



Chapter Six

Safety, Sanitation, and Emergency Procedures



Objectives

After reading this chapter, you will be able to:

- ✓ Recognize and remedy safety hazards in a restaurant.
- ✓ Identify and ensure safe food handling practices.
- ✓ Prepare for and manage emergency situations such as fire, severe weather, or electrical blackouts.
- ✓ Recognize and react to serious injury or illness of guests.

Equally important as knowing good serving techniques and carrying out the duties of your job is using safe and sanitary work routines to protect your guests, coworkers, and yourself from accidents and foodborne illnesses. Being prepared for a quick response in any emergency, such as a fire, severe weather, or an electrical blackout, and knowing what to do for an injury or illness is important to ensure that everything within reason is done for the health and safety of you, your coworkers, and guests.



Safety: Preventing Accidents

Accidents are unpredictable, but careful attention to preventing accidents and preparation for quick response to accidents that do happen is important in the restaurant business. Every employee should be mindful of a safe environment.

Develop a routine with other servers for a safe restaurant operation. Have a well-stocked first-aid kit, including protective gloves, in case of an accident. Know the proper procedure for handling or working with cleaning substances. Report to management any safety hazards you see so that they can be corrected immediately. Use the following suggestions to make your restaurant a safer place to work or visit:

- Wear slip-resistant shoes with low heels.
- Pass other workers on the right in the aisles between tables.
- Look before pushing open a door so you do not bump into someone on the other side. Pull, do not push, carts through doorways.
- Keep work and serving areas clean and orderly. Keep aisles clear at all times. Beware of tripping over purses or briefcases that may be in an aisle (Figure 6-1).
- Keep exits clear and unlocked during operating hours for emergency evacuation.
- Let parents place and secure their child in a high chair or booster seat. The safety of the child is the responsibility of the parent.
- If kitchen floors are slippery, inform management. Managers may have to improve floor-cleaning procedures and/or add mats to slippery areas. Causes of slippery floors in the kitchen include spills, water on the floor from leaking pipes, slow drains, dishwashers, ice machines, or faulty walk-in freezer door seals, as well as unsafe employee work habits.
- Carefully follow manufacturers' instructions for preparing sanitizing solutions for wiping tables. Never mix cleaning materials. The Occupational Safety and Health Administration (OSHA) requires businesses to have **Material Safety Data Sheets (MSDS)** available, providing workers with the proper procedures for handling and working with chemical substances. Refer to these sheets for directions on how cleaning products are to be used and what steps need to be taken if the product is accidentally inhaled, ingested, or gets on skin or in eyes. Know the designated place where you can rinse the chemical from your skin or eyes to prevent injury.
- Immediately report or clean up any spilled food or beverage in the dining room. Put a chair over the spill while you get the proper supplies for cleaning it up. The most frequent guest mishaps in restaurants are slips and falls.



FIGURE 6-1 Obstacles in the Way of Serving: Always check for obstacles such as briefcases, parcels, or purses that may have been placed on the floor, in the way of serving, because they can cause accidents.

Photo by S. Dahmer

- The temperature of hot beverages should be regulated in the kitchen so that beverages are hot (approximately 160°F or 71.1°C) but never scalding. To prevent guests from burning their mouths, alert the guest that you are about to pour a hot beverage. Pour hot beverage refills only when guests request them or agree to a refill. If guests are seated close together, shield the guest with a clean, folded towel or napkin as you pour. Be sure the cup is on a table or tray when you pour a hot beverage into it; never pour a hot beverage while the guest is holding the cup.
- Stack dishes on trays so that they are well balanced. When picking up food in the kitchen, place full glasses in the center of the tray, and make sure handles

and spouts are well within the edge of the tray. Soup bowls and coffee cups should be placed directly on the tray so they do not spill on the saucers. When clearing tables, never stack glasses one inside the other. Stack dishes only to a reasonable height to avoid the hazardous juggling act that so often results in breakage and injury.

- Lift a stacked tray from a tray stand in the following manner: Stand close to the tray with your feet spread for balance. Bend your knees, but keep your back straight and not twisted. Place your left hand (nonserving hand) under the center of the tray. Grasp the edge of the tray firmly with your other hand. Breathe in to inflate your lungs, and then smoothly lift the tray to shoulder height (Figure 6-2). Bending your knees and lifting with your leg muscles prevents back strain.



FIGURE 6-2 Server Lifting a Tray: Lift a heavy tray by bending your knees, keeping your back straight, and smoothly lifting the tray to shoulder height.
Courtesy of Hennepin Technical College, Eden Prairie, Minnesota;
Photo by S. Dahmer

- Never lift trays of food or dirty dishes over the heads of guests.
- Never pick up several glasses in one hand by inserting your fingers into the glasses. If you do break a glass, use a broom and dustpan or a damp paper towel or cloth, not your bare hands, to pick up the pieces.
- If you do cut yourself or if anyone in the restaurant is injured or ill, exposing others to blood or other body fluids, the body fluid spills must be handled with a procedure called Universal Precautions. **Universal Precautions** reflect a standard by which all blood (and other body fluid) is treated as if potentially infected with HIV (human immunodeficiency virus) or HBV (hepatitis B virus). HIV and HBV are diseases that are communicable and difficult to treat or untreatable. Universal Precautions are guidelines that detail the cleaning up of potentially dangerous body fluids while wearing personal protective equipment (PPE), such as gloves and other protective clothing, and decontaminating surfaces and disposing of stained rags to ensure a zero risk of infection (Figure 6-3).



Food Safety and Sanitation Responsibilities

Food safety, or the safe handling of food, is an important public health priority in the United States. Every employee in a restaurant is responsible for using proper food-handling procedures, maintaining safe and sanitary food and eating conditions for guests.

Improper food and utensil handling can lead to contamination and foodborne illnesses. **Foodborne illnesses** are carried or transmitted to people from unsafe food. Each year, millions of people become infected by foodborne pathogens in food they eat, resulting in thousands of cases of foodborne illness and death.

The **Centers for Disease Control and Prevention (CDC)** is the government agency that strives to protect people's health and safety in the United States and around the world by providing reliable health information. While the food supply in the United States is one of the safest in the world, the CDC reports that 76 million illnesses, 325,000 hospitalizations, and 5,000 deaths are attributable to foodborne illness each year.

The **U.S. Food and Drug Administration (FDA) Food Code** is a model of sanitation rules and regulations that every state adopts and implements as its legislature requires. It provides requirements for safeguarding food and ensures that unadulterated and honestly presented food is offered to the consumer (guest). The Food Code defines a **foodborne disease outbreak** as "an incident in which two or more persons experience a similar illness after ingestion of a common food."















<h1>BLOODBORNE PATHOGENS</h1>	
<p>BE AWARE Treat ALL Blood and Body Fluids as if They Were Infected With :</p> <ol style="list-style-type: none"> 1) HIV (Human Immunodeficiency Virus) which frequently leads to AIDS. 2) HBV (Hepatitis B Virus). 3) Other bloodborne pathogens (microorganisms found in humans which can cause disease). 	<p>READ All of your Organization's Exposure Control Plan.</p>  <p>KNOW Procedures, Practices, Vaccination Requirements and Appropriate Reporting for Incidents of Exposure.</p>
<p>Know Color Codings</p> <ol style="list-style-type: none"> 1) Labels and signs are fluorescent orange-red with lettering or symbols in a contrasting color. 2) Red bags or containers don't have to be labeled since their red color indicates they contain biohazards.  <p>READ All Signs and Labels Carefully.</p>	<p>USE Personal Protective Equipment Appropriate for your Work.</p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="text-align: center;"> Gloves</div> <div style="text-align: center;"> Lab Coats</div> <div style="text-align: center;"> Aprons</div> <div style="text-align: center;"> Face Masks</div> <div style="text-align: center;"> Face Shields</div> <div style="text-align: center;"> Gowns</div> <div style="text-align: center;"> Splash Goggles</div> <div style="text-align: center;"> Shoe Covers</div> </div>
<p>ALWAYS Wash Hands.</p>  <p>FOLLOW Safe Hygiene and Work Practices.</p>	<p>NEVER Recap, Bend or Break Needles.</p>  <p>ALWAYS Dispose of Needles in Appropriate Containers.</p>
<p>DISPOSE Of Personal Protective Equipment and Contaminated Laundry Properly in Designated Areas or Containers.</p> 	<p>CLEAN Worksite and Decontaminate Equipment. Follow ALL Safe Handling Requirements</p>  <p>REMEMBER Consider ALL Body Fluids as Potentially Infectious.</p>
<p>#P811 © National Safety Compliance 1-877-922-7233 www.osha-safety-training.net</p>	

FIGURE 6-3 Universal Precautions Chart: This Universal Precautions Chart provides guidelines for employees exposed to blood or other infectious materials to ensure zero risk of infection to the server. Compliments of National Safety Compliance, Inc.

Laboratory analysis must be done to confirm that the food is the source of the illness. The CDC has stated that, where reported, foodborne outbreaks were caused by mishandling of food.

The **Hazard Analysis Critical Control Point (HACCP)** is part of the Food Code. It is a food safety system that can be used to prevent outbreaks of foodborne illnesses through safe food handling. It covers identification of foods and procedures that are most likely to cause foodborne illnesses, builds in procedures that reduce risks of foodborne outbreaks, and establishes monitoring procedures to ensure food safety. Through HACCP, the FDA hopes to achieve uniform and effective standards of food safety for foodservice, retail stores, institutions, schools, and other retail-level establishments nationwide.

The following suggestions can help servers prevent food contamination in restaurants in which they work:

- Wear effective hair restraints to prevent hair from getting in the food or on food preparation surfaces.
- Make sure your uniform, apron, hands, forearms, and fingernails are clean to avoid the transfer of harmful bacteria to the food and utensils.
- Wash your hands after every chance of contamination, including before starting work and after using the restroom, handling money, or handling soiled utensils and equipment. Also wash your hands after coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating, or drinking. Use proper cough etiquette. Keep your hands away from your hair, scalp, and face (Figure 6-4).
- Clean your hands and exposed portions of arms with a cleaning compound in a lavatory primarily designated for hand washing. Hands should be washed by vigorously rubbing together the surfaces of your lathered hands and arms for at least 20 seconds and thoroughly rinsing with clean water. Pay particular attention to areas beneath the fingernails and between the fingers. Rinse hands thoroughly under running water. Turn the faucet off using single-use paper towels. Dry your hands with paper towels or a warm-air hand dryer. Never use aprons or wiping cloths to dry hands.
- Do not work if you have an open wound, a cold, the flu, or any other communicable or infectious disease. Notify your supervisor so he or she can find a replacement. Cover any boil or infected wound with a dry, tight-fitting, sanitary bandage.
- Do not work if you have or have been exposed to noroviruses, hepatitis A, *Escherichia coli* (*E. coli*), *Salmonella typhi*, or *Shigella* until you have medical documentation that you are free of such an illness.



FIGURE 6-4 Wash Your Hands: To ensure sanitary eating conditions for guests, wash your hands properly before starting work and as often as necessary during work.

- Handle clean dishes by the rims, glasses by their bases, and silver by the handles to avoid contamination of food or lip-contact surfaces (Figure 6-5).
- Store tableware in a clean, dry place at least six inches above the floor and protected from flies, dust, splashes, and other contaminants.
- Wipe tables and counters with a cloth that has been stored in a sanitizing solution. Do not use wiping cloths for any other purpose. Use a second cloth from separate sanitizing solution to wipe chairs.
- Bring a clean utensil to replace one that has fallen on the floor.
- Keep dirty dishes completely separate from foods to be served to prevent contamination. Clear one course completely, removing it on a tray, before you bring the next course on another tray.
- Be aware that cold foods should be held at temperatures below 41°F (5°C), and hot foods should be held at temperatures above 140°F (60°C). Foods should be stirred on a regular basis during holding.
- Never mix new food with old food.
- Pour refills from a pitcher, wine bottle, or coffee server, avoiding contact with the guest's glass or cup. This will prevent cross contamination from one guest's glass or cup to another.
- Notify guests that clean plates are to be used each time they return to self-serve areas such as buffets and salad bars. A polite way to do this would be to collect soiled dishes and, at the same time, encourage guests to take another clean plate for refills.

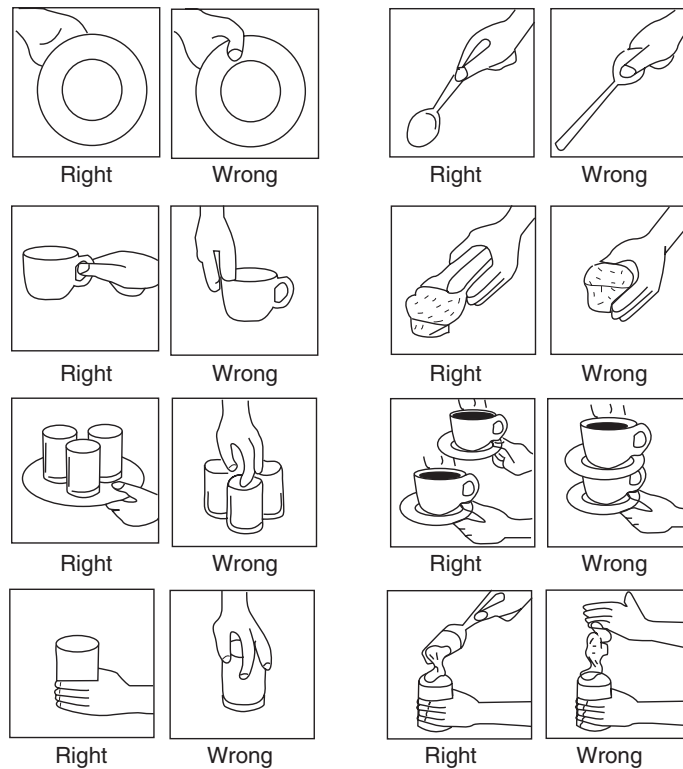


FIGURE 6-5 Handling Food and Tableware: To keep tableware sanitary, always handle dishes by the rims, glasses by their bases, and silver by the handles. Always use utensils, instead of your hands, to handle foods.

Courtesy of Food Management, March 2000



Emergency Procedures

Restaurant staff may have to manage a crisis at some time during their employment. Staff can be mindful of safety, but cannot prevent storms or, usually, fires or electrical blackouts, nor predict when someone in the restaurant will become injured or seriously ill. To be prepared for any incident, attend weekly meetings to review emergency procedures so they become second nature. The staff's main responsibility is to encourage everyone to remain calm, to control panic and confusion, to have a plan of action, and, it is hoped, to prevent serious consequences. The following information on specific types of crises will help in an emergency.

FIRE

Fire is an occupational hazard to any kitchen-based business, and fires occur in restaurants every year, endangering people and causing millions of dollars in property damage. A serving staff that is conscientious about safely handling open flames when cooking and using candles, keeping electrical equipment in good repair, carefully disposing of the contents of ashtrays into fireproof containers, and monitoring their own smoking habits is taking the first steps in fire prevention.

Because fires do occasionally occur despite staff precautions, be prepared to keep order and begin evacuation immediately. Alert the fire department either from the restaurant phone, if it can be done safely, or from an outside phone. Keep guests calm and get them out of the building quickly, following posted evacuation routes. Have a plan to cover all exits to make sure guests and coworkers leave and do not reenter the building. Reassemble at a preplanned gathering point outside, and notify firefighters if anyone is missing.

SEVERE WEATHER

Weather emergencies are frightening realities. We cannot control when or where severe weather, such as hurricanes, straight-line winds, earthquakes, snowstorms, or tornadoes, will strike, but we can take some precautions to minimize danger to people and property. Hurricanes and snowstorms are somewhat predictable and may entail management closing the restaurant to allow guests and staff to stay home. Of course, guests with reservations would have to be notified of the closure. Snowy days of a more minor nature and rainstorms would necessitate careful attention to slippery entrances and floors as guests enter the restaurant. Rain and wind may keep guests at their tables longer.

Be alert to changes in the weather by having one member of the staff listen to a local or National Weather Service radio station with information provided by the National Oceanic and Atmospheric Administration (NOAA). Severe storms, like tornadoes, require fast action on the part of the restaurant staff. Learn the warning signals used in your area—know the difference between a “watch” and a “warning.” A **tornado watch** means conditions are favorable for tornadoes to develop. A **tornado warning** means that a funnel has actually been sighted in your area. Be prepared to act quickly in the event that you hear a tornado warning siren. If a warning is issued, help guests seek shelter immediately! Warn guests to stay inside and not to take cover in cars in the parking lot. Guests and staff should seek shelter in basements or inside rooms such as the kitchen away from large windows. Encourage everyone to lie low with their hands covering the back of their heads to reduce the possibility of neck injury. Stay sheltered until the storm is over.

Earthquakes can happen without warning. If an earthquake strikes, guests and staff should take cover under heavy tables, near an inner wall or door frame, at the inner corner of the room, or anyplace least likely to collapse and most likely to be a shield from falling debris. Do not use the elevator. Do not rush for exit doorways. Warn guests to stay away from glass windows and panels, chandeliers, furniture that may fall, or bricks that may come loose from fireplaces. Grab something to shield your head and face from falling debris and glass. Do not light a match or candle after an earthquake because of the possibility of a gas leak.

ELECTRICAL BLACKOUTS

Electrical failure may be temporary or long-lasting. If it is temporary, patience is your primary response, but if an electrical failure continues over a period of time, guests may be sitting in darkness at their tables and will need some lighting to continue dining or to move about safely. Most public buildings have emergency lighting that is triggered by an outage. If this is not the case, or if additional lighting is needed, distribute candles or battery-powered lights to tables as soon as possible to illuminate the restaurant.

INJURY OR SERIOUS ILLNESS

Injury and serious illness are often signaled by something unusual that catches your attention. Your senses—hearing, sight, and smell—may help you recognize an emergency. Unusual appearances or behavior that may signal an emergency are difficulty breathing; clutching the chest or throat; slurred, confused, or hesitant speech; unexplainable confusion or drowsiness; sweating for no apparent reason; or unusual skin color. Remain calm if a guest is seriously injured or becomes ill. Remember, your immediate responsibility is the guest's welfare. Knowing first-aid techniques may be valuable at this time. Know your state's Good Samaritan laws, which limit your liability if you help someone in a crisis.

It is advisable for the entire staff, or at least one person per shift, to be trained in first aid and personal safety, so they can react correctly in an emergency. **First aid** is defined as treatment for minor injuries or help until more complete treatment by medical personnel can be provided. Trained servers should know the technique of cardiopulmonary resuscitation (CPR) and First Aid for Conscious Choking Emergencies (see following section). Skills should be reviewed each year so responses become automatic and techniques are updated. A first-aid kit and nonlatex gloves for the treatment of injuries involving body fluids should always be on hand. Post the local emergency phone number or 9-1-1 near all restaurant phones.

Never move a guest who has been injured or is seriously ill unless there is an immediate danger or you need to move them in order to give care. Immediately enlist the help of the restaurant manager or other members of the serving team. Someone should be sent to call for medical help while others stay with the victim to comfort him or her and to start first aid, if necessary. Some of the serving team should relocate nearby guests to other tables as far away from the incident as possible.

If first aid is necessary, obtain the consent of the injured or ill person and explain what first-aid procedures will be done. Ask permission from a parent if a child is the victim. If the injured person is unable to communicate, you may give first aid because the law assumes the person would consent. For less serious injuries or illnesses, offer to call paramedics or a doctor, but let the victim decide.

One server should document the incident for insurance and liability purposes. Get names and phone numbers of people who witnessed the incident, and document what they saw happen.

Choking on Food

An emergency incident that may happen in restaurants is choking on food, such as a large piece of steak. The guest may turn blue from lack of oxygen, stop speaking, and desperately grasp at his or her throat. When a person choking on food is conscious and the airway is not completely blocked, you need not do anything other than remain at the scene and give support. Encourage the person to continue coughing. The hope is that the person will cough strongly enough to expel the food on his or her own.

