

# The Dining Experience

## SECTIONS

6.1 Dining Today

6.2 The Dining Room Environment

## WRITING ACTIVITY

### Write About an Event

Write a descriptive paragraph about a special dining event. Use sensory details to describe the atmosphere and decor, the type of service, and the food.

### Writing Tips

- 1 Use meaningful sensory descriptions and details.
- 2 Organize your story in a logical manner.
- 3 Use language that is appropriate for your audience.

#### EXPLORE THE PHOTO

Fine-dining establishments feature an elegant atmosphere. *To what does the atmosphere of a restaurant refer?*



# Dining Today

*Different dining styles attract different customers.*

## Reading Guide

### Before You Read

**Vocabulary** To gain a better understanding of vocabulary, create a Vocabulary Journal. Divide a piece of paper into three columns. Label the first column Vocabulary. Then, label the other columns What Is It? and What Else Is It Like? Write down each term and its definition as you read.

### Read to Learn

#### Key Concepts

- **Categorize** the five main types of dining environments.
- **Distinguish** between different styles of meal service.

#### Main Idea

There are five different types of dining establishments: fine-dining, theme restaurants, casual dining, quick-service, and catering. There are also several different styles of meal service.

### Content Vocabulary

- fine-dining restaurant
- theme restaurant
- casual-dining establishment
- trayline service
- counter service
- food court
- room service
- modern American plated service
- booth
- focal point
- family service
- banquette
- classical French service
- tableside
- flambé
- Russian/English service
- butler service
- hors d'oeuvre
- buffet
- chafing dish

### Academic Vocabulary

- promote
- device

### Graphic Organizer

As you read, use a table like the one below to help you describe the five different types of dining.

Types of Dining

Dining Style	Description



#### Graphic Organizer

Go to this book's Online Learning Center at [glencoe.com](http://glencoe.com) for a printable graphic organizer.

### ACADEMIC STANDARDS



#### English Language Arts

**NCTE 1** Read texts to acquire new information.



#### Mathematics

**NCTM Geometry** Use visualization, spatial reasoning, and geometric modeling to solve problems.



#### Social Studies

**NCSS IV E Individual Development and Identity** Examine the interaction of ethnic, natural, or cultural influences in specific situations or events.

**NCSS II D Time, Continuity, and Change** Systematically employ processes of critical historical inquiry to reconstruct and reinterpret the past.

**NCTE** National Council of Teachers of English

**NCTM** National Council of Teachers of Mathematics

**NSES** National Science Education Standards

**NCSS** National Council for the Social Studies

# Types of Dining

Each type of dining environment has unique challenges for the foodservice professional. The type of establishment and its meal service strongly influence a customer's dining experience. Learn about these factors so that you can better serve customers. This will help you build a rewarding foodservice career.

Different types of dining appeal to different customers. The five most common types of dining are fine-dining restaurants, theme restaurants, casual-dining establishments, quick-service restaurants, and catering services. These types differ in menu prices, decor, the type of food served, and the way food is served.

## A TASTE OF HISTORY

1920

Prohibition, banning consumption and sale of alcohol, begins

1923

The last Delmonico's restaurant closes

### Eating in Style

The first Delmonico's Restaurant opened in New York City in 1827. It was one of the first restaurants to offer a true fine-dining experience to Americans. It allowed customers to order items from a menu, instead of offering a fixed menu each day. It was also the first restaurant in the United States to offer customers a wine list. Chicken à la king and lobster Newberg were invented at Delmonico's.

At one time, Delmonico's opened as many as nine restaurants. The business that spanned nearly a century ended in 1923 when the last restaurant closed its doors, taking with it a little bit of New York history.

### History Application

The table settings at fine restaurants such as Delmonico's differ from those at more casual establishments. Draw a detailed diagram of what a place setting and tables in an upscale restaurant like Delmonico's might look like. Show how upscale decor might appear.

**NCSS IV E Individual Development and Identity** Examine the interaction of ethnic, natural, or cultural influences in specific situations or events.

Some restaurants **promote**, or advertise, themes and special events, such as special birthday dinners, holiday buffets, or seasonal specialties. Themes and events like these can bring in a strong customer base.

## Fine-Dining Restaurants

A **fine-dining restaurant** has an environment with excellent food, elegant decor, and superior service. Customers are willing to pay top prices for a meal in fine-dining establishments. Some of these restaurants are famous for their chef's exceptional culinary skills. Others are known for their specific location.

## Theme Restaurants

A **theme restaurant** often tries to recreate another place or time. Customers enjoy seeing sports memorabilia or an indoor waterfall in the middle of a simulated rain forest. They are attracted to the fun and unique atmosphere. The food can often be less important than the decor. Or, the food may be related to the theme, as in a table-top grill restaurant. Most theme restaurants have a moderately priced menu.

