate with napkin, table knife and fork and a water or wine glass
  - with an *a la carte* cover the cutlery, flatware **and** crockery for each course are laid just before each course is served
  - The cutlery is laid in the order the guest eats courses from the outside in.

Here are some examples of alternatives to the traditional settings:

1. Side plate, knife and large decorative cover plate only
2. Traditional table knife and fork
3. Choice of glasses (water, wine)



### **Traditional a la carte setting in Slovakia**

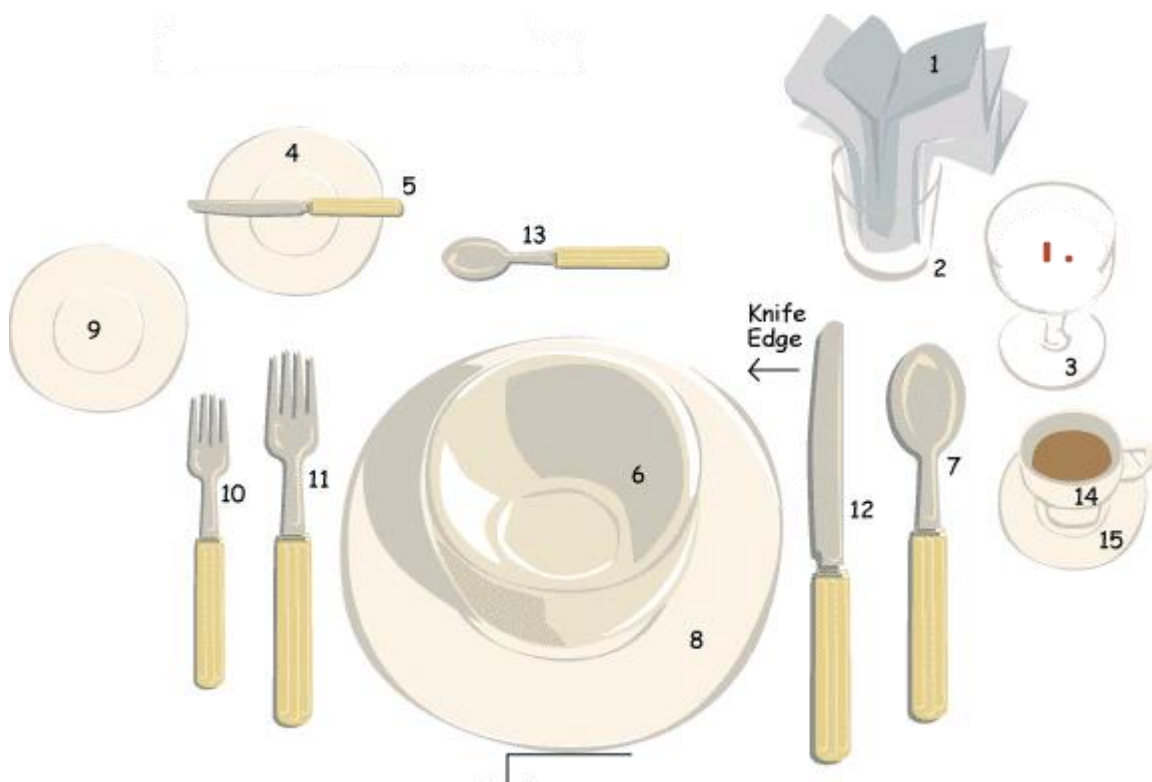
- Place the cover plate in the center of the cover about two - three cm from the edge of the table. Put soup plate on it.
- Place the fork to the left of the dinner plate and the napkin to the left of the fork. Place the dinner knife to the right of the plate with the blade facing the dinner plate and the dinner spoon to the right of the knife.



- Water glass is placed at the tip of the table knife. Any other glass used apart from the water glass should be placed to the right of the water glass and slightly below it.
- Decorate the table (e. g.) with flowers, candles...

**Try to answer these questions yourself:**

1. With which cover is the cutlery, flatware and crockery for each course laid just before each course is served?
2. With which cover is surplus tableware removed after the customer has placed their order?
3. Name the type of setting, describe it and name all the equipment



### III. MENU CARDS

**Menu** is a list of dishes available at a restaurant or to be served at a meal. Menus are one of the most important items in a restaurant and they are the link between restaurant and kitchen. They are also a link between the customer and restaurant. They must be checked prior to service to ensure that:



- the correct type and number of service items are prepared
- the appropriate accompaniments can be prepared
- the menu is correct one on offer for that day
- they are clean and presentable with no misleading information
- there are enough for that day's service

### MENU TYPES

There are two (basic) different types of menus which are differentiated by the manner in which they are served and priced.

#### A La Carte Menu



An “A La Carte Menu”, is a multiple choice menu; a menu offering choices in each course and where each item is individually priced, from which a guest can choose.

**Table D'hôte Menu**  
A Table d'hôte menu is a fixed price menu offering some limited choices in each course. It usually includes three or five courses meal available at a fixed price.

Table d'hôte menus are often used for business lunches or festive occasions.



#### Some other menu types Set Menu/Function Menu



A set menu, as the name suggests, offers set items (one for each course) and is used to show what there is for a meal rather than giving a choice. Set menus are usually used for weddings and banquets.



„Moderné vzdelávanie pre vedomostnú spoločnosť/Projekt je spolufinancová



## Menu of the day

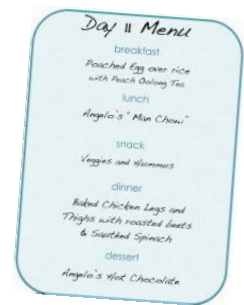
This menu offers choices available for a particular day only. It is often used in addition to a pre-printed "à la carte menu", thus allowing the chef to offer list of "specials" or variations.