If coughing does not dislodge the food and the throat is completely blocked, proceed with emergency procedures. Get permission to give care, and then call the paramedics (9-1-1 or the local emergency number). Open the airway immediately so the victim can breathe. Refer to the American Red Cross's **First Aid for Conscious Choking Emergencies**, which provides a list of recommended procedures to use when responding to a choking incident at a restaurant. If the adult or child cannot cough, speak, or breathe (choking), give five forceful back blows to the victim directly between the shoulder blades. In the event that the back blows do not dislodge the food, give five quick, upward abdominal thrusts as follows: Stand behind the victim and wrap your arms around the waist. Place the thumb side of your fist against the middle of the abdomen just above the navel. Grasp your fist with your other hand. Give five quick, upward thrusts to dislodge the food. Continue sets of back blows and abdominal thrusts until the person can breathe on his or her own. If the victim is unconscious, give CPR and look for an object in the mouth between giving compressions and breaths (Figure 6-6).




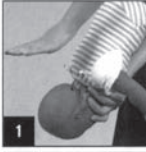






<p>START HERE</p> <p>1. CHECK</p> <ul style="list-style-type: none"> ▶ CHECK THE SCENE for safety, then ▶ CHECK THE PERSON for consciousness. <ul style="list-style-type: none"> • Get permission to give care. • Tap shoulder and shout, "Are you okay?" <p>2. CALL</p> <ul style="list-style-type: none"> ▶ IF NO RESPONSE, CALL 9-1-1 or have someone CALL 9-1-1 or local emergency number. ▶ IF YOU ARE ALONE AND CARING FOR A CHILD OR INFANT – <ul style="list-style-type: none"> • And you witnessed the child or infant suddenly collapse CALL 9-1-1. • If you did not see the child or infant suddenly collapse, give about 2 minutes of CARE, then CALL 9-1-1. <p>3. CARE</p> <ul style="list-style-type: none"> ▶ OPEN THE AIRWAY (tilt the head back, lift the chin). ▶ CHECK FOR SIGNS OF LIFE (movement and breathing) for no more than 10 seconds. ▶ IF NO BREATHING, give 2 rescue breaths and begin CPR. For an adult or child use an AED if one is immediately available. ▶ IF BREATHING NORMALLY, roll onto one side while waiting for help to arrive. 	<p>CHOKING</p> <ul style="list-style-type: none"> ▶ If coughing, encourage the person to continue coughing. ▶ Send someone to CALL 9-1-1 or the local emergency number. ▶ Get permission to give care. 	<p>ADULT AND CHILD CHOKING</p> <p>If adult or child cannot cough, speak or breathe (choking)–</p> <ul style="list-style-type: none"> ▶ Give 5 back blows  <ul style="list-style-type: none"> ▶ If the object is not forced out– Give 5 quick, upward abdominal thrusts  <p>Continue sets of back blows and chest or abdominal thrusts until–</p> <ul style="list-style-type: none"> • Object is forced out. • Person can breathe or cough forcefully. • Person becomes unconscious. Perform CPR. <p>Between giving 30 compressions and 2 breaths, look for an object and remove it if one is seen.</p>
 <p>American Red Cross</p> <p>Local emergency number: _____</p> <p>Emergency contact information: _____</p> <p>Allergies: _____</p> <p>Medical conditions: _____</p>	<p>CHOKING</p> <p>If infant cannot cough, cry or breathe (choking)–</p> <ul style="list-style-type: none"> ▶ Give 5 back blows  <ul style="list-style-type: none"> ▶ If the object is not forced out– Give 5 chest thrusts 	<p>ADULT AND CHILD CPR</p> <p>If no signs of life, give CPR</p> <p>INFANT CPR</p> <ul style="list-style-type: none"> ▶ Give cycles of 30 chest compressions and 2 rescue breaths ▶ If you are unable to give full CPR, give compressions only   <p>ADULT AND CHILD CPR</p> <ul style="list-style-type: none"> ▶ Give cycles of 30 chest compressions and 2 rescue breaths ▶ If you are unable to give full CPR, give compressions only  
<p>This card is not a substitute for training. American Red Cross first aid, CPR and AED training can give you the skills and confidence to act in an emergency.</p> <p>www.redcross.org</p> <p>Copyright © 2007 by The American National Red Cross Stock #656705</p> 		<p>Continue CPR until–</p> <ul style="list-style-type: none"> • Scene becomes unsafe. • You find an obvious sign of life. • AED is ready to use (for adults and children over the age of 1) • You are too exhausted to continue. • Another trained responder arrives and takes over.

FIGURE 6-6 First Aid for Conscious Choking Emergencies: If coughing does not dislodge the obstruction causing guest to choke, call 9-1-1. While waiting for emergency paramedics, follow this procedure called First Aid for Conscious Choking Emergencies. Courtesy of the American National Red Cross. All rights reserved in all countries.

Be sure to watch the guest's belongings. Possessions such as purses, parcels, and coats should be kept in a safe place until the guest recovers.

In any emergency, you have an excellent chance to retain the respect of guests. You will fare well in a lawsuit if you have been conscientious about preventing accidents and have been sensitive to people involved in injuries and other emergencies.



KEY TERMS

Material Safety Data Sheets (MSDS)	U.S. Food and Drug Administration (FDA)	Tornado watch
Universal Precautions	Food Code	Tornado warning
Foodborne illnesses	Foodborne disease outbreak	First aid
Centers for Disease Control and Prevention (CDC)	Hazard Analysis Critical Control Point (HACCP)	First Aid for Conscious Choking Emergencies



REVIEW

1. Who is responsible for preventing accidents in a restaurant?
2. What is the safe way to pick up broken glass?
3. What does the term Universal Precautions refer to?
4. Why is washing your hands important for restaurant service?
5. When should you wash your hands while on the job?
6. List the sanitation responsibilities that involve personal grooming or hygiene.
7. What does a tornado warning siren indicate?
8. List all of the things you should do in the first 15 minutes after a guest suddenly sustains an injury or suffers a serious illness.
9. Why would it be helpful for a server to have CPR training?
10. How would you handle a situation where a guest bled from an injury sustained from a fall?
11. How would you handle a choking incident in a restaurant?



PROJECTS

1. Practice loading a tray safely with different combinations of tableware and foods.
2. Have a group discussion about ways to improve safety in a restaurant for the server, and then for the guest.
3. Place your unwashed fingers in a dish of agar-agar for a few seconds. Keep the dish in a warm place, and check it daily for bacterial growth. Observe the bacteria present on unwashed hands.
4. Have a health officer discuss with the trainees the sanitation laws of your city, county, and state as they apply to serving. In particular, discuss the laws relating to communicable and infectious diseases.

5. Write a one-page paper on foodborne illness discussing the number of people who become ill or die each year, the economic cost to society, and the procedures in place in restaurants to prevent an outbreak.
6. Invite a firefighter to demonstrate different kinds of fire extinguishers and how to determine which fires to use them on.
7. Post your local rescue squad telephone number next to the restaurant phone. Invite a local first responder to come to your training session and discuss first aid in situations of emergency.
8. Ask a representative of the American Red Cross to recommend a list of items to be stocked in a first-aid kit for a restaurant. Assemble the items, and explain the purpose of each at a staff meeting.
9. Attend an American Red Cross–sponsored training session. Learn and practice First Aid for Conscious Choking Emergencies.

CASE PROBLEM



Emergency Procedure

There is a severe weather warning in effect, and sirens are on in the city where your restaurant is located. You, as the server, are responsible for six tables, and you are the one whom guests would look to for questions and answers. The guests have heard the sirens. You have information about the severe weather. Answer the following questions:

- How do you go about informing the guests about the severe weather?
- Explain emergency plans for various forms of severe weather.
- List steps you can take to keep guests calm in severe weather situations.



Chapter Seven

Handling Service Using Technology



Objectives

After reading this chapter, you will be able to:

- ✓ Identify different types of restaurant point-of-service (POS) systems and technology.
- ✓ List the components that make up a restaurant POS system.
- ✓ Outline the procedure for taking orders with a restaurant POS system.
- ✓ Describe how orders get to and from the bar and kitchen.
- ✓ Explain how each transaction is settled at the end of service.
- ✓ Describe the procedure for closing a shift at the end of a day.
- ✓ List the advantages of restaurant technology.
- ✓ List the advantages and disadvantages of handheld order terminals.
- ✓ Define the features and advantages of a table management system.
- ✓ Define the features and advantages of a guest paging system.

National Restaurant Association (NRA) research shows that restaurant managers are increasingly relying on computers to remain competitive in today's marketplace. **Restaurant point-of-service (POS) systems** combine hardware and software to automate restaurant transactions and functions. The NRA reports that, "computers . . . can perform routine tasks that were once accomplished with paper and pencil and often do so more quickly, cheaply, and accurately." POS systems are always evolving to best serve the restaurant industry. Computer technology can help restaurant operators remain competitive in the midst of a shrinking labor pool and higher expenses.

This chapter provides current information about a restaurant POS system. It describes the usual components of the system, such as an office computer, server terminals with touch screen monitors, printers, cash drawers, magnetic card readers, and handheld order terminals. Handling the service electronically is discussed, with emphasis on taking the order, getting the order to the bar and kitchen, completing each transaction, and closing at the end of the day. The advantages of a restaurant POS system are also explained, as well as the advantages and disadvantages of handheld order terminals. Software programs for reservations/table management and the electronic device for guest paging, and the value of both, are explained.



Computers in Restaurants

A restaurant POS system may be as simple as a single computer stand-alone unit operated by a cashier or as complex as a multiple-computer system that links the host station, dining room(s), bar, kitchen, and office. Typically, restaurants have a terminal and printer in the dining room operated by the servers, a terminal and printer in the bar for the bartenders, and monitors or printers in the kitchen for the kitchen staff. POS systems in large, fine-dining establishments have multiple server stations, a host station, and an office computer for management (Figure 7-1). With POS systems, servers act as cashiers and complete the entire transaction for their guests.

Restaurant POS systems are set up so servers can create and store open checks, add a bar tab to the food order, communicate orders to the kitchen and bar, know immediately if a food item is sold out, send "fire" orders to the kitchen to start the next course, or signal a need for a utensil that has been dropped on the floor. With the POS system, guest checks can be totaled and tax added for the server. The system may be able to split a check between guests or split it evenly by the number of guests in the party. Guests' credit cards can be swiped for Internet-based credit card authorization. Gift cards can also be generated on the POS system. There could

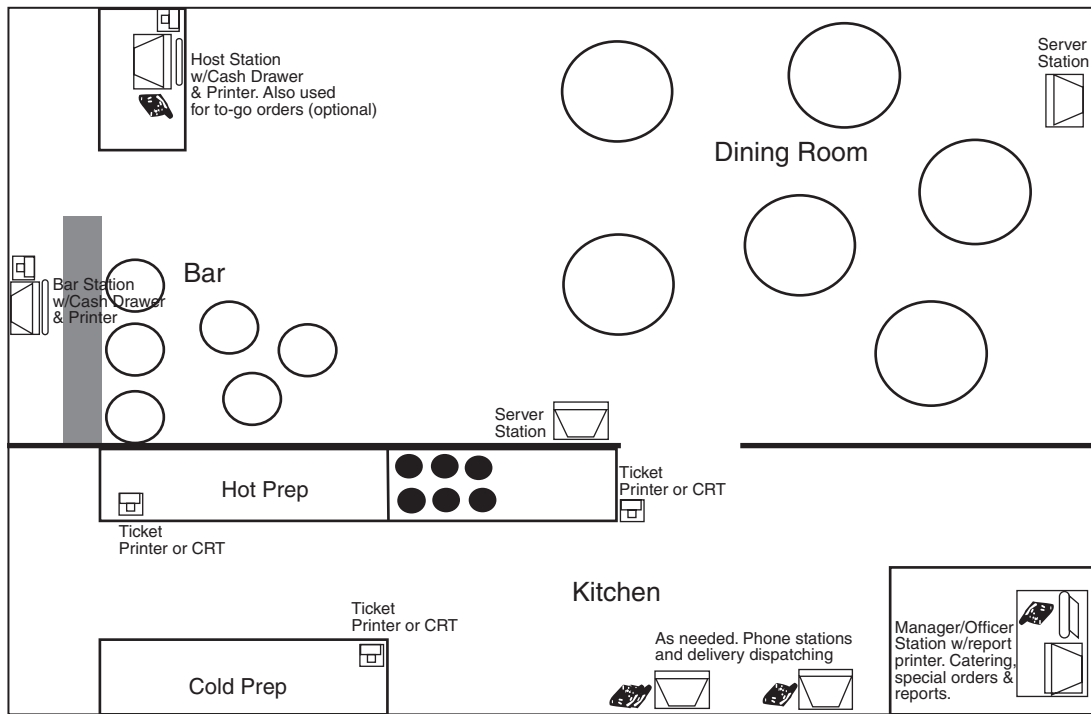


FIGURE 7-1 Diagram of a Restaurant POS System: A restaurant POS system has server terminals in the dining room and bar, and printers or monitors in the kitchen. The host station may have a terminal as part of the system to accommodate reservations and table management.

Courtesy of Rapidfire Software, Inc.

be a recipe lookup feature for the bartenders, and the system may be able to change pricing automatically for Happy Hour.

Establishments with a receptionist's desk can have a monitor with reservation and seating software to enable the maitre d'hôtel or host to take reservations, manage seating, and keep tables full. Larger restaurants may also use a device for paging guests when a table is ready (see Restaurant Reservations and Table Management, and Guest Paging sections later in this chapter). Because of the efficiency of computers, servers can save time at the beginning of the meal when the orders are taken and submitted to the kitchen and at the end of the meal when the check is presented. Guests can reap the benefits of efficiency at the beginning and end of their dining experience, while enjoying their meal at a leisurely pace.

Restaurants of all sizes can benefit from using computers in their operations, although, according to the NRA, the most common users of computers are operations with large sales volumes and multiple establishments. Restaurants in all

check-size categories will eventually use POS systems as computers become less expensive and more sophisticated.



Components of a POS System

OFFICE COMPUTER

A computer in the restaurant office controls all of the processes done by the restaurant POS system. **Software** (i.e., the application or instructions to run the computers) is installed by management on the office computer. Management reports, such as employee reports and inventory reports, can be generated for management on either the office computer or a dining room computer by use of a password.

SERVER TERMINAL WITH TOUCH SCREEN MONITOR

A **server terminal** is a touch screen monitor found in a convenient location in or near the dining room or bar (Figure 7-2). The touch screen allows the server to



FIGURE 7-2 Server Terminal: Servers and bartenders use terminals to enter orders into the POS system. Terminals usually have a touch screen, card reader, and printer. Photo by S. Dahmer



FIGURE 7-3 Touch Screen on Server Terminal: The server terminal may have a touch screen feature. The server merely touches the appropriate prompt on the screen to enter the order. Courtesy of MICROS® Systems, Inc.

enter information with the touch of a finger. The server merely touches the screen to enter the information and is guided through information input with visual prompts (Figure 7-3). Servers enter information, such as number of guests at a table and food and beverage orders, into the server terminal. The server terminal is programmed to send food and drink orders to the kitchen and bar to be filled. The brightness of the touch screen can be adjusted in dimly lit areas for easy readability. Information entered into the system is collected into reports that can be accessed by management from the office computer or any server terminal.

PRINTER

A **printer** imprints information on food and beverage orders, guest checks, receipts, and management reports. Drinks and food items, quantity, preparation, meal accompaniments, and other information can be clearly printed on paper in the kitchen and bar. Guest checks or tab receipts can be imprinted with the printer in the dining room, bar, or cashier's station. Management reports are stored for management use and are printed when accessed in the manager's office by use of a password.

CASH DRAWER

A **cash drawer** is divided by denomination into money compartments and placed close to, or attached to, the terminal. The addition of the drawer for making change, and a printer for printing receipts, converts the terminal to an electronic cash register (Figure 7-4). Cash drawers are commonly found at the cashier's station or at the bar.

MAGNETIC CARD READER

A **magnetic card reader** attached to the server terminal, bar terminal, or cashier's terminal reads numbers on a card pulled through a slot. Servers can log into the POS



FIGURE 7-4 Electronic Cash Register: An electronic cash register typically includes a cash drawer below the server terminal. Courtesy of MICROS® Systems, Inc.

system by swiping their authorizing card. They can also charge to a guest's credit card account by swiping the credit card. The magnetic card reader electronically charges the amount of the guest check to the guest's credit card account and verifies the transaction. Security is maintained because there are mandates by credit card companies that require high levels of security and encryption to prevent credit card fraud.

HANDHELD ORDER TERMINAL

A **handheld order terminal** is a small, portable, wireless POS system used by servers to take orders from guests at their tables (Figure 7-5). Because of its size, the handheld order terminal fits in a holster or case attached to the server's belt for immediate accessibility. The handheld order terminal either replaces the stationary server terminal or is fully integrated with it so that both can be used interchangeably in the dining room. The handheld order terminal is connected by radio transmission to the kitchen and bar. By use of a touch screen, a server can quickly send orders from the guest's table to the bar and kitchen, check on orders, or receive immediate feedback on item availability. The system can prompt the server for cooking temperatures and salad dressing choices and list items for suggestive selling. It can display photographs and access recipes of menu items so that the server can look up ingredients in foods. It can even access and update the accounts of frequent diners. Handhelds are built to withstand spills, high heat, and accidental bumps.

The handheld order terminal can be upgraded to include a compact magnetic credit card reader and receipt printer so that guests can pay at the table. Servers can handle all forms of payment, including cash, check, credit card, gift card, guest account, and even room charge. Servers can hand the device to guests so that they



FIGURE 7-5 Handheld Order Terminal: Handheld order terminals can work with or replace the stationary server terminals in restaurants. Courtesy of Menusoft Systems, the developer of Digital Dining

can swipe their own cards at the end of the meal, and servers can get authorization and print a receipt without leaving the table. Split check, split item, and split payment can all be handled with the handheld unit.

Another version of the handheld order terminal is the **write-on handheld order terminal**, which works like a pencil and pad. Servers jot down an order by handwriting an abbreviation with a stylus, which quickly brings up the correct menu selection. Usually entering a couple of letters brings up all possible items from the menu, and the server can quickly tap on the appropriate item.

Handheld order terminals were initially recommended for busy bars, terraced dining rooms, alfresco dining, beach and poolside service, deck service on cruise ships, stadiums and arenas, and dinner theaters with short intermissions for serving drinks. Today, handheld order terminals are becoming popular in many traditional restaurants as well.



Taking Orders Using a POS System

In restaurants with server terminals, the server takes a guest's order at the table on a pad of paper. Having taken the complete order, the server proceeds to a server terminal. Each server is given a code number, authorizing card, or fingerprint identity to activate the server terminals in the dining room (Figure 7-6). The server



FIGURE 7-6 Authorizing Card: Each server is issued an authorizing card to activate the server terminals in the dining room. Photo by S. Dahmer

then enters the code or card or places an index finger on the finger pad to sign into the system. The server selects the table number and the number of guests to open an account for the party of guests. The system also automatically records the date and time of the order.

If a handheld terminal is issued to a server, an account is opened by the server at the guest's table without having to write the order first using pencil and paper.

The server then enters the order on the touch screen monitor by touching the screen prompts (Figure 7-7). As food and beverage items are entered, they are shown on the display for verification. Each entry asks for quantity, description, accompaniments, and preparation instructions.



FIGURE 7-7 Server Entering an Order: The server enters the order into the terminal in the dining room and does not have to walk to the bar or kitchen to place the order. Courtesy of MICROS® Systems, Inc.

The server may easily add to the guest's order at the same terminal or a different terminal in the same system. This is possible because the order remains open for each table and can be updated at any time. As each additional menu item is selected, it is added to the guest's total order.



Getting Orders to and from the Bar and Kitchen

Restaurant POS systems have monitors or printers in the bar, kitchen, special prep areas, and manager's office, depending on the system. As the server enters the guest's order at the server terminal or on the handheld terminal in the dining room, the information is immediately transmitted to the appropriate remote order monitor or printer (Figures 7-8 and 7-9). Food and beverage orders are filled by the chef and bartender without delay.

A restaurant with only a single kitchen may have a computer function identifying cold food items in blue ink and hot food items in red ink on the same paper from the kitchen printer. In a restaurant with a multiunit kitchen, one printer can be placed at the hot foods production station and another in the cold foods section. The POS system may be programmed to split the order and send each specific menu item to the appropriate kitchen printer.

A **drink runner** brings drinks from the bar, and an **expeditor** assembles and brings orders to the dining tables for the servers. This assistance helps facilitate efficient service and reduces kitchen traffic. In a restaurant without a drink runner or expeditor, the server is notified that the order is ready to be served.