## Casual-Dining Establishments

A **casual-dining establishment** attracts people who like to eat out, but are not interested in a formal atmosphere or high prices. Instead, they enjoy the relaxed environment and mid-range prices of casual dining.

Sometimes casual-dining restaurants have a theme. The Hard Rock Cafe® has a music theme, for example. Other common casual-dining establishments include family-style restaurants, neighborhood restaurants, grills and buffets, and vending machines.

## Family-Style Restaurants

The menu is more limited in a casual, family-style restaurant. Traditional, child-friendly favorites, such as fried chicken and macaroni and cheese, are served. Family-style restaurants have mid-range prices.



## Neighborhood Establishments

Two popular types of casual neighborhood establishments are lunch counters and coffee shops. The food is usually simple, inexpensive, and comes in generous portions. Coffee houses are a popular type of neighborhood establishment. Customers like neighborhood establishments because they are convenient and friendly.

## Grills and Buffets

Casual grills and buffet restaurants offer self-service meals at budget prices. Buffet restaurants often offer all-you-can-eat specials that appeal to families and senior citizens. Many buffets and cafeterias offer trayline and counter service. **Trayline service** consists of customers going through a food line and placing items on their own trays. **Counter service** consists of customers sitting at a counter, rather than at a booth, banquette, or table.

## Vending Machines

Vending machines offer a wide variety of foods and beverages. Vending machines operate 24 hours a day. They are popular with college students and factory workers. Many companies save money by using vending machines rather than running a full-service dining room or cafeteria.

## Quick-Service Restaurants

Quick-service restaurants, also known as fast food, make up the largest section of the foodservice industry. A quick-service restaurant has limited menus, low prices, and speedy service. Food is prepared using exact standards and factory-like production.

Malls and shopping centers often place many quick-service restaurants into a single area. This area is called a **food court**. Food courts give shoppers convenient access to a variety of quick meals, snacks and beverages. Small food courts that offer three or four options can also be found in many hospitals, colleges, and supermarkets.

## Safety Check

### ✓ Keep Buffet Foods Safe

Buffets can include both hot and cold foods. All foods must be held at the proper temperatures. (See Chapter 2 for more information on the temperature danger zone.) Maintain the temperature of hot foods by placing them in chafing dishes. The temperature of cold food should be maintained by setting the platters of food in beds of ice.

**CRITICAL THINKING** *What will happen to food if the temperature is not maintained?*

## Catering Services

Catering is a growing segment of the food-service industry. A caterer purchases, receives stores, prepares, cooks, delivers, and serves food to a customer in another location. Catered meals vary in size.

In an attempt to increase sales, many institutions have begun to provide catering services. For example, some supermarkets, schools, and hospitals use their kitchens to cater to outside customers.

## Contract Foodservice

For a management fee, a foodservice contractor will provide food and beverage service for organizations such as schools, businesses, hospitals, and nursing homes. This can save money for an organization. Meals may still be prepared on-site. However, management of the foodservice is not run by the organization.

## Airline Meals

Food catered for airlines is limited by storage needs and transportation. Airline customers may be offered one or more full meals, or just snacks and beverages. Meals for travelers are prepared in a commissary (*ˈkɑ-mə-ser-ē*), or a place where food is purchased and prepared. Then, it is delivered to airplanes and loaded onboard for people to eat. Special meals, such as vegetarian or low-fat requests, can be ordered in advance.



**▲ School Meals** Foodservice in schools may be provided by a foodservice contractor. *How would this save money for a school?*

## Hotel and Motel Restaurants

Hotel and motel restaurants offer longer service hours. Most of these restaurants serve three meals a day, seven days a week. Labor costs are high, especially with room service. **Room service** involves having servers bring specially ordered meals to a customer's room.

## Cruise Ship Dining

For many people, one of the highlights of taking a cruise is the excellent food. There is no limit on the amount of food, and the cost is included in the price of the cruise. Food on a cruise ship is usually offered in different settings. Special dietary needs can also be met.

**Reading Check** **Apply** Why are vending machines popular with college students and factory workers?

# Types of Meal Service

There is a style of serving meals to match every dining establishment's customers and goals. Different elements of each style can also be mixed. These include modern American plated, booth, family style, banquette, classical French, Russian/English, butler, and buffet service.

## Modern American Plated Service

Modern American plated service began in the United States. It is now used worldwide. It is popular because it requires fewer and less extensively trained service staff than other types of meal service. It also gives the chef complete control over the preparation, portioning, and presentation of the food.

In **modern American plated service**, the food is completely prepared, portioned, plated, and garnished in the kitchen. The servers carry the plated food from the kitchen and place the prepared dishes in front of the customer. The server must be able to serve from both the left and the right side of each customer.