## Kids menu

A menu made especially for children offering dishes that appeal to them or smaller portions.



Most menus are divided into sections.



## A standard menu consists of:

1. Starters/Cold hors d'oeuvres
2. Soups
3. Fish or Entree/Warm hors d'oeuvre
4. Main course
5. Sweets/Desserts/Fruits
6. Warm beverages (coffee, tea...)
7. Liqueurs /Digestifs

The following necessary information must be shown in the menu:

- name of the establishment
- menu type
- meals order
- food weight
- price of dishes
- amount of bread and condiments
- expiration date
- the manager's name
- the chef's name
- address and phone number of the establishment
- reservation system
- operating hours



## DRINK/BEVERAGE MENU

Drink menu of a restaurant contains information about offered drinks with rates in different categories and price details of each drink; design of menu, colour scheme, used graphics are also very important.



### A standard beverage menu consists of:

1. Aperitifs
2. Wine - white
  - rose
  - red
  - dessert/sweet
  - spicy
  - sparkling(fizzy)
3. Spirits/liquors – whisky, cognac, brandy
4. Mixed drinks – cocktails, coblars, flippy,.
5. Non-alcoholic drinks – mineral water, juice, lemonade...
6. Beer – bottled, draught,tinned
7. Warm beverages – coffees, teas...

# Pracovní list

Questions:

- How many types for menu do you know?
- What is the difference between an à la carte menu and a set menu?
- What is the characteristics of a table d'hôte menu?

Poultry Entrees		Sandwiches		Salads	
Chicken Breast choice of: Piccata Teriyaki Lemon Parmesan Caribbean Grilled	\$ 4.50	Award Winning Cuban Sandwich	\$ 6.00	Broccoli Salad	\$ 2.95
Baked Italian Chicken	\$ 3.75	Deli Sandwiches <i>Served on assorted breads with lettuce, tomato, and pickles</i>	\$ 6.25	Caesar Salad	\$ 2.25
BBQ Chicken Quarters	\$ 3.75	Ham & Swiss	Roasted Turkey Breast	Carol's Italian Marinated Salad	\$ 2.95
Arroz con Pollo	\$ 3.75	Tender Roast Beef	Chicken Salad	Creamy Coleslaw	\$ 1.50
Spanish Chicken & Yellow Rice off the bone		Egg Salad	Tuna Salad	Fresh Fruit Salad	\$ 2.95
Stuffed Chicken*	\$ 5.50			Garden Salad	\$ 2.25
Athens, Sicilian, Tuscany, or Cordon Bleu		Deli Sandwich Platter (3/4 pp)	\$ 4.75	Greek Salad	\$ 2.50
Roast Turkey with Gravy	\$ 4.75	Sliced Meat Tray <i>Assorted meats &amp; cheeses, served with fresh deli breads and condiments on the side</i>	\$ 6.75	Greek Salad with Potato Salad	\$ 3.00
<b>Beef Entrees</b>		<b>Mini Croissant Sandwiches</b> <i>(Minimum of 12 of each type)</i>		House Tossed Salad	\$ 2.25
Beef Tips with Mushrooms	\$ 4.95	Turkey with Smoked Gouda	\$ 3.00	Mediterranean Orzo Salad	\$ 2.95
Beef Stroganoff with egg noodles*	\$ 4.95	Chicken Salad or Tuna Salad	\$ 2.25	Pesto Pasta Salad	\$ 2.00
Steak Milanese*	\$ 4.75	Tenderloin with horseradish cream	\$ 3.25	Potato Salad	\$ 1.50
Filet Salteado*	\$ 8.75	<b>Mini Gourmet Sandwiches</b> <i>On fresh Artisan Rolls</i>		Spinach Salad	\$ 2.75
Meatloaf with Gravy*	\$ 3.75	Fresh Mozzarella, Tomato, & Pesto	\$ 3.00	Tri-Colored Pasta Salad	\$ 1.50
Picadillo	\$ 3.50	Chicken Cranberry Salad		<b>Side Dishes</b>	
<b>Pork &amp; Ham Entrees</b>		Tenderloin with gorgonzola spread		Garlic Smashed Potatoes	\$ 1.75
Baked Ham with a Pineapple Glaze	\$ 4.00	<b>Hot Sandwiches</b> <i>Served on fresh Kaiser rolls</i>		Twice Baked Potato with cheese	\$ 2.25
Roast Pork* <i>Spanish style</i>	\$ 3.75	BBQ Beef, Pork, or Chopped Chicken	\$ 3.75	Mashed Potatoes with gravy	\$ 1.50
<b>Pasta Entrees</b>		Grilled Chicken Breast	\$ 4.95	Parslied Potatoes	\$ 1.95
Manicotti with meat or spinach	\$ 4.50	<b>Specialty Sandwiches</b>		Buttered Noodles	\$ 1.25
Baked Ziti with meat	\$ 3.95	Roast Beef with a basil ricotta spread	\$ 6.95	Penne Alifredo	\$ 2.50
Pasta Primavera	\$ 3.75	Roasted Vegetables		Penne with Red Sauce	\$ 2.00
Penne Italiano	\$ 4.50	Mediterranean Chii		Rice Pilaf or Long Grain & Wild	\$ 1.25
<i>with artichokes, sundried tomatoes, &amp; herbs</i>		Gourmet Wraps		Yellow Rice or White Rice	\$ 1.00
Pasta Mimi <i>with grilled chicken, vegetables, &amp; Alfredo sauce</i>	\$ 5.25	Turkey		Pecan Stuffing	\$ 1.50
<b>By The Pan</b>		Roast Beef, Caramelized		Combread Stuffing	\$ 1.25
<b>Half Pan</b>					\$ 1.50
Lasagna (Meat)	\$ 38.00				\$ 1.50
Lasagna (Vegetable)	\$ 38.00				\$ 1.25
<i>Serves 8-12</i>					\$ 1.50
<i>Serves 10-15</i>					\$ 1.25
Baked Ziti	\$ 40.00				\$ 1.50
<i>Serves 10-15</i>					\$ 1.25
Arroz con Pollo	\$ 40.00				\$ 1.50
<i>Serves 10-15</i>					\$ 1.25
Black Beans	\$ 25.00				\$ 1.50
<i>Serves 18-22</i>					\$ 1.25
Yellow Rice	\$ 25.00				\$ 1.50
<i>Serves 18-22</i>					\$ 1.25
House Salad	\$ 25.00				\$ 1.50
<i>Serves 10-12</i>					\$ 1.25