Completing Each Transaction

Some restaurants have a cashier's station and a cashier to settle the guest's account. In other restaurants, the use of server terminals has eliminated the need for a cashier. Each server can act as cashier by using the terminal to authorize credit cards and by carrying enough money to make change for cash transactions.

When the guests have finished their meals, the server goes to the computer and totals all items ordered, automatically processing taxes and tips (if this is policy). The computer can even accommodate split checks, split items, and split payments if requested by the guest.

The itemized guest check is printed and presented to the guest for payment. Payment types include cash, check, credit card, gift card, guest accounts, and even room charge for hotel guests. If the guest pays in cash, the server takes the cash

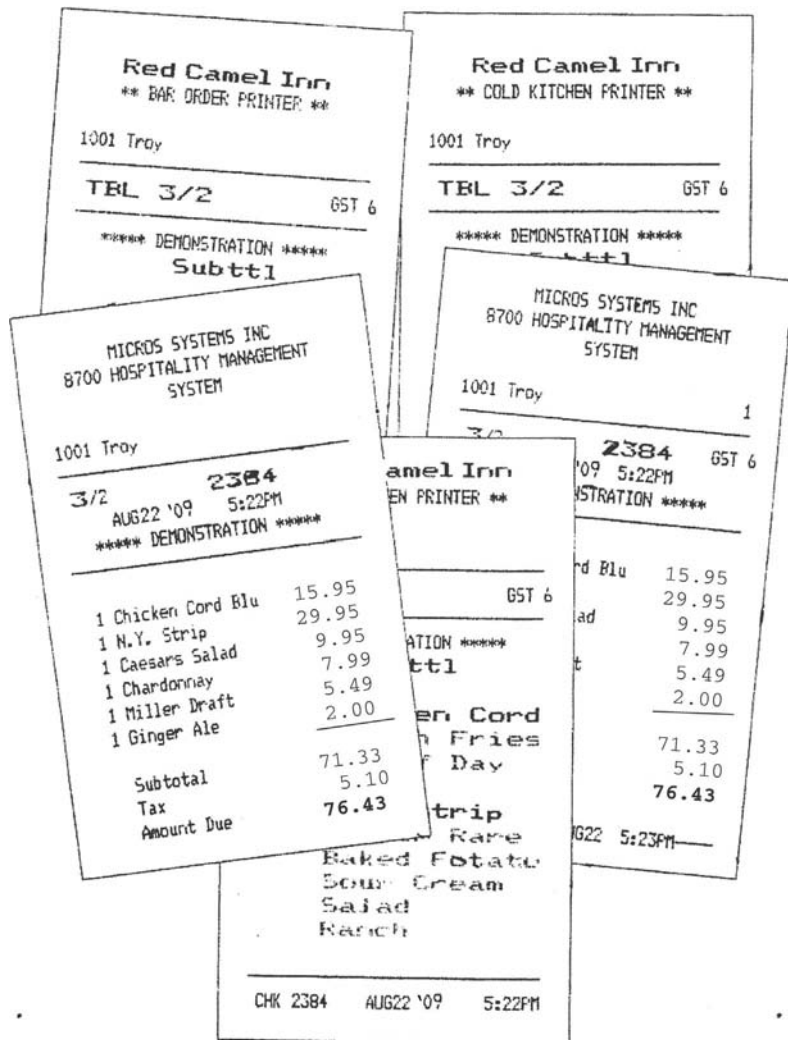


FIGURE 7-8 Bar, Kitchen, Dining Room, and Office Printouts: Each order entered in the POS system prints on the appropriate bar, kitchen, and dining room printers. The manager also has access to the order from the printer in the restaurant office. Courtesy of MICROS® Systems, Inc.

and the guest check to the terminal and indicates on the screen that the transaction is by cash. The computer can calculate the change for the server. The appropriate amount of change from the server's change pocket is taken back to the table and presented with the receipt. The server holds on to the cash payment and a copy of the paid guest check until the end of his or her shift.



FIGURE 7-9 Kitchen Monitor: With a POS system, servers send clear, legible timed orders to the chef on the kitchen monitor or printer. The chef then fills the orders without delay.
Courtesy of MICROS® Systems, Inc.

Payment by personal check is handled like cash, except identification must be provided (see *The Guest Check and Payment* in Chapter 5). In many cases, personal checks are no longer accepted at restaurants.

If the guest pays with a credit card, the server takes the credit card to the server terminal, swipes the card through the magnetic card reader (Figure 7-10), and waits for authorization. When authorization is given, a credit card guest check with lines for tip and total is printed. The server brings the credit card guest check, plus the credit card and a pen, back to the table to be signed by the guest (Figure 7-11). When settlement is complete with any form of payment, the guest's account is closed.



Closing at the End of the Day

If the restaurant has a cashier's station, the cashier keeps all receipts of settlements and balances them at the end of the day. If the restaurant has a POS system, the server keeps the cash, checks, and credit slips collected as payment during the shift. As the server enters each order into the computer, the amount of the item is automatically and immediately charged to that server's account. The computer



FIGURE 7-10 Swiping Credit Card:
The server swipes the guest's credit card through the magnetic card reader at the server terminal.
Courtesy of PhotoDisc, Inc.

calculates all of the drinks and menu items sold, puts in appropriate taxes, and totals all of the guest checks for each server. At the end of the shift, the server cashes out completely, balancing the receipts and cash in his or her pocket with the guest check totals calculated by the computer. Tips are declared for the shift. Careful handling of all guest credit card information for privacy and security purposes is of utmost



FIGURE 7-11 Guest Signing Credit Card Guest Check: A guest signs the credit slip generated by the computer.
Courtesy of PhotoDisc/Getty Images

importance. Reports like sales, payments, voids, profit, inventory, and table turns are generated to management.



Advantages of a POS System

Restaurants are using POS systems because they offer many advantages to the serving staff. The use of a POS system can:

- *Save steps in placing orders.* The average server walks miles a day on the job. Most of the walking is done taking orders to and picking up orders from the kitchen and bar. With a restaurant computer, the order is sent electronically, which cuts down on the number of steps the servers must take to the bar and kitchen.
- *Speed up service to the guest.* Placing orders electronically hastens the flow of information to the bartender and chef. Orders can be filled quickly, which speeds up service to the guest, increases the number of guests who can be served, and pleases them with prompt service. Reducing the time that it takes to serve guests at the beginning and end of the meal means tables are turned over quickly.
- *Increase server productivity.* Because servers spend less time walking back and forth and handling guest checks, they have more time to spend with their guests. They have time to make suggestions about the menu, answer questions, and serve correctly.
- *Ensure accurate food and beverage preparation.* With a POS system, servers send the bar and kitchen staff clear, legible, timed orders. There is no confusion over unusual abbreviations or illegible handwritten orders. The chef and bartender know which server ordered the food or drinks, the time the order was taken, for which table the food was ordered, the number of guests at the table, and exactly how the food or drinks are to be prepared.
- *Prevent confusion.* A hectic, fast-paced atmosphere is not always desirable in an elegant restaurant. Establishments with POS systems have less server traffic to the service bar and kitchen. A quieter, more relaxed mood can be maintained in the restaurant.
- *Prevent pricing errors on guest checks.* Restaurant computers automatically price menu items and drinks. The computer does all of the computations on the guest check, thereby eliminating errors in pricing, addition, tax calculation, discounts, and totals.
- *Produce itemized guest checks at server stations.* The restaurant computer automatically produces clear, accurate, concise, itemized guest checks at the end of

the meal. This feature eliminates the time-consuming delay as guests wait for servers to settle guest checks.

- *Generate management reports.* Advanced POS systems provide management with many kinds of management reports, as well as keep track of tips for tax purposes.



Advantages and Disadvantages of Handheld Order Terminals

The advantages of a computer POS system mentioned previously apply to handheld order terminals as well. In addition, the use of a handheld unit can:

- *Save more time at the beginning and end of service.* The server does not have to wait in line behind other servers to place or complete an order on a traditional POS server terminal. The server can use the extra time to better serve the guests. Servers can print checks immediately, process credit cards, and speed up the payment process at the table for expeditious check settlement. Quicker turnover of tables increases the opportunity for tips.
- *Provide on-the-spot information.* Knowing ingredients, accompaniments, wine lists, or sold-out items facilitates suggestive selling. When menu items are unavailable, the guest can be informed and make another selection immediately without having to be disappointed. After a table has been cleared, the server can communicate available table status to the host station in a timely manner.
- *Minimize errors in order entry.* The order goes to the kitchen and bar immediately without having to be reentered at the server terminal, where there might be the potential for error.
- *Ensure extra security for guests' credit cards.* The guests can feel secure in the fact that their credit cards never leave their sight. The cards are processed with the handheld magnetic card reader at the guests' tables.

Handheld order terminals are not without problems. The handheld unit can:

- *Have a small screen size with a complicated screen design.* The complicated format may not allow the server to give the guest their full attention while taking the order.
- *Be bulky.* The weight and thickness of the handheld unit may limit its portability.
- *Be expensive.* Converting a restaurant to a handheld system can be very expensive. A restaurateur must have one handheld unit for each server, whereas a

standard POS server terminal can be shared by four or five servers. Handhelds may also have a short battery life.

- *Have interference from surrounding equipment.* Microwaves and air conditioners can interfere with wireless signals and cause the handheld order terminals to malfunction. It can be difficult for wireless signals to travel through walls that contain steel.
- *Have security issues.* Managers fear that the network will drop transmissions or that data can be intercepted over the airwaves.



Restaurant Reservations and Table Management

Restaurant reservations and table management software has the functionality to track reservations as well as control seating and optimize server performance. It can centralize the dining reservation process, eliminate overbookings, or maximize table utilization with walk-in and waitlist functionality. Reservations can be entered and modified, and guest phone numbers, email, mailing addresses, and preferences can be captured (Figure 7-12). Table management software has a display of currently available and occupied tables (Figure 7-13). This system provides the host with the status of occupied tables and the approximate time when each table will again be open to seating. It can also show reserved and confirmed tables, tables to be joined by more guests in a party, tables needing to be cleaned, tables approaching or exceeding assigned departure times, and tables that are not to be utilized. From this information, waiting guests can be quoted realistic wait times, and servers can be given new parties of guests at a manageable pace in their stations.

Guests can even make their own reservations online over the restaurant's Web site. The host can then send the guests an e-mail confirming the reservation they made.



Advantages of Restaurant Reservation and Table Management Software

Reservation and table management software can:

- *Help the host seat parties of guests evenly throughout the restaurant.* New parties of guests can be seated on a rotational basis in server stations, because the host can see the overall activity on the screen.
- *Eliminate overbooking.* Table management software can keep the servers and kitchen staff from being overbooked and overburdened.

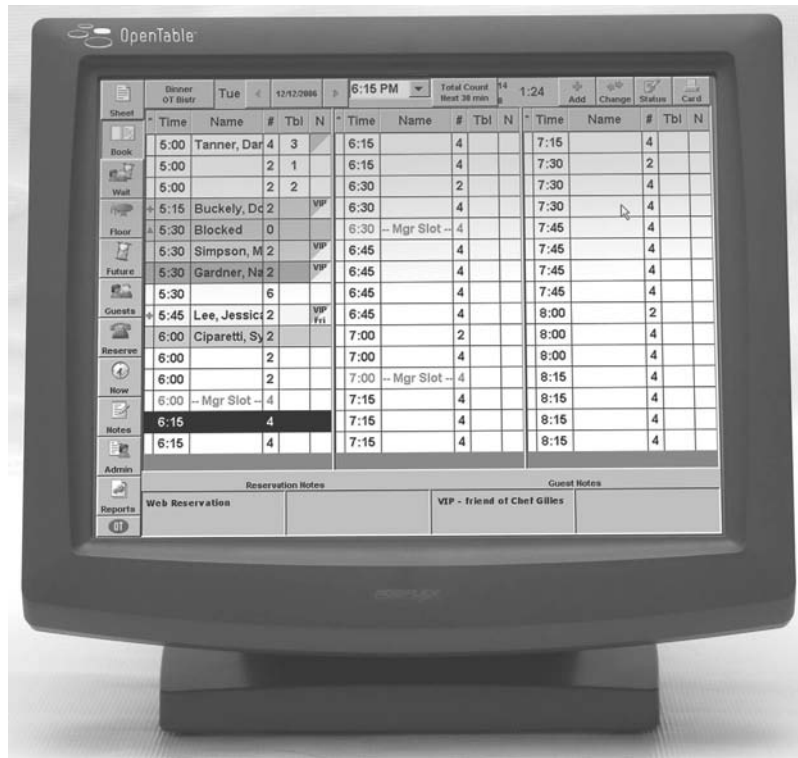


FIGURE 7-12 Reservation Management Software: Reservation management software will help track reservations in preparation for guests at an appointed time. Courtesy of OpenTable.com

- *Help the host give guests accurate waiting time quotes.* Guests can be informed how long it will be before they are seated. Guest walkouts will be reduced.
- *Provide the host with the guest's birthday, anniversary, table, and food preferences.* If this information has been kept on the computer, the host and server can use it to give more personal service to guests.
- *Increase table turns.* Efficiency provided by the seating software maximizes use of time at each table.



Guest Paging

A **guest paging device** is a wireless, remote guest call system that allows the host to signal the party of guests when their table is ready. The system includes coaster or paddle pagers, a charger, and a guest paging transmitter. Each party of guests is

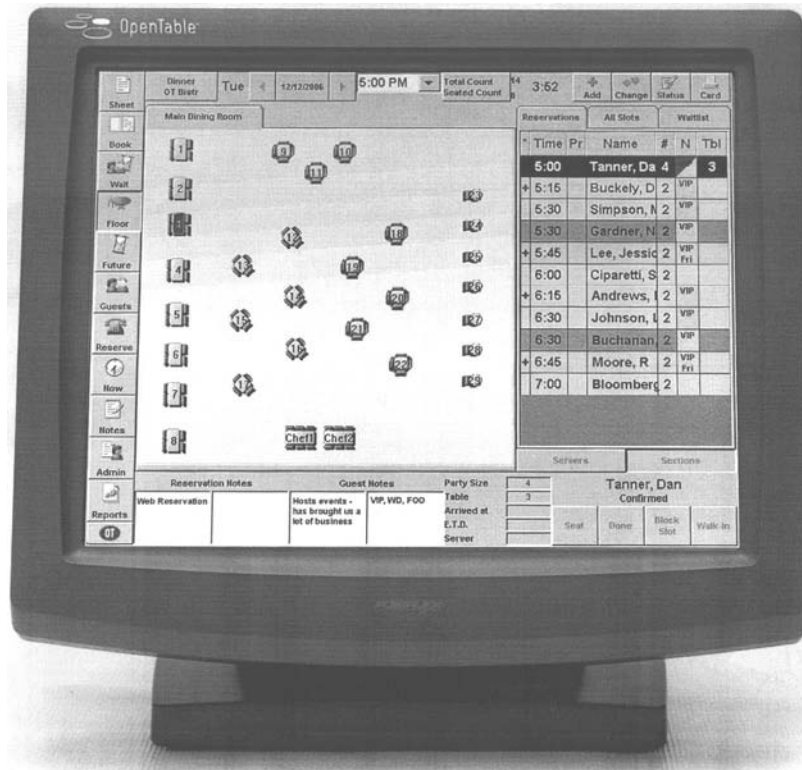


FIGURE 7-13 Seating Software: Seating software helps the maître d’hôtel or host quote wait times and seat guests in a more controlled manner. Servers receive guests in their stations on a rotational basis because the host can see the overall activity in the dining room.
Courtesy of OpenTable.com

given a pager that flashes, beeps, vibrates, or glows when signaled. Each pager has an adjustable range from ten feet to two miles (Figure 7-14).



Advantages of Guest Paging

Guest paging systems can:

- *Reduce guest response times to being called.* Guests are signaled quickly and quietly that their table is ready. Hosts or an assistant no longer need to search for guests throughout the entire establishment.



FIGURE 7-14 Coaster Pager: A coaster pager alerts the guest that his or her table is ready.
Courtesy of Long Range Systems, Inc.

- *Ensure that parties are seated promptly.* Tables no longer sit empty. Faster guest response means faster table turns, with greater revenues and profits for management and greater tips for servers.
- *Prevent crowds from forming at the host stand.* Guests no longer fear they will lose their table, so they do not hound the host for status reports every few minutes. A more inviting atmosphere is created.



KEY TERMS

Restaurant point-of-
service (POS) systems
Software
Server terminal
Printer
Cash drawer

Magnetic card reader
Handheld order
terminal
Write-on handheld
order terminal
Drink runner

Expeditor
Restaurant Reservations
and Table
management software
Guest paging device



REVIEW

1. Describe a simple restaurant POS system. Describe a more complex restaurant POS system. What types of establishments might use simple or complex systems?
2. Define server terminal.
3. List and describe the components of a POS system in a restaurant.
4. What is a touch screen monitor?
5. What is the purpose of a magnetic card reader?
6. What types of information does the chef receive from the server on the kitchen printer?
7. What are handheld order terminals, and for what type of service situations might they be used?
8. How does a server add to a guest's order at a later time or from a different server terminal?
9. What kinds of computations can the POS system do on the guest checks?
10. What must be done at the computer terminal to settle and close each guest's account if payment is made in cash? If payment is by credit card?
11. What are the advantages of a POS system?
12. Why would a manager decide to spend the money for a handheld order system?
13. What are the advantages of a computer seating management program?
14. What are the advantages of a guest paging system?



PROJECTS

1. If you are a server in a restaurant with table service, or if you know a server who will help you, strap on a pedometer and keep track of the miles walked during an eight-hour shift. Do this three times and average the results. Discuss how a POS system, or the absence of one, would influence this distance.

2. Interview the manager of a restaurant with a POS system. Find out the complexity of the system he or she uses. Write a short paper discussing the step-by-step procedure the staff follows for using the computer, from taking the order to settling a guest's account. Include the backup plan or procedure that the restaurant uses when the computer is inoperative.
3. Compare the system of having a cashier with the system of having servers keep their own receipts. Discuss the advantages and disadvantages of each situation.
4. Talk to a restaurant host who uses reservation and table management software. What is his or her opinion of its usefulness?

CASE PROBLEM



Using the Computer

There is a new handheld POS system in place in the restaurant where you work. Some of the servers do not want to learn how to use the new system. You, as a server, have worked with the handheld computers, and the restaurant owner wants all servers to use the handheld system. Answer the following questions:

- What can you do as a server to encourage other servers to use the handheld computers?
- List the advantages of using the handheld POS system.
- What would be the advantages of knowing how to take orders with or without the handheld computer?



Chapter Eight

Wine and Bar Service



Objectives

Objectives: After reading this chapter, you will be able to:

- ✓ Understand the significance of serving wine, beer, and liquor in restaurants.
- ✓ Know your responsibility in regard to serving guests who are underage or intoxicated.
- ✓ Define wine and explain some of its characteristics.
- ✓ Distinguish among types of wine.
- ✓ Identify the temperatures at which wines should be served.
- ✓ Pair wines with foods they complement.
- ✓ Know how much wine to suggest and what type of glass to serve it in.
- ✓ Know how to open red, white, and sparkling wines.
- ✓ Define beer and list some types of beer.
- ✓ Identify types of beer glasses and describe how to pour beer.
- ✓ List common types of liquor.
- ✓ Know common types of liquor glasses.
- ✓ Identify many of the classic mixed drinks.
- ✓ Understand the importance of nonalcoholic drinks.

The service of alcoholic beverages is very important because restaurants are merchandising drinks to satisfy the preferences of guests and increase profits. The server's correct service of alcoholic beverages—wines, beers, and liquors—depends not only on knowing the procedure for serving but also on the knowledge of types of drinks, glassware, beverage temperature, and garnishes. A server should know which beverages complement particular foods on the menu in order to offer suggestions to guests.



Significance of Serving Wine, Beer, and Liquor

Many guests enjoy alcoholic beverages before, with, and/or after their meals when dining in a restaurant (Figure 8-1). Wines, beers, and liquors stimulate the appetite of the diner and are palatable companions to all types of foods. They not only make the meal taste better but also add a festive note to the pleasure of dining in a restaurant. Alcoholic beverages are among the most profitable moneymakers in the foodservice business. And because alcoholic beverages add to the guest's check, the server may enjoy a larger tip.