Follow these general guidelines for modern American plated service:

- Serve beverages and soup from the customer's right side, with your right hand and right foot forward. Move clockwise to the next customer.
- Serve solid foods from the customer's left side, with your left hand and left foot forward. Move counterclockwise to the next customer.
- Clear dishes from the customer's right side, with your right hand and right foot forward. You may clear some items that are on the customer's left from the left side, such as forks or bread plates.
- Completely serve and clear one guest before moving on to the next.
- Never break the order of service.

This type of service is more efficient than many other styles of service. The savings can be passed on to the customer through reasonable menu prices.

## Booth Service

Booth service has different service guidelines because the server cannot go to the customer's left or right side. A **booth** table rests against, or is attached to, a wall. All customers must be served from a single focal point. A **focal point** is a service point. (See **Figure 6.1**.) The customers on the right side of the booth will be served from the left with the server's left hand. The customers on the left side will be served from the right with the server's right hand.

Use these general service guidelines to serve at a booth:

- Serve the customers in the back of the booth first.
- Using the correct hand procedures, clear soiled tableware first from the customers seated closest to the back.
- For beverage service, do not switch hands. Keep the tray in your left hand and serve beverages with the right. Try not to get in the way of the guest.
- Always keep your hands as close to table level as possible.
- Avoid handing items to customers whenever possible. Instead, place the item on the table.

## Small Bites

**Use the Correct Hand** A server always uses the hand that matches the side of the customer being served. Use the left hand for serving from the customer's left, and the right hand for serving from the customer's right.

## Family Service

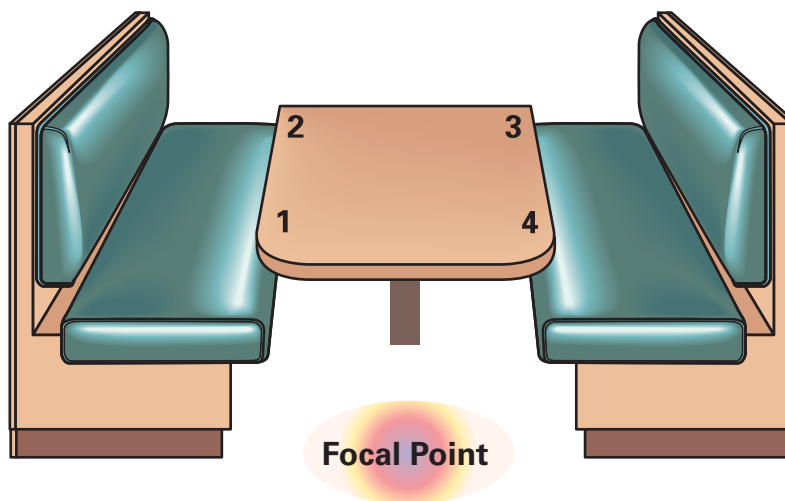
Family service is used in a casual-dining atmosphere. In **family service**, food is delivered on a large platter or dish to an individual table. Customers serve themselves and pass the food around the table. This type of service creates an atmosphere of eating dinner at home. Foods are prepared completely in the kitchen and placed on platters or in casserole dishes. Then, they are placed in the center of the customers' table with the correct serving utensils and a service plate for each customer.

One advantage of family service is that it allows customers to choose their own portion sizes. Customers are also free to take second servings of a food if they want more. On the other hand, this service style can result in a large amount of food waste. It also lacks personalized service.

### FIGURE 6.1 Booth Seating

**Booth Service** In booth service, all customers are served from a single focal point.

*Why would you serve the customers in the back of the booth first?*



## Banquette Service

**Banquette** (ban-'ket) is a type of seating arrangement in which customers are seated facing the server with their backs against the wall. (See **Figure 6.2.**) Use the following guidelines when you serve at a banquette:

- Treat both ends of the banquette as focal points. Serve one side of the table at a time.
- When you serve a banquette with more than four people, serve each end of the table as you would a booth.
- Hold the beverage tray in your left hand. Serve with the right hand. Stand with your right hip close to the table.

## Classical French Service

The most elegant and elaborate style of service is **classical French service**. It is used internationally when a formal style of service is desired. An important element of classical French service is that some foods are fully or partially presented or prepared tableside.