## Dinner Table D'Hôte



**First courses**

Gâteau of smoked fish, green salad and garlic dressing  
 Thai fishcake with lobster mayonnaise  
 Caramelised belly pork, cashew nuts and oriental noodles  
 Wild mushroom parcel with parmesan and truffle oil

**Main courses**

Roasted Monkfish with saffron risotto  
 Six hour braised lamb shank with mint pesto  
 Grilled filet of beef with black pudding  
 Tarte of roasted tomatoes, mozzarella and olive tapenade

*Served with a selection of freshly cooked vegetables*

**Dessert**

Special chocolate brownie  
 Lemon crème brûlée with brandy snaps  
 Selection of farmhouse cheeses with fruit and celery

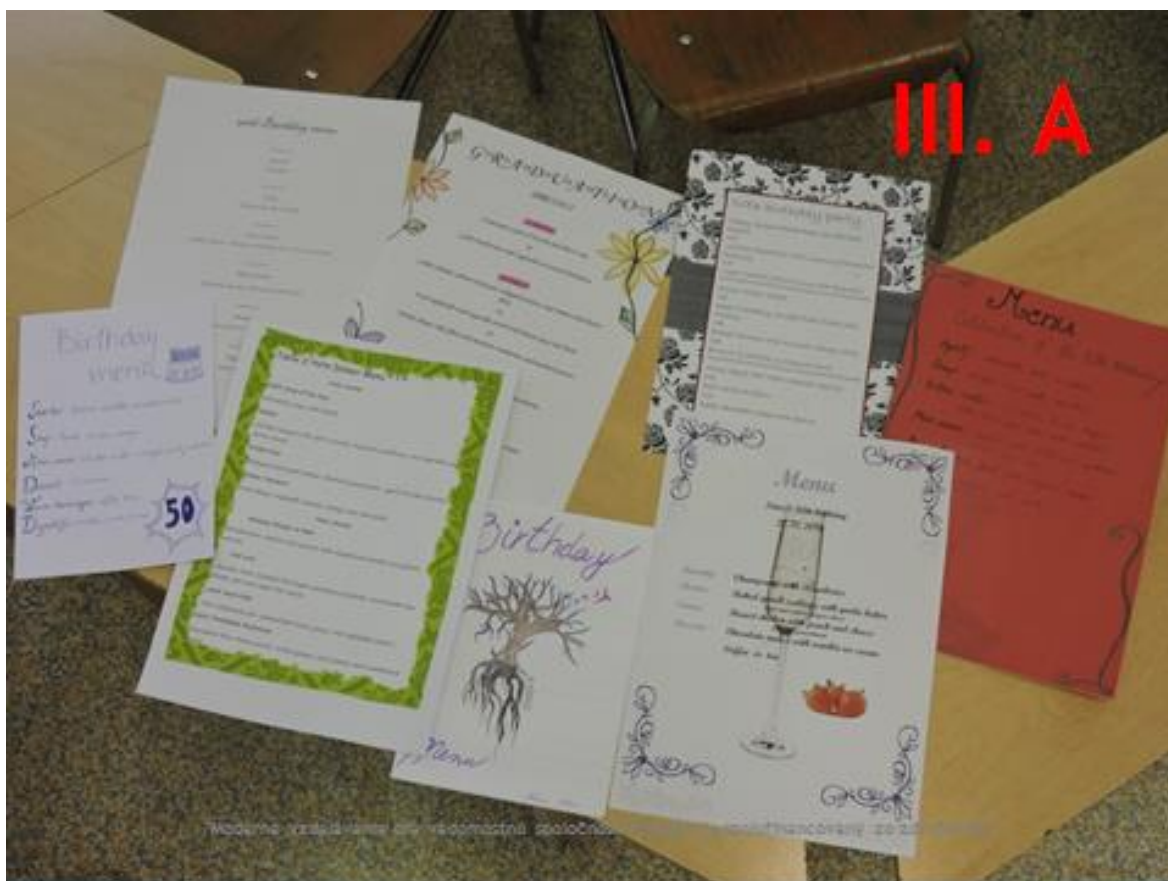


Coffee and mints



**Set price £22.50 per person**

- Create a menu card to celebrate the 50th birthday, graduation party or any other occasion.