FIGURE 8-1 Guests Enjoying an Alcoholic Beverage: Many guests enjoy an alcoholic beverage with their meal. Alcoholic beverages add a festive note to the pleasure of dining in a restaurant.

Courtesy of PhotoDisc/Getty Images

A server should suggest drinks with dinner. Suggest a cocktail, appetizer wine, or beer prior to dinner, wine with dinner, or an after-dinner drink following the meal. Specifically asking whether the guest would like drinks and being especially knowledgeable about serving drinks add to your merchandising efforts (see Making Suggestions and Increasing Sales in Chapter 4).



The Concern about Serving Alcohol in Restaurants

Serving alcohol responsibly is of great importance to the server, the rest of the restaurant staff, the guests, and the community in which they live. Laws prohibit serving alcohol to underage or intoxicated guests and hold the server, bartender, manager, and owner of the restaurant personally liable for the guest's conduct and the consequences of excessive drinking even after the guest leaves the restaurant.

According to the Centers for Disease Control and Prevention (CDC), all 50 states have adopted a legal limit of 0.08 percent (or lower) blood alcohol concentration (BAC). If an individual's BAC is at or above the legal limit for a particular state, he or she is subject to arrest or revocation of driver's license if driving while intoxicated. Drivers under the age of 21 are not allowed to have any level of alcohol in their systems, because the consumption of alcohol under the age of 21 is illegal. A standard drink is a 12-ounce beer, 5-ounce glass of wine, or a drink with a $1\frac{1}{2}$ ounce shot of liquor.

Research by the CDC indicates that alcohol use slows reaction time and impairs judgment and coordination, all skills needed to drive a car safely. Some impairment begins well below the legal BAC limit for both males and females, and may even start after one drink, reports the CDC. The more alcohol consumed, the greater the impairment. It takes the average-sized woman approximately two drinks before reaching the 0.08 percent BAC limit, whereas an average-sized man can drink three.

The CDC states that 16,885 people in the United States died in 2005 in alcohol-related motor vehicle crashes, representing 39 percent of all traffic-related deaths. The CDC also reports that in 2006, alcohol-related motor vehicle crashes killed someone every 31 minutes and nonfatally injured someone every two minutes.

Servers and other restaurant staff have a responsibility to use caution when serving alcohol. The server's first responsibility is to only serve alcohol to guests of legal drinking age, and judging a guest's age can be very difficult. A server should verify the age of any guest who looks younger than 30 by asking for proof of age, such as a state-issued driver's license, a state-issued identification card, a military identification card, or a current passport.

A server must also identify the point at which a guest of legal age should discontinue drinking alcoholic beverages. The guest usually discontinues or slows the rate of alcohol consumption when dinner is served. Occasionally, however, a guest does not order dinner but consumes only alcohol or arrives at the restaurant inebriated. The server's responsibility is to handle the situation tactfully, with the welfare of the guest and the reputation of the restaurant in mind.

The server may be able to determine the degree of intoxication of a guest by monitoring the number of drinks consumed and identifying changes in behavior. Table 8-1, from the National Restaurant Association, identifies behavior associated with various levels of intoxication. This table is only a guide. From the table, you should try to identify guests who reach the yellow level. At this point, you can stall for time by serving drinks at a slower rate. Suggest coffee or nonalcoholic wines

TABLE 8-1 Guide to Recognizing the Stages of Intoxication

<p><i>Green Level</i> (no noticeable behavior change)</p>
<p>Customer</p> <ul style="list-style-type: none"> ● Is talkative ● Seems relaxed, comfortable, happy
<p><i>Yellow Level</i> (relaxed inhibitions and impaired judgment)</p>
<p>Customer</p> <ul style="list-style-type: none"> ● Becomes louder or more talkative ● Becomes more quiet ● Behaves in an overly friendly way ● Curses at the server's slow service ● Complains that drinks are getting weaker ● Insists on singing with the band
<p><i>Red Level</i> (loss of motor coordination)</p>
<p>Customer</p> <ul style="list-style-type: none"> ● Spills a drink ● Sways when walking ● Has slurred speech ● Asks for a double ● Is unable to pick up change ● Annoys or argues with other customers ● Becomes tearful or drowsy ● Has difficulty focusing ● Falls or stumbles

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or drinks. Hand out menus for dinner. Suggest fatty and high-protein items to decrease the rate at which alcohol is absorbed into the bloodstream.

Alcohol service must be stopped before your guest reaches the red level. Tactfully inform the guest that alcoholic drinks will be discontinued. Show genuine concern for the guest and his or her safety getting home. Never be taken in by promises not to drive. Provide coffee and offer to call a taxi for an intoxicated guest. If the guest still insists on another alcoholic drink, turn the situation over to the manager on duty.

Some restaurants promote designated driver programs, in which one member of a party of guests who are consuming alcohol is encouraged to refrain from drinking and is designated as the driver for the group. The restaurant may provide free nonalcoholic beverages or food for the designated driver. Even with a designated driver, the rest of the guests in the party must not be overserved alcoholic beverages. A reputation for careful practices regarding alcohol service, a good alcohol policy, and a conscientious serving staff are a restaurant's best defense in a third-party liability lawsuit.



Wine Service

WINE MERCHANDISING

Wine is a beverage made from fermented grape juice and containing from 10 to 15 percent alcohol. Drinking wine is an important part of the American dining custom. Traditional wine service is given with much showmanship, and therefore the server needs to be fully acquainted with the procedure. Many restaurants have wine lists on the table or have the server present the wine list to the guest. Often, displays of wine bottles in the restaurant and the presence of wine glasses on the table subtly suggest wine as part of the meal. As a server, you should be ready to present and serve wine in the time-honored tradition at the guest's request.

CHARACTERISTICS OF WINE

Wines are identified by color, body, bouquet, taste, name, and vintage. As a server, you should be knowledgeable about wines and be able to distinguish one wine from another for your guests.

Wines are either white or red in accordance with age, grape variety, and the length of time the grape skins are left in the grape juice while it is fermenting to form wine. **White wines** are made by fermenting the grape juice without skins. **Pink**

wines (rosé and blush) are made by separating the skins soon after fermentation has begun. The skins remain in the tank to make **red wines**. White wines range in color from almost crystal clear to gold to amber, and red wines range from pink to red to crimson. **Rosé wines** are pink table wines and share characteristics of both red and white table wines, as do the blush wines. Rosé wines are usually blended wines, whereas **blush wines** are sweeter and are made from one grape variety.

Body describes the thickness or thinness of the wine. The body of a wine is determined by how it flows around the inside of a glass as it is swirled. A light wine flows quickly, and a full-bodied wine flows slowly. This light-bodied or full-bodied quality is also apparent on the tongue.

The **bouquet**, or aroma or fragrance, a wine emits as it is swirled is one of the most sensational qualities of a wine. For example, the bouquet may be fruity or flowery. Red wines need to rest or breathe for several minutes after they are opened to develop their bouquet.

The flavor of each wine ranges from very dry (not sweet) to very sweet. Complete fermentation produces a **dry wine**. A sweet wine is produced by interrupting the fermentation process. The dryness or sweetness characteristic usually determines when the wine is served during the meal (see *Wines and Foods that Complement Each Other* later in this chapter).

Wines may be named and identified on their labels by their varietal, generic, or proprietary names. Wines are often numbered on wine lists because their names are lengthy and/or difficult to pronounce. A description of names on labels follows:

- A wine with a **varietal name** has the name of the primary grape used in making the wine. California law states that at least 51 percent of the juice in a wine must come from the named variety of grape. Some wines contain up to 100 percent of the named grape. Examples of wines with varietal names are Pinot Noir and Chardonnay.
- Some wines are known by their **generic names**. These wines are named after the geographic region where the grapes are grown. Burgundy and Champagne are wines with generic names. American-made wines similar to the originals sometimes bear the generic name of the wine they resemble. For example, New York Champagne bears resemblance to French Champagne, and California Burgundy is similar to French Burgundy.
- Wines may have **proprietary names**, which are brand names adopted by the bottler for sales purposes. These names do not conform to other classifications.

Wines are produced in many countries. France, Italy, Spain, Germany, and Portugal are important wine producers, as are Argentina, South Africa, Romania, Australia, and others. The United States is also a major wine producer. Most U.S.

wines come from California, Oregon, Washington, and New York. American and European wines do not taste the same even when they are made from the same grapes. The difference in taste is caused by different climates, soils, and growing conditions.

Vintage refers to the wine from a grape crop or harvest of a good year, and many vintage wines carry the year of the harvest on their labels. In European countries, the vintage year statement is used to identify the years when the weather in the vineyard districts was sunny enough to fully ripen the grapes. In California, the long, rainless summers permit the grapes to mature every year, but the state's wines still reflect subtle changes in the weather from year to year. In order to state a vintage year on the label, the United States requires that 95 percent of the grapes in a wine be grown and fermented during that year. Wineries in other countries do not enforce this law, allowing for some very fine wines to be undated.

TYPES OF WINES

Wines are grouped into four basic types: table, sparkling, fortified, and aromatized.

1. **Table wines.** All unfortified white and red wines that normally accompany a meal are referred to as table wines. The alcohol content of table wines is 9.5 to 14 percent. They are created entirely by the natural fermentation of sugars in grape juice. Examples of table wines are Burgundy and Bordeaux.
2. **Sparkling wines.** Sparkling wines, often used for special occasions, contain 8 to 14 percent alcohol. Carbon dioxide is added to make these wines effervescent. Champagne is a well-known sparkling wine.
3. **Fortified wines.** Fortified wines are combined with brandy to increase the alcohol content to within 17 to 22 percent. Fortified wines can vary from dry to sweet. For example, a dry sherry can be used as an aperitif wine, and a sweet sherry or port can be served as a dessert wine.
4. **Aromatized wines.** A few wines are lightly fortified and flavored with herbs, spices, and peels. Aromatized wines, such as vermouth, are often served in combination with other alcoholic beverages as cocktails. Aromatized wines contain between 15 and 20 percent alcohol.

TEMPERATURE OF WINE

Red wine should be served at cool room temperature. White, rosé, blush, and sparkling wines are best served chilled (Table 8-2). The bouquet and taste of wines are at their best when wines are served at the correct temperature. Serving the wine at the correct temperature is the server's responsibility.

TABLE 8-2 Wine Serving Temperatures

Refrigerator Temperature	35 degrees
Ice Wines, Tokay, Berenauslese, and other dessert wines	43 degrees
Champagne, Riesling, Sauterne, Rosé	46 degrees
Chardonnay, Viognier	50 degrees
Beaujolais, Madeira	55 degrees
Chianti, Zinfandel	59 degrees
Cabernet, Red Burgundy, Bordeaux, Merlot, Shiraz, Pinot Noir, Port	63 degrees
Restaurant Temperature	70 degrees

Courtesy of LoveToKnow Corp.

Prior to service, all wines should be stored in a cool, dark location (Figure 8-2). An ideal wine storage temperature for a long period of time is approximately 55°F. Wines with corks should be stored horizontally so that the corks do not dry out and crumble into the bottle or allow air to enter and spoil the wine.

Before serving white, rosé, blush, and sparkling wines, chill them one or two hours in the refrigerator. To maintain a constant supply of chilled wines, some restaurants keep several bottles cold in the refrigerator at the bar. The server then gets the chilled bottle ordered by guests from the bartender and replaces it with a bottle of the same wine from storage, to be chilled for another time. Wines may be



FIGURE 8-2 Bottles Stored Horizontally: Bottles of wine should be stored horizontally in a cool, dark location to prevent the corks from drying out and to preserve the quality of the wine. Courtesy of PhotoDisc, Inc.

chilled in a refrigerator for up to two weeks; a longer period of chilling destroys the flavor. Wines that have been in the refrigerator longest should be used first. Never freeze or warm up a wine.

In some restaurants, a **wine cooler** or ice bucket may be used to maintain the proper temperature of wine at the table. Partly fill the bucket with ice and water so that the bottle slips in and out easily. Because this cooler is mainly for showmanship and maintenance of temperature, chilling wine in a refrigerator prior to service is still advisable.

Under normal conditions, red wines do not need chilling prior to service. To slightly lower the temperature, you may wish to chill the wine for 15 to 20 minutes in the refrigerator.

WINES AND FOODS THAT COMPLEMENT EACH OTHER

No hard-and-fast rules define which wine complements a certain food, although time, tradition, and common sense have given us certain wine and food associations. Therefore, any wine may be served with any food and be correct.

The server should serve the wine ordered by the guests and never criticize a guest's selection. When a guest asks your opinion, however, suggest a wine that is traditionally acceptable with the food ordered. Table 8-3 illustrates some well-accepted combinations of wines and foods that complement each other. Notice that dry, light wines are usually served at the beginning of a meal. As the meal progresses, medium-dry wines are served with the entrée. Delicate wines go well with lighter dishes, and full-bodied wines go well with robust foods (Figure 8-3). Only with dessert should sweet wines be served.

THE AMOUNT OF WINE TO ORDER

The normal portion of wine is four to five ounces per serving. Most bottles of wine are **fifths** (25.4 ounces or 750 ml). Wines in restaurants are also sold in half-bottles (tenths or splits) and by the glass. A good rule of thumb for ordering wine is a half bottle for two persons, a full bottle for three to five persons, and two bottles for six to ten persons. Knowing the approximate number and size of servings enables you to suggest the appropriate amount for your party of guests to order.

WINE GLASSES

A **wine glass** is traditionally a thin, stemmed, tulip-shaped glass, free of decoration and color. A serving of wine of only four to five ounces fills the glass approximately half full. Therefore, the bowl of the glass should be large enough to allow the guest

TABLE 8-3 Wines and Foods that Complement Each Other

Beef	Barbera, Barolo, Burgundy, Cabernet Sauvignon, Proprietary Red, Tempranillo, Pinot Noir
Cheese Dishes	Cabernet Sauvignon, Pinot Noir, Riesling . . . very ripe cheese hides the flavor of wine . . . serve fine wines with mild cheese
Chicken	Chablis, Chardonnay, Chenin Blanc, Riesling, Loire, Proprietary White, Sauvignon Blanc
Clams	Chablis, Chardonnay, Proprietary White
Crab	Chablis, Non-Vintage Champagne
Duck, Goose	Barbera, Cabernet Sauvignon, Merlot, Pinot Noir, Rhone, Blush, Zinfandel
Fish	Chardonnay, Chenin Blanc, Riesling, Sauvignon Blanc, Alsace White
Ham	Blush, Gewurztraminer, Zinfandel, Beaujolais
Hamburger	Cabernet Sauvignon, Merlot, Pinot Noir, Chianti, Zinfandel
Lamb	Chianti, Pinot Noir, Rhone, Zinfandel, Tempranillo
Liver	Beaujolais, Merlot, Rhone, Zinfandel
Lobster	Chardonnay, Gewurztraminer, Riesling
Omelettes	Chenin Blanc, Riesling, Proprietary White, Blush, Zinfandel
Oysters	Chablis, Chardonnay, Muscadet, Sauvignon Blanc
Pheasant	Cabernet Sauvignon, Tempranillo, Riesling, Pinot Noir, Rhone
Pizza	Everything
Pork	Zinfandel, Chenin Blanc, Alsace White
Quiche	Sauvignon Blanc, or a young Red according to ingredients
Scallops	Chablis, Chardonnay, Sauvignon Blanc
Shrimp	Sauvignon Blanc, Chardonnay, Gewurztraminer
Spaghetti	Barbera, Barolo, Chianti, Proprietary Red, Zinfandel
Turkey	Chenin Blanc, Riesling, Loire, Sauvignon Blanc
Veal	Cabernet Sauvignon, Pinot Noir, Zinfandel, Chardonnay, Riesling

Courtesy of the Pennsylvania Liquor Control Board

to swirl the wine and release the bouquet or aroma. The shape of the bowl should curve inward at the top to concentrate the aroma of the wine toward the nose. The stemmed feature allows the guest to hold a glass by the stem so the wine is not warmed by the heat of the hand.

A restaurant usually has several kinds of wine glasses suitable for serving different types of wine. Technically, there can be a wine glass size and shape for nearly every type of wine, but many restaurants use just a few main types of wine glasses as follows: appetizer and dessert wine glasses (4–5 oz.), tulip-shaped white wine glasses (7–9 oz.), red wine glasses with larger, more rounded bowls (9–12 oz.), and tall, thin flutes (7–8 oz.) for sparkling wines. Some restaurants may use only one large all-purpose eight-ounce wine glass suitable for all types of wine.

Because white wine is served chilled, a smaller serving is poured, allowing the remainder to stay in the ice bucket. Champagne was traditionally served in a saucer-shaped stemmed glass, but today a narrow tulip-shaped glass is preferred because it allows the wine to generate bubbles longer. With each new type of wine ordered,



FIGURE 8-3 Example of Wine and Food Pairing: Pair a wine with a food it will complement, such as this light-bodied red wine with duck.
Photo by S. Dahmer

a clean, appropriate glass should be provided. Some traditional wine glasses used in restaurants are shown in Figure 8-4.

WINE LISTS AND WINE CHARTS

A **wine list** is a wine menu. A restaurateur works closely with a local wine distributor to place on the list dependable domestic and foreign wines that complement the food menu. A balanced wine list is made up of red, white, rosé, and sparkling wines.

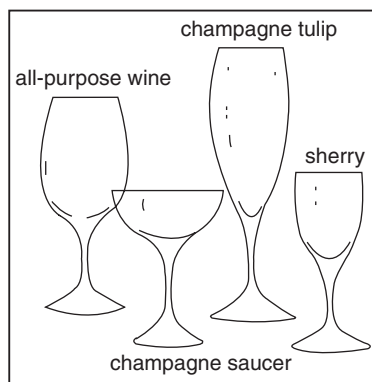


FIGURE 8-4 Traditional Wine Glasses: Traditional wine glasses frequently used are the all-purpose wine, champagne saucer, champagne tulip, and sherry glasses. Today, a champagne tulip glass is preferred for champagne because it allows the wine to generate bubbles longer.

A good wine list is brief and describes the characteristics of the wines. It is generally kept simple, because the average guest recognizes only a few of the more popular wines. A wine list may include several expensive wines, but the bottles of wine on the wine list are generally priced at no more than the average price of a dinner. Your restaurant should have plenty of copies of the wine list on hand. These lists should be located in a convenient place and kept in good condition; messy, untidy copies with written-in changes should not be used.

A good server reads the complete wine list and learns how to pronounce the names of the wines in order to communicate them to the guests. Some restaurants have a **wine chart** carried by servers that describes available wines and pairs them with menu items. Most charts include the wine list number, name, phonetic pronunciation, year, price, type, origin, serving temperature, characteristics, and foods the wines complement. A good wine chart shows whether the wine is light or full-bodied, sweet or dry.

TAKING THE WINE ORDER

After becoming familiar with the wine list, you will feel comfortable taking the wine order. Bring out the wine lists with the menus and distribute them around the table. When only one wine list is available per table, open the wine list and hand it to the host of the table.

Take the wine order after you take the food order. You may sense a feeling of unfamiliarity with the wine list, and in this case you might suggest, “Our California Riesling is excellent with the broiled trout you ordered,” or “We have a very good house rosé that will complement everyone’s meal.” Thank the guests, collect the wine lists with the menus, and continue with the service.

Serve the wine according to the time given to you by the host. If guests are enjoying cocktails first and have not designated when to serve the wine, open and serve wine with the entrée.

PROCEDURE FOR OPENING AND SERVING WINE

Serve wine in the proper manner, with a great deal of showmanship. Guests will get the greatest enjoyment from wine service as follows.

Opening Red Wines

Obtain a bottle of red wine of the right temperature and carefully carry it to the table. From the right side, present the bottle to the host by showing the label



FIGURE 8-5 Presenting the Wine to the Guest: A bottle of wine should be carefully carried to the table and presented to the host so the label can be read. Courtesy of Digital Vision at Getty Images®

(Figure 8-5). State the name of the wine, such as “The Burgundy you ordered, sir (or ma’am).” Wait for approval from the guest, then place the bottle of wine on the table to be opened.

The correct wine glasses are brought next so that the guests may anticipate the wine service. Set each wine glass on the table to the right of and slightly below the water glass. When serving several wines, either place the glasses in a line to the right of the water glass or place one wine glass below the other (Figure 8-6).