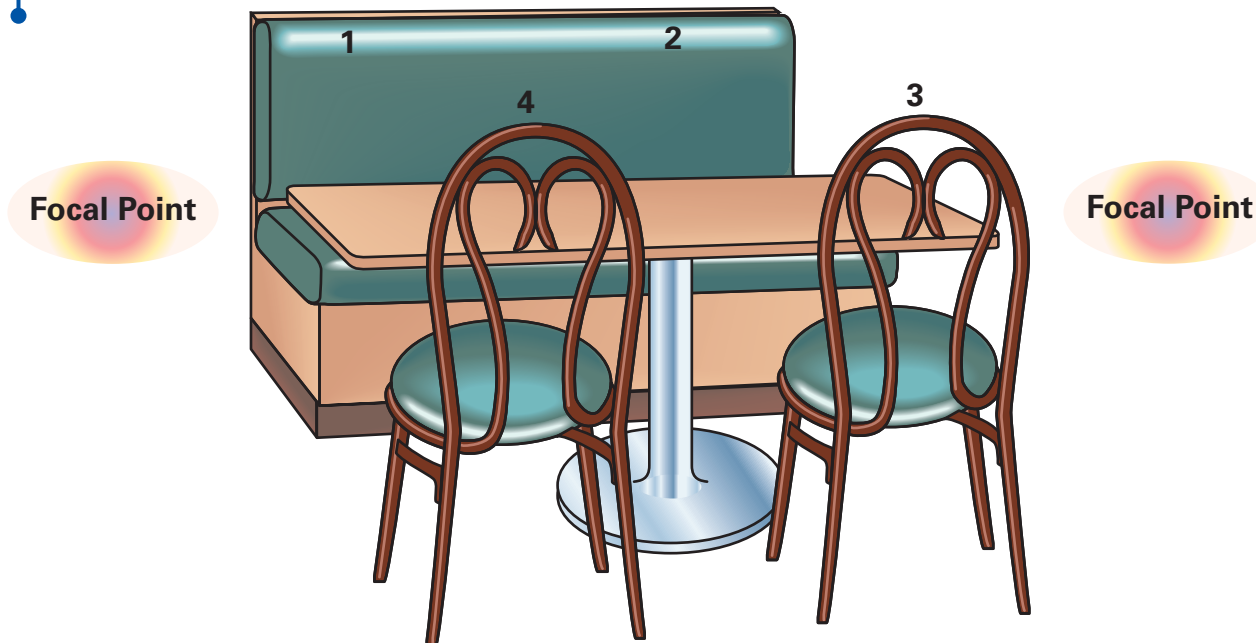
**Tableside** means at the table, in full view of the customer. This means that classical French service requires more time and labor than modern American plated service.

Servers of this style must be highly skilled. Successful classical French service uses a team system. The typical French brigade consists of a four-member team. Each member of the team has a specific duty:

- **Captain** The captain is responsible for supervising and organizing all aspects of classical French service in his or her station.
- **Front Waiter** The front waiter assists the captain when serving food and should be able to perform the duties of the captain in his or her absence.
- **Back Waiter/Runner** The back waiter or runner brings all of the food from the kitchen area to the service area.
- **Busser** The busser serves bread, butter, and water. He or she also clears the dishes and cleans the table after the customers have left.

### FIGURE 6.2 Banquette Service

**Banquette Service** In banquette service, both ends of the banquette are focal points.  
*How should you serve a banquette table that has more than four customers?*







**▲ Tableside Service** Preparing foods tableside is an elegant part of classical French service. *What other elements characterize classical French service?*

### Tableside Preparation

Tableside food preparation is an important part of classical French service. However, it also can be used with other services. Tableside preparations are made on a cart called a guéridon (gā-rē-'dōn) using a cooking unit called a réchaud (rā-shō). These preparations are classified into four categories:

**Assembling** This includes salads or dishes such as Caesar salad that must be assembled.

**Saucing and Garnishing** This category includes dishes that are precooked in the kitchen and need finishing touches, such as sauces and garnishes.

**Sautéing or Flambéing** Items in this category are sautéed or flambéed quickly in

the dining room. To **flambé** (flām-'bā) an item is to cook it tableside using flames as part of the preparation. Examples include shrimp with garlic or bananas foster.

**Carving and Deboning** Fish, meat, and poultry dishes are often carved or deboned, or have bones removed, tableside. This category also includes slicing cheese and peeling fruit. Peeling, coring, pitting, and slicing fruit allows customers to eat the fruit easily without using their fingers.

### Russian/English Service

Russian service is another elegant, formal service that is used internationally. It is ideal for banquets where everyone is eating the same meal. In **Russian service**, also called **English service**, each course is completely prepared, cooked, portioned, and garnished in the kitchen and then placed on a service plate or platters. Each customer is served a portion of the product from large platters. It is served from the left, using utensils that are held in the server's right hand. Two different servers usually perform Russian service. One server delivers the entrée. The other server brings the rest of the meal.

Service guidelines for Russian/English service include:

- Servers have a clean service napkin or towel draped over their left forearm. Platters are held in the left hand.
- Service always moves counterclockwise.
- Empty plates and soup bowls are placed in front of the customer from the right side.
- Items are served with the right hand from the customer's left side. The server is standing with his or her left foot forward.
- A serving set is used to transfer food from the platter to the customer's plate.
- All items are removed from the table with the server's right hand from the customer's right side.