## IV. BEVERAGE SERVICE

A combination of alcoholic and non-alcoholic drinks should be served in accordance with each course, and may include spring water, coffee, beer, wine and spirits.

### *Some general rules of serving beverages:*

- Serve beverages in the correct glass to maximize their flavour and appearance.
- Serve each guest from his or her right side and proceed around the table in order of seating arrangement.
- Remove glasses from the table only when they are empty. Water and wine glasses should be refilled at the table without touching the glass
- If refilling a glass of beer or a cocktail, remove the empty glass and present the guest with a fresh beverage.



**An apéritif** is not only a drink, but a social occasion, created for shouts of “Cheers!” It is a small alcoholic beverage usually served **before a meal** to stimulate the appetite, and is therefore usually dry, rather than sweet. Common choices for an apéritif are dry vermouth; champagne; gin; raki; or other styles of dry sherry and any still, dry, light white wine.

Aperitifs should be served to the guest at the time that the menu is presented.

**A digestif** is an alcoholic beverage served **after a meal**, in theory to aid digestion, it means most digestifs are designed to settle the stomach after a fatty meal. Common kinds of digestif include: brandy, calvados, liqueurs bitter or sweet, distilled liquors (ouzo, tequila, whisky), digestive bitters becherovka, fernet, slivovitz.



**Mixed drinks** can be served before and after meals.



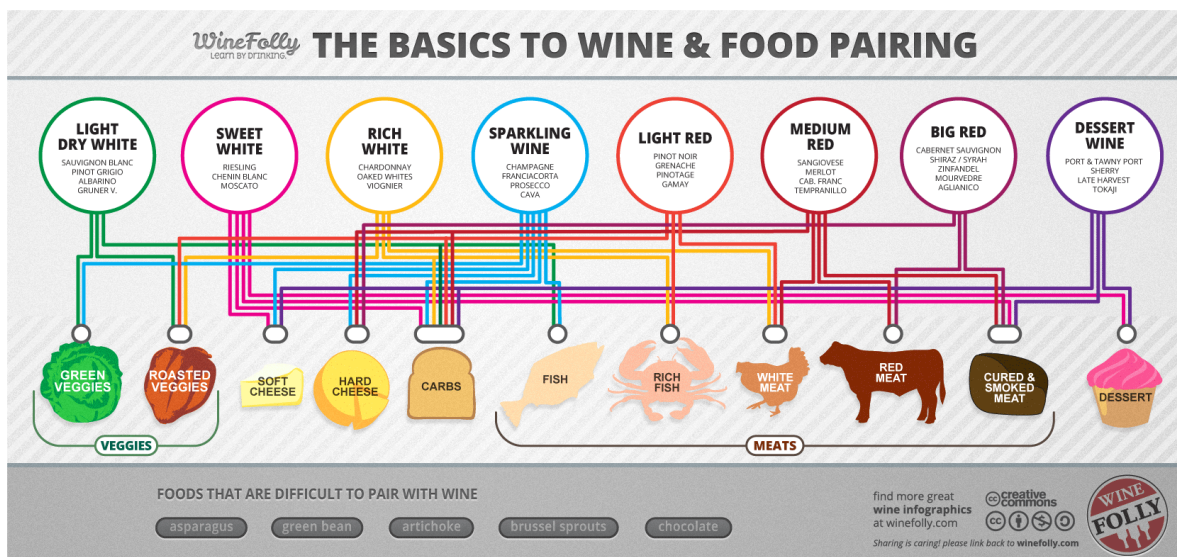
## PRESENTING AND SERVING WINE

After the food orders, the sommelier presents the menu (wine list). If the guest cannot decide which wine to choose, the sommelier can then suggest a suitable wine for the food and its price.

Types of wines are distinguished :

- by colour – red, white, rose
- by their sparkling or still quality
- how sweet or dry they are
- they can be light, medium, full-bodied





- Server must present wine to the guest with label forward to ensure it is what they ordered.
- Open the bottle of wine in front of the guest.



- Pour a small amount of wine for the person who ordered the wine to sample and confirm satisfaction.
- Continue serving other guests, ladies first.

- Red wine must be served at room temperature.