Handle the bottle carefully, so any sediment in it is not stirred up. Cut around the lower lip of the bottle with a sharp knife and remove the foil. Wipe away any mold that has formed near the cork. Press on the cork slightly to break the seal between the cork and the bottle. Using a **waiter’s corkscrew** (Figure 8-7), insert the spiral screw into the cork and twist it until the corkscrew is almost completely inside the cork with only one turn showing. Place the lever on the edge of the wine

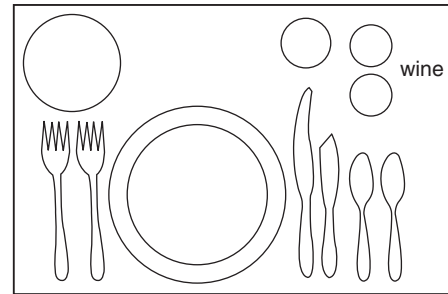
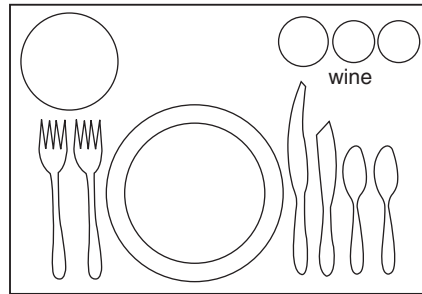


FIGURE 8-6 Ways of Placing Wine Glasses in the Cover: Either way of placing wine glasses in the cover shown here is proper when more than one kind of wine is to be served with the meal.

bottle and, using the handle, remove the cork from the bottle (Figure 8-8). The complete method of opening the bottle of wine is shown in Figure 8-9.

Smell the cork to detect any musty, vinegary, or sulfuric odor that indicates the wine is not good. If the cork has an off-smell, replace the bottle with another at once. If the wine is good, remove the cork from the corkscrew and place it on the



FIGURE 8-7 Waiter's Corkscrew: While there are many varieties of corkscrews, the waiter's corkscrew is especially popular. Photo by S. Dahmer



FIGURE 8-8 Server Opening a Bottle of Wine: When opening a bottle of wine, place the lever on the edge of the wine bottle and use the handle to remove the cork. Courtesy of PhotoDisc/Getty Images

table to the right of the host's glass. Wipe the lip of the bottle. Place the bottle of wine in the center of the table to allow the bouquet to develop.

Pour the wine for the guests when the entrée is served. Pour a sample of one or two ounces of wine into the host's glass (Figure 8-10). Once the wine has been tasted and approved, fill the other glasses at the table. Leaving each glass on the table, fill the glasses one-half to two-thirds full (a four- or five-ounce serving), twisting the bottle a quarter turn as you finish pouring to prevent dripping. Pour the wine for the woman at the host's right and continue counterclockwise, serving all of the women in the party. Then serve the men, serving the host last. Never completely empty a bottle, because you may pour out the sediment at the bottom. If the proper amount of wine has been ordered, there will be enough wine for each guest. Place the remaining wine on the table to the right of the host. Be available to refill glasses as needed. You may wish to suggest another bottle.

Opening White, Blush, and Rosé Wines

When a white, blush, or rosé wine is ordered, bring the chilled bottle to the table in a bucket of crushed ice and water and place it on a stand to the right of the host. Present the bottle by showing him or her the label and wait for approval. Then place the chilled wine back in the ice bucket.

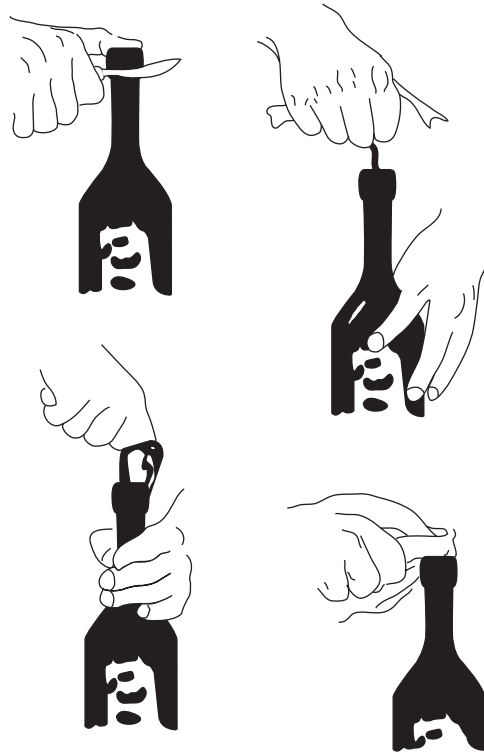


FIGURE 8-9 Opening a Bottle of Table Wine: When opening a bottle of table wine, cut away the foil and wipe away the mold, remove the cork with a corkscrew, and wipe the lip of the bottle again before pouring from it.

Bring the wine glasses next. Set each wine glass on the table to the right of and slightly below the water glass. When serving several wines, either place the glasses in a line to the right of the water glass or place one wine glass below the other, as shown in Figure 8-6.

Open the wine in the ice bucket to keep it chilled. Cut around the lower lip of the bottle with the knife, and remove the foil covering the top of the cork. Wipe away any mold that has formed near the cork. Press on the cork slightly to break the seal between the cork and the bottle. Using the corkscrew, insert the spiral screw into the cork and twist it until the corkscrew is almost completely inside the cork with only one turn showing. Anchor the lever on the lip of the bottle, and using the handle of the corkscrew, remove the cork from the bottle.

Smell the cork to be sure the wine is good. Replace a wine with a musty, vinegary, or sulfuric smell with another bottle. If the wine is good, remove the cork from the corkscrew and place it on the table to the right of the host's glass. Wipe the lip of the bottle with a clean napkin. Pour a sample of the wine for the host and wait for approval.



FIGURE 8-10 Pouring a Sample Taste for the Host: When serving wine, first pour a sample taste for the host and wait for his or her approval. Courtesy of Digital Vision at Getty Images®

Pour a white, blush, or rosé wine as soon as it is opened and approved by the host. Wrap the chilled bottle in a clean napkin to maintain its temperature. Allow the label to show. Pour glasses one-half to two-thirds full, and twist the bottle as you finish pouring to prevent dripping. Pour the wine for the woman at the host's right, and continue counterclockwise to serve all of the women in the party. Then serve the men, serving the host last.

Place the bottle with the remaining wine back into the ice bucket so that it remains chilled. When removing the bottle from the ice and water to refill glasses, wipe the water from the outside so you do not drip water on a guest or on the table.

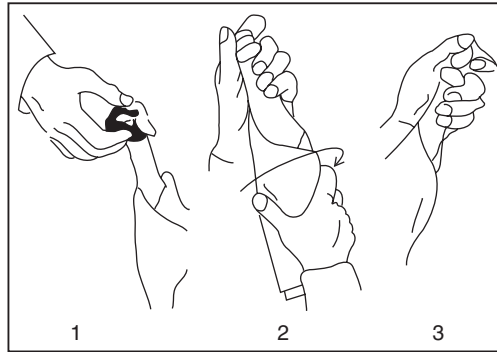


FIGURE 8-11 Opening a Bottle of Sparkling Wine: Open a bottle of sparkling wine by first removing the foil and wire. Then grasp the cork and tilt the bottle away from the guest. While holding the cork firmly, twist the bottle to allow the internal pressure to push the cork out.

Opening Sparkling Wines

As with white, blush, or rosé wines, keep the chilled bottle of sparkling wine in an ice bucket at the host's right. Bring wine glasses next, as described previously. To open the wine, wrap the bottle in a clean cloth napkin to maintain its chilled temperature and protect your hands from possible glass breakage. Cut the foil below the wire with the knife and remove it. Untwist the wire with your right hand while holding your left thumb on top of the cork. Remove the wire. Continuing to hold in the cork with your left thumb, tilt the bottle at a 45-degree angle and point it away from the guests. Firmly hold the cork with your left hand, and twist the bottle with your right hand. Let pressure escape slowly. Allow the pressure in the bottle to force the cork out gently without a pop or fizz (Figure 8-11). Remove the napkin from the bottle, and serve the host a taste. When given approval, serve the rest of the guests as you would with table wines.



Beer Service

TYPES OF BEER

Beer is a term referring to a brewed alcoholic beverage made from fermented barley malt, hops, yeast, and water with an alcoholic strength of 2 to 6 percent. In the United States, most of the beer consumed is a **lager beer**, a generic term for a pale, aged, effervescent brew introduced from Germany during the middle of the 19th century. In addition to malt, other grains such as corn and rice are frequently used to give lager its light body. All lager beers are aged by storing them for several months before putting them into bottles, cans, or kegs. Lagers should be served chilled (48°F/9°C).

Ale is another generic form of beer that differs from lager beer in that it has a different proportion of beer ingredients and is fermented at a higher temperature. These differences in brewing make ale a heavier beer with less carbonation. Ale has a more pronounced flavor of hops and higher alcohol content. Serve ale at a warmer temperature (54–56°F/12–13°C).

Types of beer have certain characteristics. For instance, **pilsner** is a lager beer with a pale, golden color, a strong hops flavor, and an alcohol content of 4 to 5 percent. **Munchner** is a beer made in Munich, Germany. It is deep brown in color and slightly sweet and has a strong malt flavor. **Weisse**, a white beer, is a German beer made from wheat. It is light and very refreshing. **Malt liquors** are lager beers with an alcohol content of 4 to 8 percent. **Light beer** is a lager specially brewed to reduce the number of carbohydrates and calories. Once a year, American and European brewers make a **Bock beer** and offer it in the spring. Bock is a dark beer with more body than usual and the added pleasant bitterness that comes from hops.

TYPES OF BEER GLASSES

Beer may be served in a mug, pilsner, goblet, schooner, tumbler, shell, stein, or hourglass tumbler. Pictured in Figure 8-12 are a **footed pilsner**—a tall, narrow, seven-ounce glass with a short stem—and a **stein**—a heavy glass with a handle. Beer glasses must be spotlessly clean, with no greasy film, to prevent the beer in them from losing carbonation.

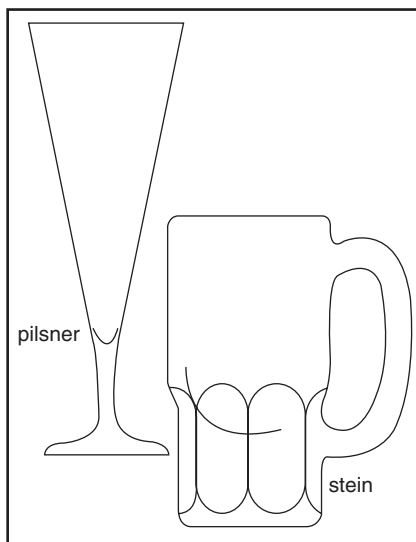


FIGURE 8-12 Two Beer Glasses: A footed pilsner and a stein are two of the many glasses used to serve beer.

PROCEDURE FOR SERVING BEER

Beer goes well with almost any food served in a restaurant except sweets. Beer may be served before the meal with the appetizer, during the meal, and as a beverage any time.

Pour the beer for the guest. Hold the glass at a 45-degree angle and begin to pour to release some carbon dioxide. At the halfway point, bring the glass upright and continue to pour into the center of the glass to create the perfect foam head. The foam head should be about one inch in depth and come to the top of the lip without spilling over. The head is very important because it releases the beer's aroma and flavor and is a nice presentation. Place the beer on the table to the right and below the water glass. Most of the rules for serving beverages (see Chapter 5, *Serving the Meal*) apply to serving beer.



Liquor Service

TYPES OF LIQUOR

Cocktails, mixed drinks, and straight drinks are made from brandy, whiskey, vodka, gin, rum, cordials, and other liquors or spirits. As a server, you should be familiar with the following liquors or spirits, which are the most frequently ordered:

1. **Brandy** is liquor made by the distillation of wine or a fermented fruit mash. The word brandy by itself refers to the liquor that is made from grape wine. Kirsch (cherry brandy), applejack (apple brandy), and apricot brandy are examples of fruit brandy. A well-known brandy is cognac, which is distilled in the region near the city of Cognac, France.
2. **Whiskey** is liquor distilled from fermented grain mash and aged in wooden barrels. The grain, yeast, water, and blending of whiskey have a lot to do with the flavor and lightness of the spirit. Most restaurant bars stock straight, blended, and bonded whiskeys that vary in age, alcoholic content, and flavor characteristics. Bourbon is a well-known straight whiskey. American, Canadian, Scotch, and Irish whiskey are the main whiskeys sold in the United States.
3. **Vodka** is usually distilled from grain mash but is not aged, as are many other spirits. It is colorless and has no aroma or flavor. Because of its neutral character, it is usually served blended with fruit juices, spirits, or wines.
4. **Gin** is redistilled liquor employing the juniper berry as the principal flavoring agent. Other flavoring agents are roots, herbs, peels, and other berries. Gin is a dry spirit used in many popular drinks.

5. **Rum** is a distilled beverage made from sugar cane by-products. The majority of rum production is in and around the Caribbean and South America. Rums range from the very dark Jamaican rums to the light, delicately flavored rums from Cuba and Puerto Rico. Rums are used for cooking and in many fruity drinks.
6. Other liquors include **aquavit**, a Scandinavian distilled beverage made exactly the same way as gin but with a caraway flavor, and **tequila**, a Mexican spirit distilled from the juice of the agave plant.
7. **Cordials** are sweet, colorful drinks that must contain at least 2 percent sugar. In Europe, cordials are called liqueurs. They are made by various processes that allow brandy to absorb the coloring, flavor, and aroma of fruits, leaves, and peels. Well-known cordials include crème de cacao, Benedictine, Chartreuse, Drambuie, crème de menthe, and Triple Sec.

TEMPERATURE OF DRINKS

Almost all cocktails, mixed drinks, and straight drinks must be served very cold. In some restaurants, the glasses are chilled to maintain the cold temperature of the drinks served in them.

LIQUOR GLASSWARE

Glasses vary in size and style, depending on the preference of management. However, the well-known types of glasses are important for the server to recognize:

- **Whiskey jigger** or **shot glass**. A very small glass with a capacity of $1\frac{1}{2}$ ounces
- **Highball glass**. A medium-tall, straight-sided glass holding between five and eight ounces
- **Collins glass**. A tall, straight-sided, frosted glass holding about 10 to 12 ounces
- **Old-fashioned glass**. A low, squat glass holding about 5 to 10 ounces
- **Cocktail glass**. A four-ounce funnel-shaped stemmed glass
- **Sour glass**. A four-ounce slender, tulip-shaped glass with a short stem
- **Brandy snifter**. An eight-ounce balloon-shaped glass with a short stem
- **Cordial glass**. A slender-stemmed, tulip-shaped glass holding about one ounce
- **Margarita glass**. A 12- to 20-ounce stemmed glass with a wide bowl

Many cocktails are served “up” or **straight up**, meaning without ice. They are served in a stemmed glass to prevent the guest’s hands from warming the beverage. Another term used is **neat**, a drink served without ice or mixer. However, if the guest orders a cocktail **on-the-rocks**, serve the cocktail over cubes of ice in an old-fashioned glass. Some of the glasses used in restaurants are shown in Figure 8-13.

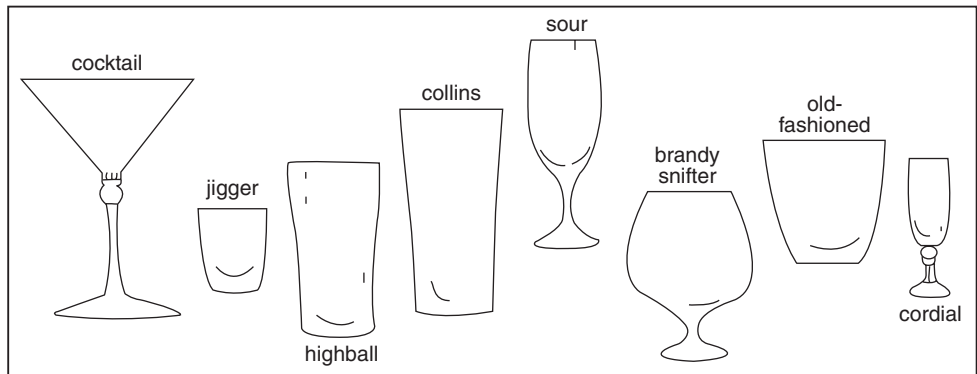


FIGURE 8-13 Examples of Frequently Used Liquor Glasses: An alcoholic beverage or cocktail should always be served in the glass appropriate for the drink. Here are some examples of frequently used liquor glasses.

POPULAR COCKTAILS AND MIXED DRINKS

To serve cocktails or mixed drinks properly, the server must have knowledge of popular drinks (Figure 8-14). Table 8-4 shows the type of glass, ice, ingredients, and garnish for the drinks frequently ordered in restaurants.

PROCEDURE FOR SERVING DRINKS

After the guests are seated and receive their menus, take the cocktail order. Because of the many drink variations, the server must take the order correctly. Many guests request a particular brand of liquor in their drinks, a variation of mixers (e.g., club soda, water, ginger ale), different liquor than traditionally used, or a special garnish.

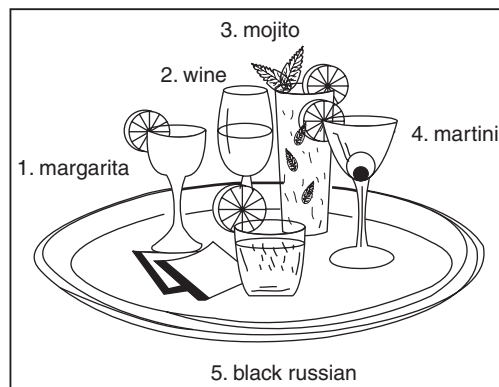


FIGURE 8-14 Popular Drinks on a Tray: A good server should have knowledge of popular drinks such as the ones shown here on a tray.

TABLE 8-4 Popular Alcoholic Drinks

Black Russian

Glass: Old-fashioned
Ice: Mix with ice in a shaker or blender
Ingredients: Coffee liqueur, vodka
Garnish:

Bloody Mary

Glass: Highball
Ice: Pour over cubes in glass
Ingredients: Vodka, tomato juice, hot pepper sauce, Worcestershire sauce
Garnish: Celery stick and lime slice

Cosmopolitan

Glass: Cocktail
Ice: Stir with ice, then strain into glass
Ingredients: Vodka, cranberry juice, dry vermouth
Garnish: Twist of lemon

Long Island Ice Tea

Glass: Collins
Ice: Pour over cubes in glass
Ingredients: Vodka, light rum, gin, tequila, sour mix, splash of Coke
Garnish: Lemon slice

Manhattan (also many variations)

Glass: Cocktail
Ice: Stir with ice, then strain into glass
Ingredients: Whiskey, sweet vermouth, Angostura Bitters
Garnish: Maraschino cherry

Margarita (also many variations)

Glass: Margarita stemmed glass; rim rubbed with lime then dipped in coarse salt
Ice: Shake with ice, then strain into glass
Ingredients: Tequila, triple sec, lime juice
Garnish: Lime slice

Martini (also many variations)

Glass: Cocktail
Ice: Stir with ice, then strain into glass
Ingredients: Gin, dry vermouth
Garnish: Olive or lemon twist

Mojito

Glass: Old-fashioned
Ice: Pour muddled mint, lime, rum, and sugar over crushed ice in glass; add soda
Ingredients: Mint sprigs, lime, light rum, sugar, club soda
Garnish: Mint sprigs

(Continued)

TABLE 8-4 Popular Alcoholic Drinks (Continued)

Pina Colada

Glass: Collins

Ice: Mix with ice in a blender or shaker

Ingredients: Pineapple juice, coconut cream, gold rum

Garnish: Maraschino cherry and pineapple stick

Rob Roy (Scotch Manhattan)

Glass: Cocktail or old-fashioned

Ice: Stir with ice, then strain into cocktail glass, or serve on-the-rocks

Ingredients: Scotch, sweet vermouth, Angostura Bitters to taste

Garnish: Maraschino cherry

Tequila Sunrise

Glass: Collins

Ice: Mix in a blender with ice, then pour into glass. Add grenadine last.