**Russian Service** Russian service is often used at formal banquets where everyone is eating the same meal. *What other types of service might be used at a formal banquet?*

## Butler Service

In **butler service**, the server carries the prepared food on a silver tray to standing or seated customers. Customers serve themselves from the trays. This is an efficient and cost-effective way to serve bite-size foods to a large number of people. Butler service is often used to serve an **hors d'oeuvre** (ôr-'dœrv), or a very small portion of food served before a meal.

At a butler-served meal, each course is presented on a platter from the left side of each customer. Customers serve themselves while the server or butler holds the platter. Butler service is cost-effective; but there is no control over how much food is eaten or how it is presented on the plate. Butler service can be a very formal style of service. It also requires patience on the part of the server, since the server must wait until each customer is finished before moving on.

## Buffet Service

A **buffet** is a style of service in which all the food is attractively displayed on a table. In a buffet, customers are free to move among the displays of food. Some items are served to customers in a buffet line, while others are not. In most buffets, customers may return to get more food as many times as they wish. Hot foods are placed in chafing ('chā-fiŋ) dishes. A **chafing dish** is a device designed to hold a large pan of food over a canned heat source. A **device** is an item that serves a function. Customers choose what they want, and serve themselves. Customers must get a new plate or bowl each time they return to a buffet line for more food. Warmed or chilled plates and bowls are kept at one end of a buffet line. These plates and bowls must be restocked regularly. Customers may help themselves to food and beverages in buffet service. They may also be served certain foods. Because buffets are


mostly self-service, servers can attend many customers.

Three types of buffet service include:

- **Self-Service** Customers serve themselves. This includes appetizers, entrées, salads, desserts, and beverages.
- **Staff-Service** Customers point out their choice, but are served by a member of the service staff. Some items, such as omelets, are prepared to order. Many quick-service restaurants also use this type of service. Prepared trays of foods are kept filled.
- **Mixed Service** Some stations along the buffet line offer self-service for customers, such as salads, accompaniments, or desserts. Other stations, such as a carving station for turkey, offer staff-service.

There are several advantages to a buffet setup. These advantages can include low labor costs and a wide selection of food for customers to choose. Buffets are usually a cost-effective choice for customers as well, allowing them to try many different types of food products.

There are some disadvantages, however. There may be large amounts of wasted food. If servers are careless, tables may not be properly cleared and guests may not receive timely beverage service.

 **Reading Check** **List** What are the four preparations that can be done at the table?

## SECTION 6.1

### After You Read

#### Review Key Concepts

1. **Describe** the four types of casual dining establishments.
2. **Compare and contrast** classical French service and Russian/English service.

#### Practice Culinary Academics



#### Social Studies

3. Conduct research to find a historical restaurant in your community. Use at least two sources. You may look through your community's news archives, or interview restaurant owners and older members of the community. Write a report about the historical restaurant. Describe the establishment and its history.

**NCSS II D Time, Continuity, and Change** Systematically employ processes of critical historical inquiry to reconstruct and reinterpret the past.



#### English Language Arts

4. Collect menus from five different types of dining establishments either from the restaurant or by searching on the Internet with your teacher's directions. Compare the offerings on each menu and write a description of what type of customers each restaurant might attract.

**NCTE 1** Read texts to acquire new information.



#### Mathematics

5. A banquet table at your restaurant measures 30 inches wide and 42 inches long. What is the perimeter of this table? What is the perimeter if two tables are pushed together to form a double-length table?

**Math Concept** **Calculating a Perimeter** Perimeter refers to the distance around a polygon. Because opposite sides of a rectangle have equal lengths, the perimeter of a rectangle with length  $l$  and width  $w$  equals  $2l + 2w$ .

**Starting Hint** Each table has two sides measuring 30 inches and 2 sides measuring 42 inches. One table's perimeter equals 30 inches + 30 inches + 42 inches + 42 inches, or  $(2 \times 30 \text{ inches}) + (2 \times 42 \text{ inches})$ .

**NCTM Geometry** Use visualization, spatial reasoning, and geometric modeling to solve problems.



Check your answers at this book's Online Learning Center at [glencoe.com](http://glencoe.com).

# The Dining Room Environment

## Reading Guide



**Preview** Choose a Content or Academic Vocabulary word that is new to you. When you find it in the text, write down the definition.