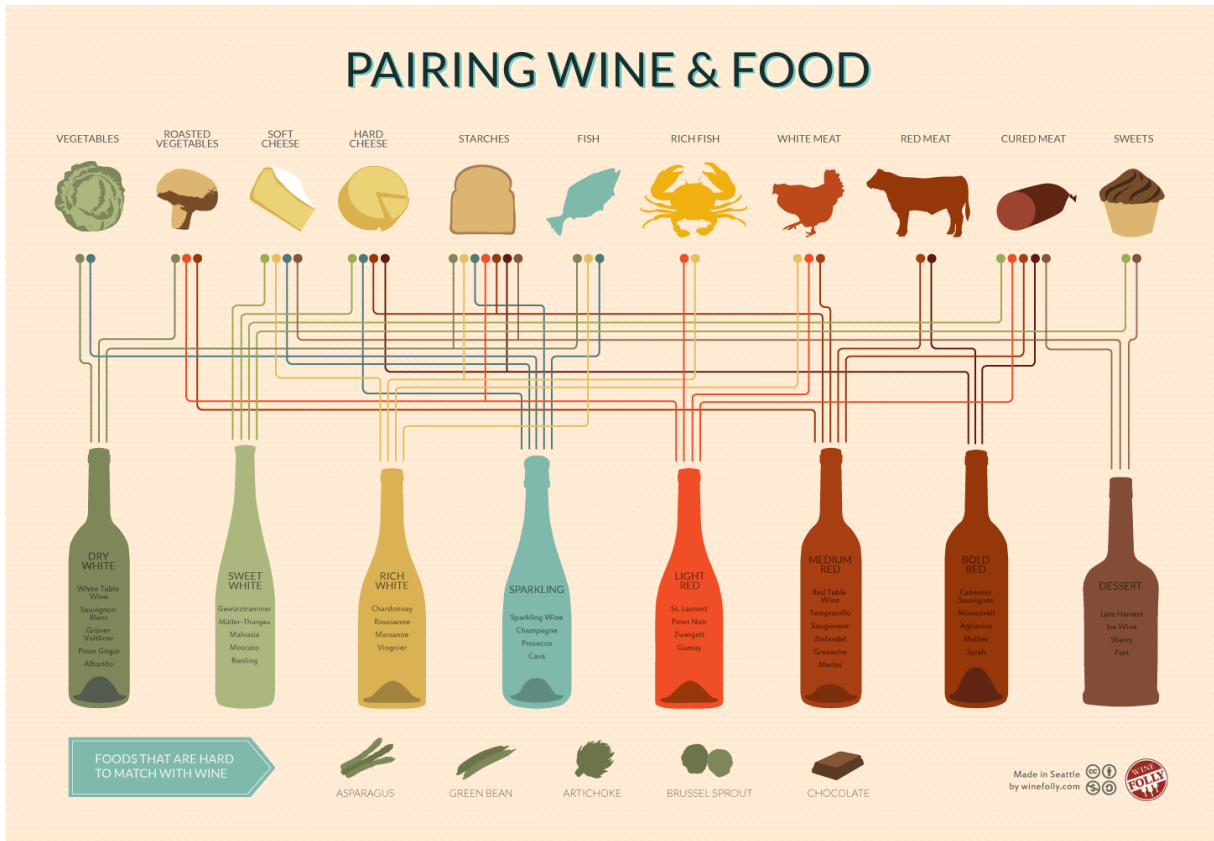


- White wine are usually served at temperature about 10°C – 13°C, it must be kept on ice after serving in bucket, by tying a napkin around upper part of bottle.
- Top off the glass as required.  
Handle glassware by stem at all times.

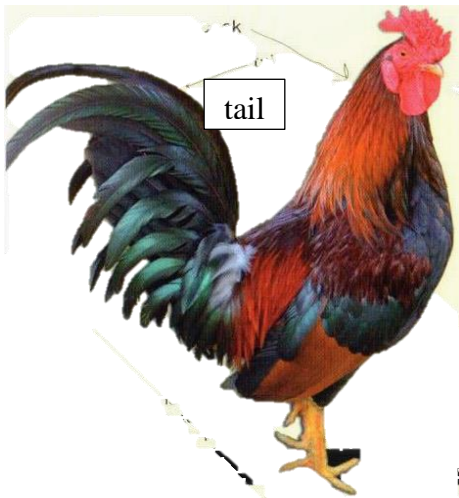


- Offer additional glasses or bottle when finished.





## V. MIXED DRINKS/COCKTAILS



A *mixed drink* is an alcoholic beverage of two or more ingredients. Typically, a base *spirit* is combined with other distilled beverages such as *gin*, *brandy*, *vodka*, *whiskey*, *tequila*, *rum*, *mixers* (such a *soda or fruit juice*), *sweeteners* (*syrops*), *juices* and *water*.

Additional ingredients may be sugar, honey, milk, cream, and various herbs.

Cocktails contain one or more types of liqueur, *juice*, *fruit*, *sauce*, *honey*, *milk or cream*, *spices* (*salt*, *white pepper*, *nutmeg*, *cloves*), *or other flavorings* (*Angostura bitter*, *Tabasco sauce*, *Worcester sauce*)

The term Mixed Drink can also refer more specifically to tall or short drinks with a spirit and mixer served over ice.

Most types of mixed drinks today are called *cocktails*.

### Tools and equipment

#### Glasses





## Kinds and preparation of mixed drinks/coctails

Mixed drinks come in a wide variety of shapes and sizes, and they may be either alcoholic or non-alcoholic.

### *Short drinks*

Short drinks are small drinks with a high alcohol content served in 12 or 15 cl glasses.



Blue Margarita

Daiquiri



### Margarita

- 1 jigger tequila
- 2 teaspoons lime juice
- 2 teaspoons triple sec or Cointreau
- Salt

Rub rim of saucer champagne glass first with lime wedge, then dip in salt; shake tequila, lime juice, and triple sec or Cointreau well with ice and strain into glass.



### *Long drinks*

Long drinks are served in 35 cl glasses or highball glasses. The spirits are mixed with syrup, fruit juice, soda water or tonic. They contain less alcohol and are more thirst-quenching than short drinks.



### Bloody Mary recipe

#### Ingredients:

- 1 oz Vodka
- 3 oz tomato juice
- 2 red hot sauce
- 2 green hot sauce
- 1 dash Worcestershire sauce
- 0.5 oz lemon juice
- 1 pinch salt
- 1 pinch peppers
- 1 stalk celery



## Instructions

- Add vodka, tomato juice, red hot sauce, green hot sauce, worchester sauce, lemon juice, pinch of salt, pinch of pepper.
- Pour back and forth between two mixing glasses.
- Strain into an ice-filled highball glass.
- Garnish with celery stalk.



Manhattan is made with Canadian whisky, sweet vermouth, bitters, and a cherry.



## *After-dinner drinks*

After-dinner drinks are served in tall glasses. They are digestive liqueurs served after meals.