Ingredients: Orange juice, tequila, juice of $\frac{1}{2}$ a lime, grenadine

Garnish: Lime slice

For example, a guest may order a vodka gimlet instead of a gin gimlet or a twist instead of an olive in a dry martini.

After you have properly taken the bar order, submit it to the bartender at the **service bar**, which is an area of the bar for server and bartender use only. You may be required to assist the bartender in preparing the drinks by setting the appropriate glasses on the cocktail tray, icing the glasses when required, adding the mixers, or garnishing the cocktails. Place the drinks on the tray in the order in which you took the orders to help you serve the correct drink to each guest. In some restaurants, the policy is to set up ingredients for highballs, on-the-rocks drinks, and straight drinks at the service bar and to combine the ingredients later at the table in front of the guests.

When drink ingredients are combined in front of the guests at the table, pour the measured liquor into the proper glass, then add the proper amount of mixer designated by the guest. When on-the-rocks drinks are prepared in front of the guests, pour the liquor over the ice in the glass.

When drinks are ready to serve, apply the ordinary rules of serving beverages. Serve from the right with the right hand, and serve women first. Place the drink to the right and slightly below the water glass. Remove drink glasses when empty. Ask the guests whether they would like another cocktail before ordering the meal.

After the guests complete the entrée or dessert and the soiled dishes are cleared, suggest an after-dinner drink such as brandy or a cordial. Serve these drinks in the same manner as you serve other cocktails and mixed drinks.



Nonalcoholic Drinks

As guests become increasingly concerned about nutrition, weight control, and driving while intoxicated, they are shifting their tastes to lighter drinks, such as low- or no-alcohol beers and wines and other beverages without alcohol. One of the biggest innovations in bar drinks has been **nonalcoholic drinks** (see Table 8-5). These drinks are alcohol-free but contain other bar ingredients such as fruit juice

TABLE 8-5 Examples of Nonalcoholic Drinks

Cinderella

Glass: Highball

Ice: Pour over cubes

Ingredients: Club soda, grenadine, lemon juice, orange juice, pineapple juice

Garnish: Pineapple slice and/or orange slice

Iced Coffee or Iced Frappuccino

Glass: Highball

Ice: Blend ingredients with ice

Ingredients: Strong cold coffee, sugar, and milk

Garnish: None

Mango Smoothie

Glass: Specialty glass

Ice: Blend ingredients with ice

Ingredients: Pineapple juice, mango slices, vanilla yogurt

Garnish: None

Shirley Temple

Glass: Highball

Ice: Pour over cubes

Ingredients: Ginger ale, grenadine

Garnish: Maraschino cherry and orange slice

Sparkling Mineral Water

Glass: Highball

Ice: Pour over cubes

Ingredients: Bottled sparkling water

Garnish: Lime or lemon slice

Virgin Mary

Glass: Highball

Ice: Pour over cubes

Ingredients: Tomato or V-8 juice, lemon juice, Worcestershire sauce, Tabasco sauce, celery salt or celery seed, dill, pepper

Garnish: Celery stick and lime slice

and mixers. They may be concocted and garnished to resemble alcoholic drinks, such as coolers, fruit fizzes, frappés, and ice cream–based smoothies. A popular expression for a nonalcoholic drink is a virgin drink, such as a Virgin Mary—a Bloody Mary without vodka. Children’s cocktails, such as a Shirley Temple, are always nonalcoholic.



KEY TERMS

Wine	Wine glass	Rum
White wines	Wine list	Aquavit
Pink wines	Wine chart	Tequila
Red wines	Waiter's corkscrew	Cordials
Rosé wines	Beer	Jigger
Blush wines	Lager beer	Highball glass
Body	Ale	Collins glass
Bouquet	Pilsner	Old-fashioned glass
Dry wine	Munchner	Cocktail glass
Varietal name	Weisse	Sour glass
Generic names	Malt liquors	Brandy snifter
Proprietary names	Light beer	Cordial glass
Vintage	Bock beer	Margarita glass
Table wines	Footed pilsner	Straight up
Sparkling wines	Stein	Neat
Fortified wines	Brandy	On-the-rocks
Aromatized wines	Whiskey	Service bar
Wine cooler	Vodka	Nonalcoholic drinks
Fifths	Gin	



Review

1. What are the advantages of serving alcoholic beverages in a restaurant?
2. What are the restaurant personnel's responsibilities in regard to serving minors or intoxicated guests?
3. How does blush wine differ from rosé?
4. What is the bouquet of a wine? How does the server get the red wine bouquet to develop?
5. When are dry wines and sweet wines usually served during the meal?
6. What does the vintage tell you about a wine?
7. Why should corked wines be stored horizontally?
8. What is the maximum time that wine should be refrigerated?
9. Why is an ice bucket or wine cooler used in the service of wine?
10. What wines would you suggest with the following foods: lasagna, prime rib, shrimp appetizer, chicken, cheesecake, lobster, cheese soufflé, sirloin steak, Cobb salad?

11. What amount of wine (fifth, split, glass) would you suggest for two people? Four people? Twelve people?
12. Why are wine glasses stemmed?
13. Why should a bottle of wine be handled with care before opening it?
14. What purpose does a wine chart serve?
15. What is the procedure for pouring beer for a guest?
16. What are the distinguishing features of brandy, whiskey, vodka, gin, rum, and cordials?
17. Why is it important to know the glassware used for alcoholic beverages?
18. What are some of the ingredients found in a nonalcoholic cocktail?



Projects

1. Have a group discussion about the effect of alcohol on the body and the server's responsibility toward serving alcohol responsibly. Discuss some difficult situations in terms of serving alcohol in a restaurant.
2. From your restaurant's wine list or any wine list, identify the types of wine listed, such as table, sparkling, fortified, and aromatized. Determine the temperature at which you would serve each wine. Ask a bartender or wine sommelier to answer any questions you might have about the wine list.
3. Attend a short, commentated tasting of wines on a good wine list. Note the qualities of each wine. You can read many books on wine, but nothing replaces firsthand tasting of the wine in question. You as the server are most likely to encourage guests to try the wines you have tasted and liked. At another time, you might also have a commentated tasting of beer.
4. Obtain examples of glassware used for drinks, and list the drinks that are served in each glass.
5. Memorize the table of popular drinks in this book, and learn those drinks popular in your area. Identify the setup, including the glassware, ice, and garnish, as a fellow trainee names each drink.
6. Role-play serving alcoholic beverages. Ask some of the trainees to be guests. Practice suggesting drinks, taking the order, opening and serving table wines and sparkling wines, and serving beer, cocktails, and mixed drinks (including combining drinks at the table).

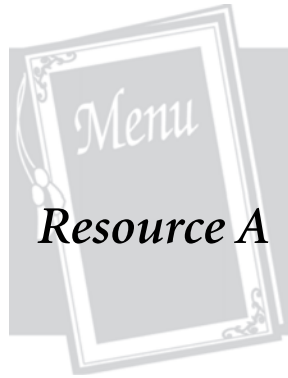


Case Problem

A Bad Suggestion

You, as a server, make a recommendation to a guest about a wine, and the guest decides to try it. The wine is brought to the table, opened, and, according to custom, a sample is poured for the host. He tastes it but does not like it, saying it is “acidic” instead of “soft” as you described. Answer the following questions:

- Who should take responsibility for the rejected bottle of wine?
- Why did this happen?
- What are the exact words you would use to convey to the guest that you understand his objection to the wine?
- Would you take back the wine?



Resource A

Definitions of Key Terms from the Text

A

À la carte

Single item priced separately from other foods

Ale

Made with different proportions of beer ingredients and fermented at a higher temperature than lager beer

American service

Food is dished up on the dinner plates in the kitchen

Appetizer

Food that is served first and is offered to arouse the appetite

Aquavit

Scandinavian distilled beverage made the same way as gin but with a caraway flavor

Aromatized wines

Wines lightly fortified and flavored with herbs, spices, and peels

B

Baked

Cooked by dry, continuous heat in an oven

Banquet menus

Preplanned menus for large groups of guests

Banquet service

The menu, number of guests, and time of service are predetermined in advance

Beer

Brewed alcoholic beverage made from fermented barley, malt, hops, yeast, and water

Blackboard menus

Menus written on blackboards (so they can be easily changed)

Blush wines

Pink wine made from one grape variety

Bock beer

Dark beer made in the spring with more body than usual and pleasant bitterness from the hops

Body

Thickness or thinness of wine

Boiled

Cooked in liquid at the boiling temperature of 212°F at sea level

Bouquet

Aroma or fragrance wine emits as it is swirled

Braised

Browned in a small amount of fat and then cooked in a small amount of liquid in a covered pan

Brandy

Liquor made by the distillation of wine or fermented fruit mash

Brandy snifter

An eight-ounce balloon-shaped glass with a short stem

Broiled

Cooked either in a broiler or on a grill

Buffet service

Guests select their meals from an attractive arrangement of food on long serving tables

Busser

An employee of the restaurant who assists the server in serving the menu items and clearing soiled dishware, as well as cleaning and resetting tables

C**Cash drawer**

Drawer for making change for guest checks paid in cash

Centers for Disease Control and Prevention (CDC)

Government agency in charge of protecting the health and safety of citizens

Checklist order system

The server selects the food choice from a preprinted list of menu items

Chef de rang

In French service, the experienced server who takes the order, serves the drinks, and prepares some of the food with flourish at the guest's table

Children's menus

Menus with children's favorite foods, child-size portions, and low prices

Cocktail glass

A four-ounce funnel-shaped stemmed glass

Collins glass

Tall, straight-sided glass holding 10 to 12 ounces

Commis de rang

In French service, serves the food as dished up by the Chef de rang

Condiments

Additives used to give flavor and relish to food, such as salt, pepper, ketchup, steak sauce, etc.

Cordial glass

Slender-stemmed, tulip-shaped glass holding about one ounce

Cordials

Sweet, colorful drinks containing at least 2 percent sugar

Cover

Arrangement of china, silverware, napkin, and glassware at each place setting

Crumber

Pencil-length metal tool with a groove in it for sweeping the table clean

Crumbing the table

Sweeping loose food particles into a clean plate with a folded napkin or a crumber

D**Decaffeinated coffee**

Coffee with only a trace of caffeine

Dessert table

A self-service attractive display of preportioned desserts

Deuce

Table for two

Dining room manager

A restaurant management employee who directs and coordinates foodservice in the dining room; hires, trains, and supervises employees; and handles budgets, payroll, and purchasing; reports to general manager

Disabled person

One who has a physical or mental impairment

Diversity

Difference or unlikeness, and refers to the fact that each person is unique with regard to race, color, creed, ethnicity, religion, national origin, gender, sexual orientation, disability, age, marital status, socioeconomic status, veteran status, belief, or ideology—to name just a few dimensions

Drink runner

A restaurant employee who brings drinks from the bar

E**Early bird menus**

Menus for guests who are willing to dine before a certain time

English service

The food is brought from the kitchen on platters and placed before the host to serve

Entrées

In American service, the main part of a meal, including such items as steaks, seafood, poultry, etc.

Expeditor

A restaurant employee who assembles and brings orders to the dining tables for servers

F**Family-style service**

Food is cooked in the kitchen and then dished into large bowls and platters and placed in the center of the tables

Fifth

Bottle of wine containing 25.4 ounces or 750 ml

Finger bowls

Bowls of warm water with rose petals or lemon slices in them to rinse the fingers at the table

First aid

Treatment for minor injuries

First Aid for Conscious Choking Emergencies

Recommended procedure to use when responding to a choking incident

Food allergy

Sensitivity to food ingredients that may cause an adverse physical reaction

Foodborne disease outbreak

An incident in which two or more persons experience a similar illness after ingestion of a common food

Foodborne illnesses

Infection caused by foodborne pathogens when eating unsafe food

Footed pilsner

Tall, narrow, seven-ounce beer glass with a short stem

Fortified wines

Wines combined with brandy to increase alcohol content

French service

Formal type of service employing two servers working together to serve the meal and cooking or completing food preparation at a side table in front of guests

Fried

Cooked in hot fat

G**Generic names**

Wines that are named after the geographic region where the grapes are grown

Gin

Redistilled liquor employing the juniper berry as the principal flavoring agent

Gratuity

See Tip

Grilled

Cooked over direct heat

Grooming

The process of making your appearance neat and attractive

Guéridon

Cart used for tableside cooking

Guest-check order system

Server handwrites the order directly on the guest-check form

Guest paging device

Wireless, remote, guest call system that allows the host to signal the party of guests when their table is ready

H**Handheld computer order system**

Order is taken directly on a handheld computer

Handheld order terminal

Small, portable, wireless POS system used by servers to take orders from guests at their tables

Harassment

Disturb, worry, unnerve, or torment by continuous small attacks

Hazard Analysis Critical Control Point (HACCP)

Part of the Food Code; a food safety system to prevent outbreaks of foodborne illness

Head Server

Server who supervises and coordinates dining room employees for a section of the dining room, and may greet, seat, and serve guests; reports to host or maître d'hôtel

Highball glass

Medium-tall, straight-sided glass holding five to eight ounces

Hospitality

Creating a pleasant dining experience for your guests with various unexpected small gestures

Host

A restaurant employee who schedules shifts and assigns stations, holds daily meetings with staff, controls the flow of seating in the dining room, and greets, seats, and provides menus to guests; reports to dining room manager

Hygiene

Practices that promote personal cleanliness and good health

J**Jigger**

Very small glass with a capacity of $1\frac{1}{2}$ ounces

K**Kosher foods**

Foods permitted to be eaten by people of the Jewish faith who observe kosher dietary law

L**Lager beer**

Pale, aged, effervescent brew made with the addition of corn and rice to give it its light body

Light beer

Lager beer brewed to reduce the number of carbohydrates and calories

M**Magnetic card reader**

Device attached to or part of a computer terminal that reads numbers on a card pulled through a slot

Maître d'hôtel

A restaurant employee who schedules shifts and assigns stations, holds daily meetings with staff,

controls the flow of seating in the dining room, and greets, seats, and provides menus to guests; reports to dining room manager (title generally used in fine-dining establishments and often abbreviated simply as maître d)

Malt liquors

Lager beers with an alcoholic content of 4 to 8 percent

Margarita glass

A 12- to 20-ounce stemmed glass with a wide bowl

Material Safety Data Sheets

Cleaning product safety information in case a chemical is inhaled or ingested

Meal accompaniments

Condiments, decorative garnishes, and foods that complement the entrée

Menu

Food offerings of a restaurant and the actual printed or readable list of those foods

Mise en place

Sidework; all duties the server performs that are not directly related to serving the guests

Munchner

Munich beer with a deep brown color that is slightly sweet and has a strong malt flavor

N**Neat**

Drink served without ice or mixer

Nonalcoholic drinks

Alcohol-free drinks that contain other bar ingredients, such as fruit juice and mixers

Notepad order system

The server writes the order on a blank pad of paper

O**Old-fashioned glass**

Low, squat glass holding five to ten ounces

On-the-rocks

Served over cubes of ice in an old-fashioned glass

Outbreak

Incidence of foodborne illness when two or more people become ill after eating the same food

Organization chart

Arrangement of jobs in a restaurant diagrammed on paper

Oyster bar

Buffet featuring oysters on the half shell and various seafood and mustard sauces that complement the oysters

P**Pager**

Electronic device that signals the server by beeping or vibrating

Pan-broiled

Cooked in a heavy frying pan over direct heat, using little or no fat

Pareve

Foods containing neither meat nor dairy products

Pilsner

Lager beer with a pale, golden color and a strong hops flavor

Pink wines (rosé and blush)

Made by separating the skins of the grapes soon after fermentation has begun

Poached

Simmered in enough liquid to cover the food

Preparation time

The time required to cook and dish up a food item on the menu

Printer

Imprints information on food and beverage orders, guest checks, receipts, and management reports

Proprietary names

Brand names adopted by the bottler for sales purposes

R**Receptionist/reservationist**

One who handles reservations

Rechaud

Small spirit stove used in the dining room to keep the food warm

Red wines

Made by allowing the skins of the grapes to remain in the tank

Restaurant manager

Responsible for the efficiency and profitability of the restaurant operation; reports to restaurant owner

Restaurant point-of-service (POS) systems

Computer systems that combine hardware and software to automate restaurant transactions and functions

Roasted

Cooked uncovered without water added, usually in an oven

Rosé wines

Pink table wines that share the characteristics of both red and white table wines

Rum

Distilled beverage made from sugar cane by-products

Russian service

Elegant service that employs the use of heavy silver serviceware and differs from French service in that it uses only one server and the food is fully prepared in the kitchen

S

Safety

Freedom from harm or danger

Sanitation

Process of working out ways to improve health conditions

Salad bar

A self-service concept allowing the guests to prepare their own salads

Sautéed

Browned or cooked in a small amount of hot fat

Servers

Also referred to as waitstaff; employees who create a pleasant experience in the dining room for guests by taking care of guests' needs

Server terminal

Touch screen monitor found near the dining room or bar

Service

Filling the needs, wants, and desires of guests

Service bar

Area of the bar for server and bartender use only

Serving

Bringing the food and beverage order to the table and attending to the guests' needs

Sidestand

Storage and service unit, sometimes with a computer terminal, located close to serving areas

Sidework

Also called *mise en place*, and includes all of the duties the server performs other than those related to serving the guests

Silencer

A pad or second tablecloth placed beneath the top cloth to give the table a better appearance and to soften the sound of tableware

Simmered

Cooked in liquid over low heat just below the boiling point

Smorgasbord

A buffet featuring a large selection of Scandinavian food, such as cheese and herring

Sneeze guard

A clear, protective panel mounted above a self-service food station

Software

Application or instructions to run the computers

Sour glass

A four-ounce slender, tulip-shaped glass with a short stem

Sparkling wines

Wines containing carbon dioxide often used for special occasions

Special

Chef's specialty, a regional dish, or a seasonal food in ample supply

Station

Section of the dining room assigned as a work area to a server

Steamed

Cooked in steam with or without pressure

Stein

Heavy beer glass with a handle

Stewed

Simmered slowly in enough liquid to cover the food

Straight up

Without ice

Suggestive selling

Suggesting additional food items to add to the pleasure of the meal and increase the size of the check, restaurant profits, and tip

T**Table d'hôte**

Full-course meal priced as a unit; sometimes called prix fixe (fixed price in French)

Table management software

Tracks reservations and seating, as well as which server is responsible for which tables

Table tent menus

Small menus designed to stand vertically

Table wines

Unfortified white and red wines that accompany a meal

Taking reservations

Promising a table to guests who call or e-mail in advance

Tea

Aromatic beverage made by infusing tea leaves in boiling water

Tea sachet

Individually bagged portion of loose tea

Teamwork

Cooperating and working together with coworkers and the supervisor of the dining room to serve the public

Tequila

Mexican spirit distilled from the juice of the agave

Tip (Gratuity)

Monetary reward for courteous and efficient service

Tornado warning

A funnel has actually been sighted in your area

Tornado watch

Conditions are favorable for tornadoes to develop

U**Underliner**

A small plate that underlines another container of food

Uniform

Garment that identifies the occupation of the wearer

Universal Precautions

Procedure to protect people who may be exposed to blood or other body fluids due to contact with an ill or injured person

U.S. Food and Drug Administration (FDA) Food Code

Model of sanitation rules and regulations that every state adopts and implements as its legislature requires

V**Varietal name**

Name of the primary grape used in making the wine

Vintage

Wine from a grape crop or harvest of a good year

Violence

Rough or harmful action or treatment

Vodka

Distilled from fermented grain mash but not aged and is colorless, without aroma or flavor

W

Waiter's corkscrew

Wine opener for wine bottle sealed with a cork

Waitstaff

Also referred to as servers; restaurant employees who create a pleasant dining experience for guests in a restaurant by taking care of guests' needs

Weisse

White German beer made from wheat

Whiskey

Liquor distilled from fermented grain and aged in wooden barrels

White wines

Made by fermenting the grape juice without skins

Wine

Beverage made from fermented grape juice and containing 10 to 15 percent alcohol

Wine chart

Describes available wines and pairs them with menu items

Wine cooler

Ice bucket used to maintain the proper temperature of wine at the table

Wine glass

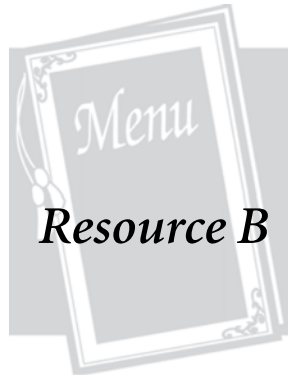
Thin, stemmed, tulip-shaped glass, free of decoration and color