### Read to Learn

#### Key Concepts

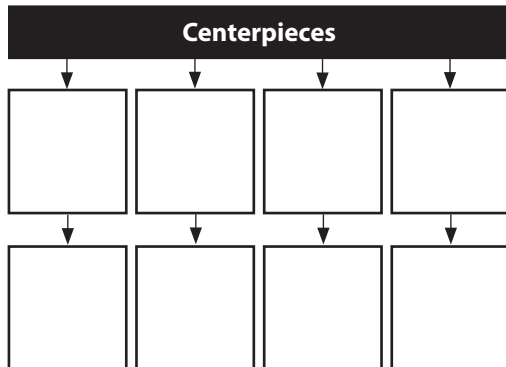
- **Describe** the side work that must be done before a service.
- **Contrast** the different types of glassware, dishware, and flatware.
- **Illustrate** how to properly set a table for different situations.
- **Describe** different types of centerpieces.

#### Main Idea

Maintaining the dining room environment means keeping stations stocked and setting tables appropriately. A well-set table includes napkins, settings, and centerpieces.

#### Graphic Organizer

As you read, use a main idea chart like the one below to list the four types of centerpieces. Write the centerpiece types in the first-level boxes, and details about each type in the second-level boxes.



#### Graphic Organizer

Go to this book's Online Learning Center at [glencoe.com](http://glencoe.com) for a printable graphic organizer.

*An organized dining room sets the right tone for any meal.*

### ACADEMIC STANDARDS

#### Mathematics

##### NCTM Geometry

Analyze characteristics of two- and three-dimensional geometric shapes and develop mathematical arguments about geometric relationships.

**NCTM Geometry** Use visualization, spatial reasoning, and geometric modeling to solve problems.

**NCTE** National Council of Teachers of English

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# Create a Dining Environment

Every member of the service staff should make sure that customers dine in an inviting atmosphere. An inviting atmosphere that includes good customer service can help restaurants to be more profitable. In this section, you will learn about some of the **elements**, or parts, that help to make a pleasant dining experience. From folding napkins to choosing centerpieces, there are many things you can do to make customers feel welcome.

The atmosphere of a restaurant refers to the textures, colors, aromas, lighting, and sounds that make up a dining environment. This can mean everything from the type of tableware used to the background music played. All of these elements work together to create a pleasing atmosphere. Elements of an atmosphere should be chosen carefully. This atmosphere helps determine the type of service and menu used.

Service is another important element in the dining environment. To be able to provide good service, the service staff must understand and properly use all dining room equipment. Managers must carefully train service staff on the restaurant's preferences.

## Side Work

The first step to provide quality service is to prepare and place all necessary equipment before customers arrive. All service staff members have duties to perform before the dining room is open to customers. This is called **side work**. Side work may include cleaning and refilling salt and pepper shakers, sugar containers, and condiment containers. Service employees help stock bus stations with all the materials needed for service and perform routine cleaning duties, including cleaning the seats, table, table base, and floor, folding napkins, and setting tables.



**Table Preparation** Learning to set tables properly is an important skill. *When should salt and pepper shakers be refilled?*

## Refill Salt and Pepper Shakers

Refill salt and pepper shakers before each shift. Be sure they are clean and not greasy. Empty and clean them regularly.

Here are some guidelines:

- Use a tray to collect the salt and pepper shakers. Take them to the kitchen and empty them.
- Wash the inside and outside of each shaker. Use a bottle brush to clean the inside.
- Wash the shaker tops to unplug them.
- Be sure the tops and shakers are completely dry before refilling. Otherwise, the salt and pepper will not flow properly.
- Fill the shakers. Use the right-size grain of salt and pepper.
- After you fill the shakers with fresh salt and pepper, tap them to clear out air pockets. Place the shakers on a tray and return them to the tables.



## Sanitation Check

### ✓ Sanitary Tableware

Check that all tableware is clean before you use it. To prevent food contamination, handle plates by the rim. Do not use tableware that has clearly visible cracks or chips. Bacteria can settle into these cracks and contaminate a customer's food.

**CRITICAL THINKING** *How does handling a plate by the rim help prevent food contamination?*

### Refill Sugar Bowls

Some state laws ban the use of sugar bowls because loose sugar is not sanitary. Instead, restaurants often use individual sugar packets. If sugar bowls are used, however, clean the bowls daily. Check for lumps, and remove them with a dry spoon. Always check and refill sugar containers before they become empty.

### Refill Condiments

A **condiment**, such as mustard, pickle relish, and ketchup, is traditionally served as an accompaniment to food. Clean condiment containers daily, especially the grooves around the cap. Never use a paper towel to dry or wipe off a condiment container. Safety and sanitation regulations state that original condiment containers, such as a ketchup bottle, should not be refilled. Condiment containers can be grouped together into a caddy.

Some sauces and most salad dressings are perishable. Refrigerate these items when they are not being served to customers.

Nearly all condiments served in individual packets are nonperishable. **Nonperishable** items will not spoil quickly when stored correctly. Nonperishable condiments include ketchup and steak sauces, mustard, syrups, jams, and preserves. Keep frequently used condiments such as ketchup and steak sauce on tables or within easy reach.