### **Brandy Alexander** recipe

Ingredients:

- 1 ounce brandy
- 1 ounce dark creme de cacao
- 1 ounce cream
- ground nutmeg for garnish



In a shaker half-filled with ice cubes, combine the brandy, creme de cacao, and half-and-half. Shake well. Strain into a cocktail glass and garnish with the nutmeg.

Or

- 1 1/2 oz brandy
- 1 oz chocolate flavored liqueur
- 1 oz a simple mixture of milk and cream in equal parts
- 1/4 tsp grated nutmeg

In a shaker, add ice and all of the ingredients above except for the nutmeg. Shake and strain your cocktail into a martini glass. Sprinkle the nutmeg.

## **Garnishes**

When preparing cocktails certain rules should be followed. The same ones should be given to their presentation.

While certain cocktails call for specific garnishes, most of them can be decorated according to the bartender's imagination and inspiration.

### ***To frost the glasses***

Dip the rims of the glasses in lemon juice or sugar syrup and press the rims into a bowl of sugar or salt. If you want to frost glasses with cocoa, coffee or coconut, replace the syrup with a beaten egg white.



### ***Grated chocolate***



Grate a chilled bar of chocolate with a potato peeler or cocoa powder may be sprinkled over the drink.



### ***Fruit***

Sliced in quarters or whole hook individual fruit or mixed fruit on the rim of the glass.

### ***Fancy ice cubes***

Place small pieces of fruit or vegetables in ice cube trays, add water and freeze. Coloured ware can be used.



Remember!!! A cocktail should be served immediately, so be sure to prepare garnishes before you start.

## VI. RESTAURANT SERVICE STAFF

In the restaurant, *service staff* are responsible for the guest's satisfaction. The size and responsibilities of service staff depend on the size and nature of the restaurant itself. *A general organizational scheme* is as follows:



**Restaurant manager**



**Maitre d'hôtel /  
Captain**



**Wine steward  
(Sommelier)**



**Head waiter**



**Bartender**



**Waiter/waitress**

### Restaurant manager



is in charge of the restaurant and its operation. His (her) daily work includes financial administration, the employment and training of staff, and discussion of both menu and prices with the chef. The manager also negotiates with companies that deal with the restaurant, such as food suppliers. He is not actually a member of the service staff, but he supervises the captain.



### **Captain/Maitre d'hôtel**

is responsible for all service staff.

He/she welcomes the guests, shows them to their tables, and takes orders. He takes extra care of the customers, and when necessary carves or flambés, works as a mediator between service and kitchen staff to maintain good relations and deals with complaints, controls the positioning of the staff and oversees their performance.



### **Wine steward/Sommelier**



is in charge of all wine-related services in the dining room.

He takes orders at the guests' tables and oversees the stocking of the Wine cellar.



### **Head waiter**

is usually responsible for serving the guests. A restaurant can have more than one head waiter, with each in charge of two or three tables only. Usually he performs the carving and flambéing.



### **Bartender**

is responsible for the mixing and serving of cocktails, apéritifs and liqueurs.



### **Waiter**

assists the head waiter by going back and forth between the kitchen and dining room, bringing out the ordered meals and taking away finished meals.

Staff members should be neat, their nails should be kept short, shoes should be polished, shouldn't wear perfume, or showy accessories. Their hairstyle, makeup, nail polish must be conservative. Service staff carry a large serving napkin, order pad, waiter's knife. They must be positive, always keep smiling, serve guests with sincerity and politeness.



## VII. TYPES OF FOOD SERVICE

There is a variety of food service; the type used in any establishment will depend on a number of factors:

- the policy of the establishment
- the type, size and site of the establishment
- the time available
- the type and number of customers
- the type of menu and its cost

For most types of food service customers are seated at a laid table and served by one or a combination of the following service methods.

### Service methods:

- ✚ Silver/English
- ✚ French/Butler
- ✚ American/Plate
- ✚ Russian
- ✚ Family
- ✚ Buffet
- ✚ Gueridon

### *Silver (English) service*

This usually includes serving food at the table. It is a technique of transferring food from a service dish/platter or flat to the guest's plate from the left.

It is performed by a waiter usually using service fork and spoon, although occasionally two forks, two fish knives or some other type of specialist service equipment. This technique requires much practice.

It is almost always used, e.g., for a banquet, in many top class hotels, restaurants and cruise liners.

Waiter is holding platter in the left hand serving from the left side of the customer, using a fork and spoon.



## *French (Butler) Service*



A very exclusive and personalised service in which emphasis is on the presentation of the food as much as is on the quality and taste. The food is individually presented on dishes, platters or flats to each customers by staff for customers and they help themselves from a serving plate held by the waiter(butler)or can be placed directly on the table.

It requires highly skilled staff and is found in luxury dining establishments.

Waiter is holding platter in his left arm or putting platters on the table so the customer can help themselves. Always presenting platter first. Waiter always serving from the left side of the customer.



## *Plate/American*



This type of service is found in a wide variety of catering establishments and is probably the most common style of food service. Food is pre-plated in the kitchen and served to customers, sometimes under cloche/plate covers which are removed in front of the guests. The advantages of this

type of service include the maintenance of food presentation and portions, and the possibility of a faster turnover of customers.

Waiter is always serving from the right side of the customer. Dishes are prepared and decorated in the kitchen and then served. Appetizers, soups, main course and desert.



## *Russian Service*

It is a manner of dining that involves courses being brought to the table sequentially. The table is laid with food and the customers help themselves.