Wine list

Wine menu

Write-on handheld order terminal

Works like a pencil and pad; servers use a stylus to bring up all possible menu items that can be selected



Definitions of Menu and Service Terms

A

À la (ah-lah)

Prepared in a particular manner

À la king (ah-lah-KING)

Food served in white sauce with mushrooms, green peppers, and pimientos

À la mode (ah-lah-MODE)

Usually dessert with ice cream; sometimes style of the day

Alfresco dining (al-FRES-ko)

Serving food in the fresh air; outdoors

Allemande (al-leh-mahnd)

Wine sauce with butter, egg yolk, and ketchup, which give it a yellow color when combined

Amandine (ah-mahn-DEEN)

With almonds added

Ambrosia (am-BRO-zha)

Fruit dessert consisting of oranges, bananas, and shredded coconut

Americano

Espresso diluted with steaming water; a weaker espresso

Anglaise (ahng-glaz)

Cooked in water or stock

Antipasto (ahn-tee-PAHS-toe)

Italian appetizer that includes raw vegetables, fish, and meat

Aspic (as-pick)

Clear vegetable, meat, fish, or poultry jelly

Au gratin (oh-GRAH-tin)

Prepared with a sauce and baked with a topping of bread crumbs and cheese

Au jus (oh-ZHUE)

With unthickened natural juices

B**Bagel (BAY-gul)**

Ring-shaped roll with a tough, chewy texture, made from plain yeast dough that is dropped briefly into nearly boiling water and then baked

Baked Alaska

Ice cream on cake, covered with meringue and baked in an oven until the meringue browns

Bardé (bar-DAY)

Covered with pork or bacon slices

Basted

Stock drippings, or fat moistening or spooned over food while cooking

Battered

Covered with a mixture of flour and liquid of a consistency that can be stirred

Bavarian or Bavarois (bav-ar-waz)

Cream gelatin with whipped cream folded into it as it begins to stiffen

Béarnaise sauce (bair-NAZE)

Sauce similar to hollandaise and containing tarragon

Béchamel (bay-shah-MEL)

Rich cream or white sauce

Beef à la mode (Beef ah-lah-MODE)

Larded piece of beef cooked slowly in water with vegetables; similar to braised beef

Beef Stroganoff

Sautéed tenderloin of beef with a sour cream sauce

Beignet (ben-YAY)

Holeless donut usually served with café au lait

Belevue (bel-vue)

Food enclosed in aspic that can be seen

Benedictine (ben-eh-DIK-teen)

Liqueur made in Europe

Beurre noir (burr NWAHR)

Butter cooked to a dark brown, to which capers and a dash of vinegar are added

Biscotte (bis-kot)

Biscuit or rusk

Bisque (bisk)

Rich cream soup, often made with seafood

Blanquette (blang-KET)

White stew, often made with veal

Blinis (BLEE-neeZ)

Russian buckwheat pancakes, often served with caviar

Blintzes (BLIHNTS)

Ricotta cheese rolled in crêpes and fried in pan with butter

Blue cheese

Similar to Roquefort in appearance but made of cow's milk instead of sheep's milk

Boeuf (buhf)

Beef

Bombé (bom-BAY) or Bombé glacé (gloss-AY)

Frozen dessert that is a combination of two or more frozen mixtures packed in a round mold

Bonne femme (bun-FAM)

Simple homestyle soups, stews, etc.

Bordelaise (bohr-dih-LAYZ)

Brown sauce made with butter or marrow fat, meat stock, bay leaf, onions, carrots, red or white wine, and seasonings

Borsch or Borscht (borsh or borsht)

Russian or Polish soup made with beets

Bouillabaisse (boo-yah-BAYS)

Several varieties of fish fixed as a stew

Bouillon (BULL-yon)

Meat broth

Bourgeois (boor-ZHWAZ)

Often means served with vegetables

Bourguignonne (boor-gee-NYON)

Usually beef braised in red wine and garnished with mushrooms and onions

Breaded

Rolled in bread crumbs or other breading agent before cooking

Brioche (bre-OSH)

Lightly sweetened rich bread

Broche (broash)

Skewer or spit for roasting

Brochette (broe-SHET)

Meat broiled on a skewer

Brunoise (brun-WAHZ)

Finely diced

C**Cacciatore (caht-chah-TORE-ee)**

Sauce containing tomatoes, onions, garlic, and herb spices; wine may be added

Caesar salad (SEE-zer)

Green salad with anchovies, croutons, Parmesan cheese, coddled eggs, and garlic

Café (kaf-AY)

Coffee, coffee house, or restaurant

Cajun (KAY-juhn)

Made with a dark roux with fat and spices, celery, green peppers, and onions

Canadian bacon

Smoked loin of trimmed, lean pork

Canapé (kan-a-PAY)

Spicy food mixture spread on crackers, toast, or bread

Cannelloni (kan-a-LO-nee)

Pasta or crêpe stuffed with cheese or meat and served with tomato or meat sauce

Capon (kay-POHN)

Castrated poultry noted for tenderness and flavor

Cappuccino (CA-pa-CHEE-no)

Equal parts of brewed espresso, steamed milk, and froth from the steamed milk, often served with sugar

Carte du jour (kart du ZHOOR)

Menu of the day

Casaba (kah-SAH-bah)

Large, oval melon with yellow skin and white meat

Caviar (ka-vee-AR)

Gray and black eggs or roe of fish; red eggs if from salmon

Cèpes (sep)

Particular species of mushrooms

Champignons (shahm-peen-YONE)

Mushrooms

Chanterelles (shahn-teh-REL)

Species of mushrooms

Chantilly cream (shahn-tilly)

Vanilla whipped cream

Chantilly sauce (shahn-tilly)

Hollandaise sauce with whipped cream

Chartreuse (shar-truhz)

Food with a hidden filling; also a certain liqueur

Chateaubriand (shah-TOE-bree-ahn)

Thick tenderloin steak

Chaud (sho)

Hot

Chef

Person in charge of food preparation

Chef's salad

Green salad topped with strips of ham, cheese, and chicken

Chemise (sheh-MEEZ) or En chemise

Skins on; often refers to potatoes

Chiffonade (shif-eh-NADE)

Shredded vegetables sprinkled on salads or soups

Chimichanga (chee-mee-CHAN-gah)

Deep-fried burrito

Cloche (kloash)

Dish cover

Club sandwich

Sandwich made with three layers of bread or toast and filled with chicken, bacon, and tomato

Cobbler

Deep dish fruit pie, or drink of wine or liquor with sugar, sliced fruit and mint

Cocktail

Appetizer or alcoholic drink

Compote (KOM-pote)

Stewed fruit combination

Confiture (KON-fee-chure)

Fruit jam or preserves

Consommé (kon-so-MAY)

Clear broth

Continental breakfast

Assorted juices, coffee, sweet rolls, and other food items already prepared

Course

Part of a meal served at one time

Crème de menthe (krem-deh-MENTH)

Peppermint cordial

Creole (KRE-ole)

Made with tomatoes, onions, peppers, and seasoning

Crêpes suzette (krape su-ZET)

Thin, fried pancakes covered with a sauce of liqueur and served flaming

Croissant (krwa-SAN)

Crescent-shaped roll; sometimes a confectionery

Croutons (KROO-tahns)

Small cubes of bread fried or baked until brown

Cuisine (kwee-ZEEN)

Cookery; also kitchen

Curry

East Indian type of stew made with curry powder

D**Dejeuner (DAY-zhuh-nay)**

Breakfast or lunch

De la maison (de lah ma-ZON)

House specialty

Demi (de-mee)

Half

Demitasse (DEM-ee-tass)

Small cup of strong coffee

Diable (de-OBBEL)

Deviled

Diner (de-nay) (French)

Dinner or to dine

Drawn butter

Melted butter

Duchesses potatoes (DUCH-ihs)

Potatoes mashed with eggs and forced through a pastry tube

Duglère (doog-LAIR)

Tomatoes are used

Du jour (doo ZHURE)

Of the day

Dusted

Sprinkled with sugar or flour

E**Éclair (ay-KLAIR)**

Oblong cream puff filled with custard and iced

Eggplant

Large, purple-skinned, pear-shaped vegetable

Eggs Benedict

Poached egg served with ham or tongue with hollandaise sauce on toasted muffin

Emincé (ay-man-SAY)

Cut finely

En casserole (ahn-KAHS-eh-ROLE)

Food served in the dish it was baked in; also (casserole) oven-safe dish with cover

Enchilada (en-chuh-LAH-dah)

Mexican dish consisting of meat or cheese rolled in a tortilla covered with a peppery tomato sauce

En coquille (ahn-koh-KEE)

In the shell, such as oysters on the half shell

Entrée (ON-tray)

Main course of a meal in American service

Escargot (es-kar-GO)

Snail

Espagnole (ays-pah-NYOLE)

Brown sauce

Espresso (es-PRES-o)

Very strong black coffee made of coffee beans roasted black and brewed under steam pressure in an espresso machine

Ethnic fusion dish

Menu item in which ingredients from two or more ethnic cuisines are combined to produce an individual item

F**Fajitas (fah-HEE-tuhs)**

Mixture of beef or chicken, onions, and green peppers served sizzling hot on an iron skillet with tortillas

Fanchonette (fan-sho-NET)

Tiny pie or tart covered with meringue

Farce (farse)

Stuffing or forcemeat

Farci (far-SEE)

Stuffed

Farina (fuh-REE-nuh)

Coarsely ground inner portion of hard wheat

Farinaceous

Made with meal of flour

Femiére (fe-mee-AIR)

Made with diced potatoes, carrots, onions, turnips, celery, and cabbage; also farmer-style

Fettuccine (feht-tuh-CHEE-nee)

Square or convex long pasta

Filet mignon (fiH-LAY meen-YONE)

Beef tenderloin

Fillet (fiH-LAY)

Boneless cut of meat or fish

Finnan haddie

Smoked haddock

Flambé (flahm-BAY)

Served with flaming liqueur

Flenron (flen-rohn)

Baked, crescent-shaped puff pastry used as a garnish, often for fish or white sauce

Florentine (FLOR-ahn-teen)

With spinach

Foie gras (fwa gra)

Fat liver; most often liver of fat geese

Fondue (fon-DUE)

Melted or blended

Forcemeat

Chopped meat with seasoning used for stuffing

Franconia

Browned; usually potatoes browned with a roast

Frappé (frap-PAY)

Beaten and iced drink

Fromage (froe-MAHZH)

Cheese

G**Garbanzo (gar-BON-zo)**

Chickpea

Garnish or Garniture (GAR-nee-ture)

Decorate; food item used to decorate

Gefilte fish (ge-FIL-teh)

Fish dumpling

Gherkins

Pickled, small, young cucumbers

Giblets (JIHB-lihts)

Poultry, liver, heart, and trimmings

Glacé (glah-SAY)

Glossy or semitransparent coating

Gnocchi (NAH-kee)

Italian dumpling

Gourmet (goor-MAY)

Expert connoisseur of food and drinks

Gratin (grah-tan) or Gratinée (GRA-tin-ay)

Dusted or sprinkled with cheese or buttered crumbs and baked brown

Gruyère (grae-YER)

Swiss cheese that tastes tarter and has smaller holes than regular Swiss cheese

Guava (gwa-va)

Apple- or pear-shaped tropical fruit with an acidic, sweet flavor, made into jams and jellies

Gumbo (GUHM-boh)

Soup or stew, often made of seafood or chicken, okra, green peppers, and tomatoes

H**Haché (hah-shay)**

Chopped or minced

Hasenpfeffer (HOSS-en-feffer)

Rabbit stew

Hollandaise (hah-len-DAZE)

Sauce made with egg yolk, butter, and lemon juice

Hors d'oeuvres (or-DURV)

Small appetizers

Huevos rancheros (WAY-vohs rahn-CHE-rohs)

Eggs with salsa served with tortilla and frijoles refritos

Hush puppies

Southern deep-fried cornmeal cakes

I**Indian pudding**

Slowly baked dessert made of cornmeal, milk, brown sugar, eggs, and raisins

Italienne (e-tal-ee-EN)

Italian style

J**Jambalaya (juhm-buh-LI-yah)**

Ragout or hash usually with ham and rice

Jardiniere (zhar-dee-NYAIR)

With vegetables

Johnnycake

Cornbread made from yellow cornmeal, eggs, and milk

Julienne (joo-lee-EN)

Thin strips of food

Jus (zhuse)

Juices from meat

K**Kabob (ka-BOB)**

Cubes of meat and other foods cooked on a skewer

Kipper

Method of preserving herring, salmon, and other fish

Kosher (KOH-sher)

Jewish biblical term used to describe foods that are permitted to be eaten by people of the Jewish faith. Some feel these foods represent quality, cleanliness, and purity

Kuchen (ku-khen)

Cake

L**Lait (lay)**

Milk

Laitue (lay-tu)

Lettuce

Langouste (lahn-goost)

Crawfish

Lasagne (luh-ZAHN-yah)

Frilly or curly-edged pasta

Latke (LAHT-kuh)

Potato pancakes served as a side or as a meal

Latte (LAH-tay)

Coffee beverage that is predominantly cream

Lebkuchen (leb-ku-khen)

German sweet cakes or honey cakes

Leek

Small, onionlike vegetable

Legume (lay-GEWM)

Vegetable; also such foods as peas, beans, and lentils

Limpa (LIHM-puh)

Swedish rye bread

Linguine (lin-GWEE-nee)

Square or convex long pasta

Lox

Smoked salmon

Lyonnaise (lye-a-NAYZ)

Sliced or chopped food fried in butter with onions

M**Madrilene (mah-dreh-LAIN)**

Clear consommé with tomato seasoning, served hot or jellied

Maître d'hôtel (MAY-treh doe-TEL)

Head of catering department; head of foodservice

Maître d'hôtel, à la (MAY-treh doe-TEL, ah-LAH)

Yellow sauce; butter sauce with lemon juice and parsley

Manhattan clam chowder

Made with tomatoes, vegetables, and quahog clams

Manicotti

Pasta tubes, usually ridged

Maraschino (mah-rah-s-KEE-no)

Italian cherry cordial; also cherries

Marengo (muh-RENG-goh)

Sautéed veal or chicken with tomatoes, mushrooms, olives, and olive oil

Marinade (mar-eh-NADE)

French sauce used to tenderize meats and vegetables

Marsala (mahr-SAH-lah)

Pale golden, semidry wine from Sicily

Matelote (MAT-eh-lo)

Fish stewed with onions and wine; also fish stews

Medallion (meh-DAL-yuhn)

Small round or oval serving of food; often meat fillets

Melba toast

Thin slices of even dried toast

Menthe, crème de (krem-deh-MENTH)

Peppermint cordial

Meringue (meh-RANG)

Paste of egg whites and sugar, souffléed

Meunière (men-YARE)

Fish dipped in flour, sautéed in butter, and served with brown butter, lemon, and parsley

Milanese (mee-lan-AYZ)

Garnish consisting of julienne of ham, mushroom, tongue, and truffles

Mince (MIHNS)

Chop finely

Minestrone (min-a-stro-nee)

Macaroni and cheese product in a vegetable soup

Mixed grill

Three kinds of meat or fish broiled together and served on one plate

Mocha (MOE-ka)

Coffee and chocolate mixed together

Mocktails

Alcohol free versions of popular cocktails

Mongol soup

Soup made with tomatoes, split peas, and julienne vegetables

Mornay (mor-NAY)

White sauce with cheese

Mortadella (mohr-tuh-DEHL-uh)

Italian pork and beef sausage

Mostaccioli (MOS-ta-kee-O-lee)

Round, hollow pasta that is smooth or ribbed

Mousse (moose)

Chilled dessert of whipped cream, gelatin, and flavoring

Mozzarella (mot-za-REL-a)

Soft Italian cheese

Muffaletta (moof-fuh-LEHT-tuh)

Circular Italian cold cut sandwich with olives

Mulligatawny (muhl-ih-guh-TAW-nee)

Thick Indian soup seasoned with curry

Mushroom sauce

Sauce made with fat, flour stock, sliced mushrooms, seasoning, and wine

N**Napoleon (nuh-POH-lee-uhn)**

Layered oblong pastry with custard, cream, or jam filling

Neapolitan (nee-uh-PAHL-uh-tuhn)

Dessert of two to four kinds of ice cream, ice, or gelatin of different colors

Nesselrode pudding (NEHS-uhl-rohd)

Frozen dessert made with custard, chestnuts, fruit, and cream

Newburg

Creamed dish made with seafood and egg yolk and flavored with sherry

Normande (nor-MAND)

Smooth, delicate mixture containing whipped cream

O**Okra (OH-kruh)**

Vegetable pods often used in soups and gumbos

Omelet or Omelette (AHM-leht)

Beaten egg mixture that is cooked and filled with foods such as cheese or meats

Oysters, bluepoints

Oysters from the Atlantic Coast

P**Panache (pah-NASH)**

Mixture of several kinds of feathers, fruits, and vegetables fixed decoratively

Pané (Pan-ay)

Breaded

Papaya (puh-PI-yuh)

Tropical fruit

Parboiled

Boiled until partially cooked

Parfait (par-FAY)

Ice cream, fruit, and whipped cream in tall, slender-stemmed glasses

Parisienne (pa-ree-zee-EN) potatoes

Potatoes shaped with a small round scoop; can be browned, steamed, or boiled

Parmesan (PAR-meh-zan)

Grated, hard, sharp cheese used for toppings, soups, and soufflés

Pastrami (pa-STRA-me)

Beef cured with spices

Paysanne (pay-sahn)

Vegetables cut into shapes

Petit (peh-TEE)

Small

Petit déjeuner (peh-TEE day-zhu-NAY)

Breakfast

Petite marmite (peh-TEET mahr-MEET)

Consommé with chicken, beef, and vegetables; also an earthenware pot

Petits fours (peh-tee-FOR)

Small cakes and cookies, usually served with desserts

Pièce de résistance (pee-es de ray-ZEE-stahns)

Main dish

Pilaf or Pilaú (pee-LOH)

Sautéed with onions and stock; also with meats and vegetables

Piquant (pee-KAHN or pee-KAHNT)

Highly seasoned

Poisson (pwah-sone)

Fish

Polonaise (po-lo-NAYZ)

Garnish of bread crumbs browned in butter, chopped hard-cooked egg, beurre noir, and chopped parsley

Pommes de terre (pum de TAIR)

Potatoes (French; fruit of the earth)

Popovers

Quick, individual, puffed up butter rolls made of milk, flour, and eggs

Postum

Coffee substitute made of cereal

Potage (po-TAHZH)

Soup

Pot-au-feu (pot-oh-FUH)

Boiled meats and assorted vegetables with meat broth

Potpourri (po-poo-REE)

Mixture

Poulet (poo-lay)

Chicken

Prosciutto (pro-SHOO-toe)

Dry-cured, spiced ham

Purée (pew-RAY)

Paste or pulp of fruit or vegetables; also thick soup

Q

Quahog (ko-hog)

Round clams from the Atlantic coast

Quenelles (keh-NEL)

Dumplings

Quesadilla (keh-sah-DEE-yah)

Tortillas layered with cheese served hot

Quiche (keesh)

Combination of cream, eggs, Swiss cheese, and other ingredients baked in a prebaked pie shell

R

Ragout (rah-GOO)

Thick stew

Ramekin (RAM-ih-kihn)

Individual portion of some food baked in a halting dish, often topped with cheese and bread crumbs; also small baking dish

Remoulade (ray-muh-LAHD)

Tart flavored mayonnaise used as a dressing for chilled shellfish

Rigatoni

Cylindrical pasta, either smooth or ribbed

Rissole (ris-SOL)

Browned; also a small turnover

Rissole potatoes or Pommes risoleés (ris-o-LAY)

Potatoes cut into egg shapes, browned, and finished in an oven

Riz (ree)

Rice

Romaine (ro-MAIN)

Narrow, long, crisp-leaved lettuce with light-colored inner leaves

Roquefort cheese (ROKE-furt)

Semihard white cheese speckled with mold and made only in Roquefort, France

Roulade (roo-LAHD)