Paper product supplies also need to be constantly refilled. For example, if straws and paper napkin dispensers are used, restock the supply frequently.

### Bus Station

The bus station is where supplies for meal service are kept in the dining room. Check with your employer to see what should be stocked at the bus station.

Before each shift, check the bus station to make sure that the correct server tools, such as spoons, spatulas, and carving knives, are clean and ready. Restock beverage areas with cups, glasses, coffee, and tea. Bring dishware and flatware to the bus station from the kitchen or dish room as needed. At the end of the day, clean and close the bus station. Return any perishable and nonperishable items to their appropriate places.

### Fold Napkins for Service

The restaurant owner or manager decides how napkins are to be folded. (See **Figure 6.3**.) Use these guidelines when you fold napkins:

- Place linen on a clean surface.
- Be sure that your hands are clean before handling linen.
- Handle customer napkins as little as possible.



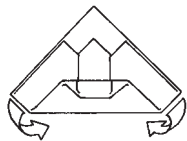
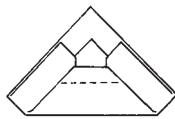
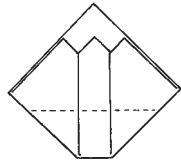
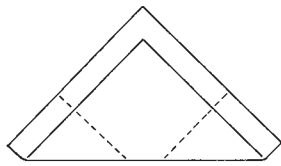
**Determine** Why do some state laws ban the use of sugar bowls?

## Dish, Glass, and Utensil Choices

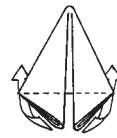
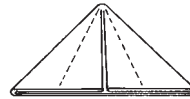
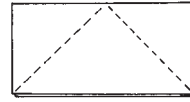
Foodservice establishments have a variety of dishes, glasses, and dining utensils in stock for customers to use during different dining situations. The types of dishware, glassware, and flatware you will choose for a table setting will depend on the types of foods and beverages you will serve during the meal. The choice will also depend on the type of restaurant in which you work. A fine-dining restaurant may have more types of dishes, glasses and utensils than a casual dining establishment. The fine-dining restaurant may also have a higher quality of dishware, glassware, and flatware from which to choose.

**FIGURE 6.3 Napkin Folds**

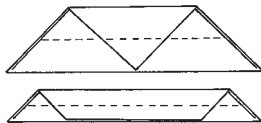
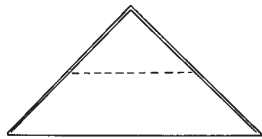
**Interesting Shapes** Folding napkins into various shapes is an important part of side work. *Why do you think restaurants fold napkins into shapes?*



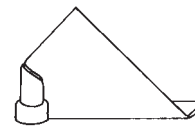
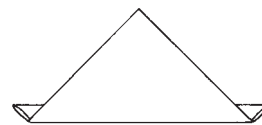
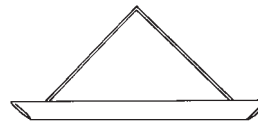
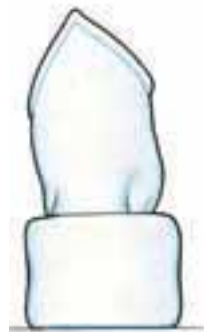
**Bishop's Hat**



**Twin Peaks**



**Flaming Flower**



**Candlestick**

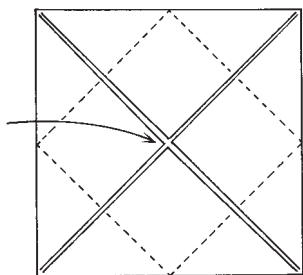


## Geometry and Napkin Folding

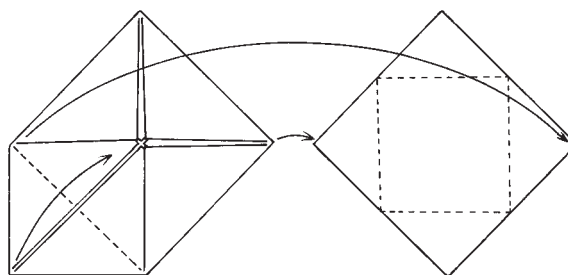
A square is made up of two large congruent triangles. For triangles to be congruent, all of the corresponding angles and sides must be the same. In this case, the two large congruent triangles are classified as isosceles triangles. Isosceles triangles have at least two congruent sides. These two isosceles triangles can also be classified as right triangles because each triangle contains a  $90^\circ$  angle.

Most restaurant napkins are in the shape of a square. A square has four right angles ( $90^\circ$ ) and four equal sides. These directions will allow you to fold a square napkin into a water lily design. As you fold, determine the number and types of triangles you encounter in each fold of the napkin.