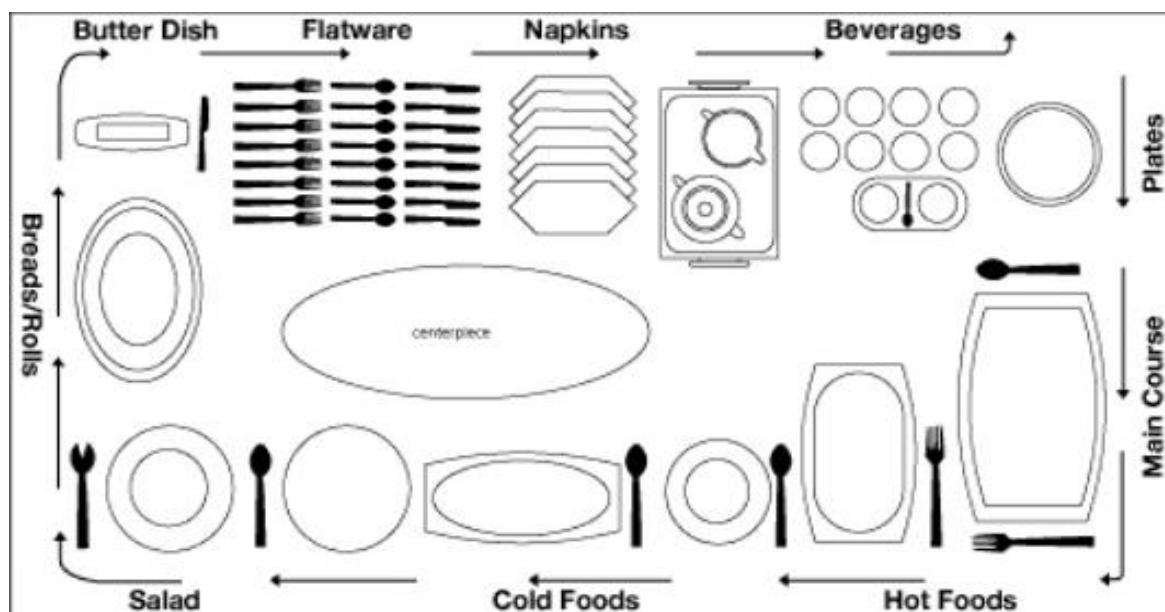
## *Family service*

Main courses are plated with dishes of vegetables placed on the table for customers to help themselves; e.g. ethnic restaurants.



## *Buffet service*

In the buffet style is all of the food available, at the correct temperature, in a serving space other than the dining table, and guests commute there to be served or sometimes to serve themselves, and then carry their plate back to the table. Tableware and napkins may be conveniently located on the buffet table for the guests to pick up with their meals. Buffets vary from the very informal to the rather formal setting of a wedding reception, for example. The buffet format is preferred in occasions where a very large number of guests are to be accommodated efficiently by a small number of service personnel.



## *Gueridon*

Gueridon service is a form of food service provided by restaurants to their customers. Generally foods are precooked in kitchen and then waiter does the final work in direct view of the guests, using a "gueridon". This type of service includes preparing food (salads, main dishes or desserts). The waiter has to carry out such procedures as filleting, carving, flambéing and cooking speciality at the table. Special equipment and tableware are required on the trolley for ease of operation.

It is the most advanced form and demands dexterity and skill on the part of the waiter who in turn must have good organizational ability. Gueridon Service needs high skill, great knowledge, pure concentration and years of experience.



First, the waiter shows the customer the meal. Waiter is using two hands. Plating the plates and serving them from the right of the customer.

A gueridon typically consists of a trolley that is equipped to prepare, cook and serve food. There is a gas hob, chopping board, cutlery drawer, cold store (depending on the trolley type) and general working area.



## VIII. ATTRACTIVE SERVICE TECHNIQUES

Guests should eat the food when it is at its best. It is important that the service provided allow the guests to enjoy their food to the fullest. The service must be visually pleasing, and a most impressive effect is achieved by serving methods involving *carving* and *flambéing*.

### CARVING

- Prepare the equipment needed – carving board, serving spoon, fork, boning knife
- When carving food, speed is extremely important
- A dish (whole ham or leg of lamb, beef rib roast, pork loin, goose, turkey, chicken and other poultry) is first presented to the guests
- Consider the number of servings needed and the quantity of each serving
- Arrange equal amounts of meat from the various parts on each plate



### Carving a chicken

After you roast a chicken, you need to carve it. Carving simply means to cut the chicken into smaller pieces.

1. Lift the chicken with the serving spoon and fork. Place it, breast side up, on a carving board.



2. Holding chicken with carving fork, cut between leg and breast through the thigh joint to remove entire leg.



3. Cut through joint to separate thigh and drumstick.

4. Cut through joint to remove wing from breast.

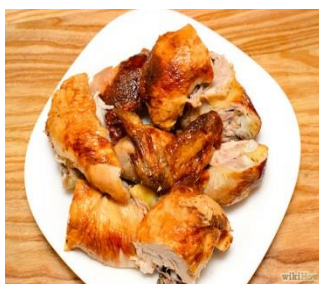


5. Slice along sides of breastbone to remove breast. If you want smaller pieces, slice it crosswise, either in half or into thin slices.



(Always repeat the process for the other side of the chicken.)