Rolled thin piece of meat, with or without stuffing, that is braised or sautéed

Russian dressing

Salad dressing of mayonnaise, lemon juice, chili sauce, Worcestershire sauce, and pimiento

S**Sashimi (sah-SHEE-mee)**

Raw fish that is sliced and served with condiments such as shredded radish, gingerroot, wasabi, and soy sauce

Sauerbraten (SOW-uhr-brah-tihn)

Marinated beef roast served with noodles, boiled potatoes, or dumplings

Schnitzel (SHNIHT-suhl)

Cutlet breaded and fried

Schaum torte (schoum tort)

Foam cake made of meringue and crushed fruit

Serviette

Table napkin

Shad

Type of herring

Shallot (SHAL-uht)

Type of onion

Shirred eggs (SHERD)

Eggs baked in a shallow dish

Shoestring potatoes

Potatoes cut very thin and French fried

Skewer (SKYOO-uhr)

Meat, poultry, or vegetables fastened on a long pin or thin wooden stick during cooking

Sole

Flat whitefish

Sommelier (so-meh-LYAY)

Wine steward

Soufflé (soo-FLAY)

Baked dish made from beaten egg whites combined with egg yolks and various other ingredients, such as cheese, spinach, chicken, or chocolate

Spinach (SPIHN-ihch) lasagne or noodles

Lasagne or noodles that are green because of their spinach content

Sports bar

Bar where alcoholic beverages and food are served and large television sets feature sporting events

Stir fry

To stir very fast while frying in a little oil or fat

Sushi (SOO-shee)

Boiled rice with rice vinegar; **Nigir sushi** is thin slices of raw fish wrapped around a rice filling

T**Tartar sauce (TAHR-tuhr)**

Sauce for seafood made of mayonnaise and pickle relish

Timbales (TIM-bels)

Little pastry shells filled with a mixture of chicken, seafood, cheese, fish, or vegetables

Tortiglioni

Cylindrical pasta that can be smooth or ribbed

Tortillas (tor-TEE-yas)

Mexican corn pancakes

Tournedos (toor-nuh-DOZE)

Small tenderloin steaks

Tostada

Fried corn tortilla, with cheese or guacamole

Truffles (TRUHF-uh)

Mushroomlike fungi grown underground

Tutti-frutti (too-tee-FROO-tee)

Fruit mixture, as in ice cream

V**Velouté (vel-oo-TAY)**

Cream soup or a thick, creamy sauce

Vermicelli

Thin spaghetti

Vichyssoise (vee-shee-SWAZ)

Cold potato and leek soup

Vinaigrette (vin-eh-GRET)

Dressing made with oil, vinegar, and herbs

W**Waldorf salad (WAWL-dorf)**

Salad made with a mixture of apples, celery, nuts, and mayonnaise

Wiener schnitzel (VEE-ner-shnit-sel)

Breaded veal cutlet served with lemon

Wonton (WAHN-than)

Noodle dough stuffed with ground chicken or pork, often added to Chinese soups

Y**Yorkshire pudding (YORK-sheer)**

Baked egg and flour mixture served with roast beef

Z**Zucchini (zoo-KEE-nee)**

Italian summer squash



Recommended Resources for Further Information

Web Sites

Allergens

www.foodallergy.org
www.cfsan.fda.gov

American Red Cross

www.redcross.org

Centers for Disease Control and Prevention (CDC)

www.cdc.gov

Food Management Magazine

www.food-management.com

Guest Paging Systems

www.pager.net

Leading Wine-Producing Countries

www.pages.drexel.edu
www.cellarnotes.net
www.wine.morefocus.com

Lettuce Entertain You Enterprises, Inc.

www.leye.com (Wildfire Restaurant)

Micros Computer Systems

www.micros.com

National Highway Traffic Safety Administration (NHTSA)

www.nhtsa.dot.gov

National Oceanic and Atmospheric Administration

www.noaa.gov

National Restaurant Association

www.restaurant.org

National Restaurant Association Education Foundation

www.nraef.org
www.servsafe.com

Occupational Safety and Health Administration (OSHA) Part of the U.S. Department of Labor

www.osha.gov

www.osha-safety-training.net

Restaurant Reservations and Table Management

www.opentable.com

U.S. Food and Drug Administration (FDA) Food Code 2005

www.cfsan.fda.gov

Wine Serving Temperatures

www.lovetoknow.com

Books and Pamphlets

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- Abbreviations, for order taking, 66
- Absenteeism, 11
- Accidents, preventing, 13, 100–103
- After-dinner drinks, 160
- A la carte food, 48
- Alcohol-free drinks, 161–162
- Alcoholic Beverages
 - concern over serving, 139–141
 - significance of serving, 138–139
- Ale, 155
- Allergic reactions, 47
- Amenities, 86–87
- American service, 22–25
- Appetizer menu category, 52
- Appetizer wines, 146
- Aquavit, 157
- Aromatized wines, 143
- Attentiveness, as a job qualification, 6
- Attitude. *See* Server position
 - importance of, 5
 - positive, 9
- Baked food, 53
- Banquet services, 25–28
- Bar orders, computerized, 118–119
- Bar service, 138–162. *See also* Cocktails; Liquor
- Beer
 - serving, 138–139, 154–156
 - types of, 154–155
- Beer Glasses, 155
- Behavior toward guests, 87
- Beverage menu category, 48
- Beverage orders, computerization and, 124
- Beverages. *See* Alcoholic beverages
 - hot, 101
 - pouring refills of, 106
 - serving, 82
- Blackboard menus, 48
- Blackouts, emergency procedures for, 109
- Blush wine, 141–143
 - opening and serving, 148–154
- Bock beer, 155
- Body, in wines, 142
- Boiled food, 53
- Booths, serving, 80–85
- Bouquet, in wines, 142
- Braised food, 54
- Brandy, 156
- Brandy snifter, 157
- Breakfast cover, 22–24
- Broiled food, 54
- Buffets, 28–29
 - changing plates at, 106
- Bussers, 9–10
- Cardiopulmonary resuscitation (CPR), 109
- Case problems
 - a bad suggestion, 165
 - buffet problem, 34
 - emergency procedure, 114
 - handling a complaint, 98
 - handling harassment, 15
 - initiating the service, 77
 - reservation error, 59
 - using the computer, 135
- Cash drawer, 120
- Cash register, electronic, 120
- Cashiering, computerized, 124–128
- Center for Disease Control and Prevention (CDC), 103–105
- Centerpieces, 39
- Champagne, 143
 - serving, 146
- Chart order form. *See* Notepad order system

- Checklist order form, 68
- Checklist order-taking system, 67–68
- Chef de rang, 19
- Children
 - first aid for, 110–111
 - safety of, 100
 - special needs of, 87–88
- Children's menus, 48
- China, handling, 41. *See also* Dishes
- Choking, procedures for handling, 110–112
- Cleanliness
 - as a job qualification, 5
 - personal, 105–107
 - of the sidestand, 46
 - of work areas, 100
- Clothing, investment in, 4
- Cocktail glass, 157
- Cocktails. *See* Liquor
 - popular, 158–160
 - procedure for serving, 158–160
 - suggesting, 65–71, 139
 - temperature of, 157
- Coffee
 - brewing of, 83
 - service of, 83–84
- Cognac, 156
- Collins glass, 157
- Commis de rang, 19
- Communicable diseases, 105
- Communication
 - importance of, 6
 - of orders, 73–74
- Complaints, handling, 89–90
- Computer hardware, 118–122
- Computers
 - advantages and disadvantages of, 128–130
 - handheld, 70, 121–122
 - handling service with, 116–118
 - software, 118
 - taking orders via, 122–126
- Condiment bottles, cleaning, 56
- Condiments, 55–56
- Conversation, appropriate, 70
- Cooperativeness, as a job qualification, 5
- Cordial glass, 157
- Cordials, 157
- Corkscrews, 149–151
- Courses, serving, 80–82
- Cover. *See* Table Service
 - breakfast and lunch, 23–25
 - defined, 23
 - dinner, 23–25
 - setting up, 39–41
- Coworkers, teamwork with, 9–11
- Credit card payment, 91–93
 - computerized, 126
- Credit cards, types of, 92
- Crumber, 85
- Crumbing the table, 85
- Cultural diversity, accepting, 2, 11
- Customer service, computerized, 126–133
- Cuts, handling, 103–104

- Decaffeinated coffee, 83
- Decorative garnishes, 55–56
- Designated driver programs, 141
- Dessert menu category, 52
- Dessert tables, 31–32
- Dessert wines, 143
- Deuces, 62
- Dining room
 - closing, 56–57
 - preparing, 38–41
- Dinner cover, 23–25
- Dinner menu, 48–51
- Dinner wines, 143
- Dirty dishes, isolating, 106
- Disabled guests, special needs of, 88–89
- Diseases, communicable and infectious, 105
- Dishes
 - balancing, 102
 - clearing, 84–85
 - sanitary handling of, 106–107
- Diversity, 11
- Documentation, for emergencies, 110
- Drinking age, 139
- Drink runner, 124
- Drugs, avoiding, 12
- Dry wines, 142–143

- Efficiency, 86–87
- Electrical blackouts, emergency procedures for, 109
- Emergency evacuation, 100, 110
- Emergency phone numbers, 110
- Emergency procedures. *See also* Choking
 - for electrical blackouts, 109
 - for fires, 108
 - for injury and serious illness, 109–112
 - in restaurants, 107
 - for severe weather, 107–108

- Employee complaints, 10, 12
- English table service, 22
- Entrée menu category, 52
- Equal Employment Opportunities Commission (EEOC), 12
- Escherichia coli (E. coli), 105
- Establishments, types of, 18
- Ethnic diversity, 11, 53
- Expeditors, 124

- Family-style service, 28
- Fast-food restaurants, 67
- Finger bowls, 20
- Fires, emergency procedures for, 108
- First aid, 109
- First Aid for Conscious Choking Emergencies, 110
- First aid kit, 100
- Food
 - allergies to, 47
 - healthful choices in, 47
 - individually wrapped, packages of, 57
 - sanitary handling of, 105–106
 - sneeze guard 31
 - trends in, 53
- Foodborne illness, 103–105
- Food Code, 103
- Food guard, 31
- Food preparation
 - computerization and, 128
 - methods of, 53–54
 - times for, 54–55
- Food quality, maintaining, 86
- Food safety
 - Centers for Disease Control and Prevention (CDC) and, 103
 - foodborne disease outbreak and, 103–105
 - foodborne illness and, 103
 - Food Code and, 103
 - Hazard Analysis Critical Control Point (HACCP) and, 105
 - in restaurants, 103
- Food suggestions, 71–72
- Food/wine associations, 145–146
- Fortified wines, 143
- French table service, 18–21
- Fried food, 54

- Garnishes, 55–56
- Generic wines, 142

- Gin, 156
- Glasses
 - beer, 155
 - liquor, 157–158
 - picking up, 103
 - wine, 145–147
- Gossip, avoiding, 11
- Gratuities, 92. *See* Tips
- Grilled food, 54
- Grooming, attention to, 8
- Gue'ridon, 19
- Guest check, 90–92
 - computerized, 128
 - sample, 69
- Guest-check order system, 67–69
- Guests
 - approaching, 65
 - attending to, 86
 - behavior toward, 87
 - greeting, 62
 - paging, 131–133
 - preparation for, 35–57
 - seating, 62–64
 - special needs of, 87–89

- Hair restraints, 8, 105
- Hand washing, 105
- Handheld order terminals, 121–122
- Harassment
 - handling, 12
 - preventing, 12
- Hardware. *See* Computer hardware
- Hazard Analysis Critical Control Point (HACCP), 105
- Health, as a job qualification, 5
- Hepatitis A, 105
- Hepatitis B Virus (HBV), 103
- Highball glass, 157–158
- Hospitality, 2
- Hot beverages, 101
- Human Immunodeficiency Virus (HIV), 103
- Humor, importance of, 5
- Hygiene, importance of, 8

- Illness
 - emergency procedures for, 107–112
 - food-borne, 103–105
 - Infectious diseases, 105
- Ingredients, allergic reaction to, 47
- Injury, emergency procedures for, 109–110

- Intoxication
 - handling, 89, 139–141
 - stages of, 140
- Kitchen orders. *See* Orders; Order taking
 - computerized, 124
 - picking up, 75
 - placing, 73–74
- Knowledge, as a job qualification, 5–6
- Kosher foods, 47, 53
- Lager beer, 154
- Leftovers, containers for, 86–87
- Light beer, 155
- Liqueurs, 156–157
- Liquor. *See* Cocktails
 - serving, 138–139, 158–160
 - types of, 156–157
- Liquor glassware, 157–158
- Listening, importance of, 90
- Lunch cover, 23–24
- Luncheon menus, 48
- Magnetic card reader, 120–121
- Maitre d' hotel, 9, 62, 64
- Malt liquors, 155
- Material Safety Data Sheets (MSDS), 100
- Meals
 - accompaniments to, 55–56
 - serving, 80–96
 - timing, 73
- Medical aid, calling for, 109
- Menu categories, 52–53
- Menu selections, information about 46–48
- Menu specials, 52–53
- Menus
 - content of, 48–53
 - ethnic diversity in, 53
 - studying, 46–48
 - types of, 48
- Merchandising, of wine, 141
- Microwave ovens, 55
- Mise en place, 36
- Mixed drinks, popular, 146, 148–149. *See also*
 - Cocktails
- Munchener beer, 155
- Napkin folding, 41–44
 - bishop hat fold, 44
 - crown fold, 43
 - dove fold, 43–44
 - importance of, 41
 - oblong fold, 42
- National Restaurant Association (NRA), 140–141
- Neatness, as a job qualification, 5
- Nonalcoholic drinks, 161–162
- Notepad order system, 68–70
- Office computer hardware, 118
- Old-fashioned glass, 157
- On-the-rocks cocktails, 157–158
- Orders
 - methods for writing, 67–70
 - picking up, 75
 - placing in the kitchen, 73–74
 - timing, 73
- Order taking
 - abbreviations for, 66–67
 - computerized, 121–124
 - methods of, 67–70
 - of wines, 149
- Order terminals, handheld, 121
- Organization chart, 10
- Oyster bars, 31
- Paging guests, 131–133
- Pan-broiled food, 54
- Pareve foods, 53
- Payment, 90–92
- Personableness, as a job qualification, 5
- Personal appearance, 6–8
- Personal cleanliness, 105
- Personal problems, 9
- Personnel, relationships among, 8–9
- Persuasiveness, as a job qualification, 6
- Pilsner beer, 155
- Poached food, 54
- Point-of-sale (POS) computer systems, 116–119, 121–124, 128
- Preparation, 35–57. *See also* Food preparation
 - for closing the dining room, 56–57
 - station assignments and, 36
 - studying the menu as, 46–48
 - of the tables, 38–41
- Pricing, computerized, 128
- Printers, computer, 120
- Problems, managing, 9
- Productivity, computerization and, 128

- Proprietary wines, 142
- Public health law regarding smoking, 62

- Quality, of food, 86
- Questions, answering, 70–71

- Receipt balancing, computerized, 126–128
- Recommendations, making, 71–72
- Red wines, 142, 143
 - opening and serving, 148–151
- Reliability, as a job qualification, 5
- Reservations, 62, 130–131
 - importance of, 38
 - making, 36–38
 - software for, 130–131
- Receptionist, 36
- Reservationist, 36
- Responsibility, to guests, 11
- Restaurant employment, current issues in, 11–13
- Restaurant organization, role in, 8–9. *See also* Server position
- Restaurant point-of-service (POS) systems, 116
- Restaurant Reservations and Table Management system, 130–131
- Restaurants
 - computers in, 117–118
 - ethnic diversity in, 53
 - knowing information about, 70–71
 - web site, 70
- Roasted food, 54
- Rose' wine, 143, 147–148
 - opening and serving, 151–153
- Rum, 157
- Russian table service, 21–22

- Safety, 13. *See also* Food safety
 - precautions for, 100–103
 - and preventing accidents, 100–103
 - in restaurants, 99
- Salad bars, 30–31
 - changing plates at, 106
- Salad menu category, 52
- Salmonella typhi, 105
- Sanitation
 - importance of, 13
 - responsibility for, 103–107
- Sauted food, 54
- Seating, 62–64
 - computer management of, 130

- Self-serve bars, 28–29
- Server position
 - advantages of, 2–4
 - qualifications for, 4–6
 - responsibilities of, 35
 - sales aspects of, 46, 70–72
- Server terminals, 118–119
- Service, 62–75. *See also* Table service
 - answering questions, 70–71
 - approaching guests, 65
 - computerization and, 116–133
 - conversation, 70
 - making suggestions, 71–72
 - picking up orders, 75
 - placing orders, 73–74
 - relationship to hospitality, 2
 - seating guests, 62–64
 - taking orders, 65–70
 - timing the meal, 73
- Serving, 79–96
 - of alcoholic beverages, 138–162
 - of beverages, 82–83
 - of courses, 80–82
 - efficiency in, 86–87
 - of tables and booths, 80–82
 - of wines, 148–154
- Sexual harassment, 12, 15
- Sherry, 143
- Shigella, 105
- Shot glass, 157
- Sidestand, preparing, 41–46
- Sidework, 36
- Silencers, 38
- Simmered food, 54
- Slipping, preventing, 100
- Smoking areas, 62
- Smorgasbords, 29
- Sneeze guard, 31
- Soiled surfaces, contact with, 106
- Soup menu category, 52
- Sour glass, 157
- Sparkling wines, 143
 - opening and serving, 154
- Special needs, handling guests with, 87–89
- Specials, 52–53
 - suggesting, 71–72
- Spills, reporting, 100
- Spirits. *See* Alcoholic beverages
- Staff meetings, 71
- Station, defined, 36

- Station assignments, 36
- Steamed food, 54
- Steps, minimizing, 86
- Stewed food, 54
- Storage, of tableware, 106
- Suggestions, making, 71–72
- Suggestive selling
 - definition of, 6
 - of alcoholic beverages, 138–139
- Supervisors, teamwork with, 9–11
- Sweet wines, 143, 146

- Table d'hote, 48, 49
- Table service, 17–32, 80–85. *See also* Service
 - American, 22–25
 - banquet, 25–28
 - buffet, 28–29
 - English, 22
 - family-style, 28
 - French, 18–21
 - Russian, 21–22
 - salad bar, oyster bar, and dessert table, 30–32
- Table settings
 - American, 23–25
 - banquet, 26
 - buffet, 28–29
 - English, 22
 - family-style, 28
 - French, 20
 - Russian, 21
- Table space, utilizing, 62
- Table wines, 143
- Tablecloths, changing, 38–40
- Tables
 - clearing, 84–85
 - preparing, 38–41
- Tableware, storing, 106
- Take-home containers, 86–87
- Taxation, on tips, 95–96
- Tea
 - definition of, 84
 - serving of, 84
- Teamwork, 9–11
- Tequila, 157
- Timing, of meals, 73

- Tips, 92–96. *See* Gratuities
 - for banquets, 26
 - increasing, 95
 - reporting, 95–96
- Tornadoes, emergency procedures for, 108
- Touch-screen ordering, 118–119, 121–124
- Trays, lifting, 102–103

- Underliner plates, 80
- Uniform, appearance of, 6–8
- U.S. Food and Drug Administration (FDA)
 - Food Code, 103
- Universal Precautions procedure, 103–104
- Utensils, sanitary handling of, 106–107

- Varietal wines, 142
- Vegetarian foods, 47
- Vintage, of wines, 143
- Violence, avoiding, 12
- Virgin drinks. *See* Nonalcoholic drinks
- Visual display video screen, 118–119
- Vodka, 156

- Waiter's corkscrew, 149–50
- Waiting areas, 64
- Web site, restaurant, 70
- Weisse beer, 155
- Whiskey, 156
- Whiskey jigger, 157
- White wine, 141, 143–144
 - opening and serving, 151–153
- Wine
 - characteristics of, 141–143
 - merchandising of, 141
 - opening and serving, 148–154
 - ordering, 145, 148
 - temperature of, 143–145
 - types of, 143, 145
- Wine charts, 147–148
- Wine/food associations, 145–146
- Wine glasses, 145–147
 - placement of, 149–151
- Wine lists, 48, 147–148
- Workplace, violence and drugs in, 12
- Written order-taking system, 67–70