6. Arrange the carved chicken in an aesthetically pleasing manner on a plate and serve.



### FLAMBÉING

Flambé means to ignite foods that have liquor or liqueur with a high alcohol content (usually brandy, cognac, or rum) added. This is done for a dramatic effect. The beauty of the flames and rich aroma of the spirit add to the atmosphere at the table. The aroma and flavour are also absorbed by the food, enhancing its taste.

- Prepare the equipment needed (dish warmer, pan, serving spoon, fork, matches or lighter)
- Preheat the pan that contains the foods
- Remove the pan from the heat before pouring in the spirit

***Bananas Foster*** is a dessert made from bananas and vanilla ice cream, with a sauce made from butter, brown sugar, cinnamon, dark rum, and banana liqueur. The butter, sugar and bananas are cooked, and then alcohol is added and ignited with a match or a lighter. The bananas and sauce are then served over the ice cream. Preparation of the dish is often made into a tableside performance as a flambé.



To make the dark sauce, we melt a 1/2 stick of butter, 1/2 cup brown sugar and 1/2 tsp cinnamon.



Add in the halved lengthwise bananas and cook until brown, then turn them over using the serving spoon and fork.



To flambé, we add in the alcohol: we poured in 1/4 cup dark rum and 1/4 cup Grand Marnier (in replacement of the banana liqueur). The alcohol creates a burst of flames to the pan.



When the flames subside, the bananas are ready to be plated with a scoop of vanilla ice cream. The incorporation of the sweet sauce, warm bananas, and cold ice cream really distinguishes this dish.



## IX. USEFUL PHRASES

### At the restaurant

reserving a table, seating guests, taking an order,  
serving guests, presenting the bill, complaints, apologies

#### 1) The waiter

Do you have a reservation?

What can I do for you?

Can I help you?

Can I take your coat?

Have you booked a table?

How many are you?

Would you follow me, please?

Here is the menu

Are you ready to order?

Can I take your order, sir/madam?

Have you already ordered?

What would you like to have?

What would you like to start with?

What would you like to drink?

What would you like for dessert?

How would you like your steak? (rare, medium, well done)

Do you want a salad with it?

What kind of dressing?

Anything else, sir/madam?

Anything to drink?

Would you like something to drink before your meal?

Do you want a dessert?

The burgers are very good.

Sorry, the hamburgers are off.

Is everything all right?

Here is your soup. (...)

Enjoy your meal!

Did you enjoy your meal?

Is everything all right?

Are you paying together?

May I show you to a table?

If you wait, there'll be a table for you free in a minute

Do you want vegetables with it?

Why don't you try the pizza?

It'll take about 20 minutes.

Are you paying together?

Here is your change, sir/madam.

I hope everything was all right.

We are very sorry, it won't happen again.





## 2) The guest

A table for two, please.  
 I would like to reserve a table for two.  
 May we sit at this table?  
 The menu, please.  
 Can I see the menu, please?  
 What's on the menu?  
 I'd like to order.  
 What can you recommend?  
 I can't decide.  
 We're not ready yet.  
 What's Irish Stew like?  
 The steak for me, please.  
 A salad, please.  
 Could I have chips (AE: French Fries) instead of salad?  
 I'll have the same.  
 Can you bring me the ketchup, please?  
 It isn't what I have ordered.  
 Have you got wine by the glass?  
 I'd prefer red wine  
 Please bring us another beer  
 That's all, thank you.  
 Can I have the bill (AE: check), please?  
 Please bring me the bill (AE: check) with my coffee.  
 Keep the change.  
 I think you've made a mistake.  
 Call the manager, please.



## Worksheet

### *Practice ordering food and taking orders with a partner*

**Fill in the gaps.**

Waiter: Hello, Can I  you?

Kim: Yes,  to have some lunch.

Waiter:  a starter?

Kim: Yes, I'd like a bowl of chicken soup, .

Waiter: And what  for a main course?

Kim: I'd like a grilled cheese sandwich.

Waiter: Would you like  to drink?

Kim: Yes, I'd like a glass of Coke, please.

Waiter... *After Kim has her lunch.*: Can I bring you anything else?

Kim: No thank you. Just the .

Waiter: Certainly.

Kim: I don't have my glasses.  is the lunch?

Waiter: That's \$6.75.

Kim: . Thank you very much.

Waiter: You're . Have a good day.

Kim: Thank you, the .

## X. REVISION – TESTING

1. Why are menus one of the most important items in a restaurant?
2. What kind of menu card is used for occasions such as weddings, parties, etc.?
3. When should aperitifs be served? Explain why?
4. Write the correct wine temperature when being served.
  - a/ white wine .....
  - b/ sparkling wine .....
  - c/ red wine .....
5. Name the minimal basic equipment essential for preparing mixed drinks/coctails.
6. What are service clothes used for?
7. Which items of hotel restaurant equipment can never be used chipped or cracked?
8. Describe the most common service method. What advantages does it have?
9. Is the following definition correct?
  - a/ „For flambeing we use brandy, which has a low alcohol content.“
  - b/ What food can be flambéed?
10. a/ Name the restaurant equipment used for carving.  
b/ What dish is usually served carved?
11. Which service method is it?  
„Food service staff present the food on dishes or flats to each customer and they help themselves“
  - a/ American
  - b/ French
  - c/ Russian
12. Make a list of restaurant service staff. Underline who is responsible for the restaurant and its operation.
13. There are two standard table settings. Name them and shortly show the main difference between them.
14. How would you give foreign customer accurate information on the typical Slovak dishes „halušky“or „pirohy“?
15. Write a few sentences service staff use dealing with customers, when
  - presenting menu
  - taking orders
  - serving customer

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