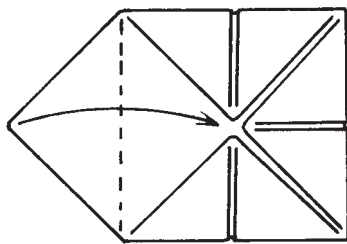
STEP 1



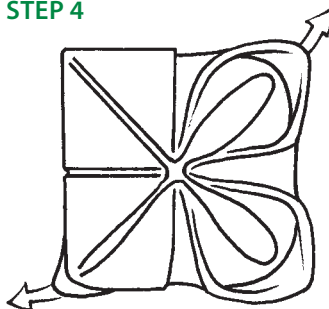
STEP 2



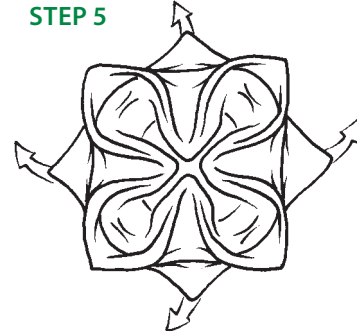
STEP 3



STEP 4



STEP 5



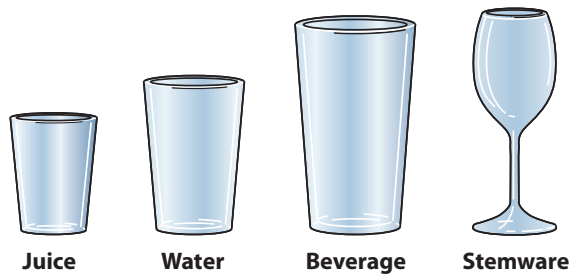
**Math Concept** **Triangles** Triangles can be classified by their angles. An acute triangle contains all acute angles (less than  $90^\circ$ ). An obtuse triangle has one obtuse angle (more than  $90^\circ$ , but less than  $180^\circ$ ). A right triangle has one right angle ( $90^\circ$ ). Triangles can also be classified by their sides. In an equilateral triangle, all sides are congruent (the same size). An isosceles triangle has at least two congruent sides. A scalene triangle has no congruent sides.

**Starting Hint** Look at the napkin in Step 1. How many triangles do you see? Classify each triangle in each step of the napkin folding and tally. Identify any patterns that you notice.

**NCTM Geometry** Analyze characteristics of two- and three-dimensional geometric shapes and develop mathematical arguments about geometric relationships.

## FIGURE 6.4 Glassware Types

**Glassware Basics** The two categories of glassware are lead crystal and heat treated. *How do these two types of glassware differ?*



## Glassware

Restaurants use glassware for beverages such as juice, water, and iced tea. (See **Figure 6.4.**) Although there are many styles and patterns to choose, **glassware** can be divided into two categories: lead crystal and heat-treated glass.

- Lead crystal glassware is very hard, clear, and bright. Because this glassware is expensive and easily chipped, it is not practical for busy, casual restaurants. It is generally used in formal fine-dining restaurants.
- Glass that is heated and then cooled rapidly is called **heat treated**. It is strong and resists breaking and chipping. Most foodservice operations use heat-treated glassware.

Glassware should be carefully handled to stay unscratched. Use the following guidelines to handle all types of glassware:

- Store glassware upside down in a glass rack or on air mats on a shelf.
- Hold glassware by the base or stem.
- Never use chipped or cracked glassware.
- Always use a beverage tray to carry glassware in the dining room.

## Tableware

Restaurants use a variety of tableware. **Tableware** is any kind of dish, from dinner plates to soup bowls to coffee cups.

Choose the correct tableware to set a visually pleasing table. For a formal presentation, you might use porcelain or fine china. For a casual look, you might use ceramic tableware.

## Flatware

**Flatware** refers to dining utensils, such as spoons, forks, and knives. Flatware can also be referred to as cutlery. Flatware can be made of different quality grades of stainless steel or silver. Like glassware and tableware, flatware is available in many different styles. (See **Figure 6.5.**)

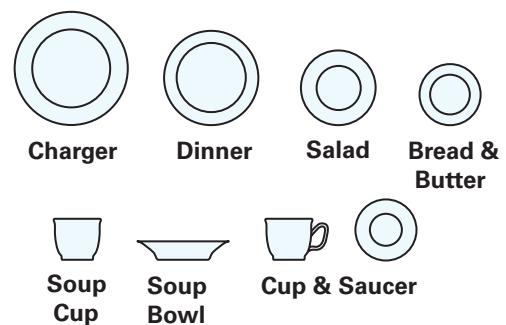
Flatware is carried through a dining room on a serviette. A **serviette** is a napkin-lined plate. Handle flatware by the waist, or mid-section of the handle. This keeps your fingers from coming into contact with the end of the utensil that will go into the customer's mouth. It also prevents fingerprints on the handles.

**Reading Check Explain** Why is lead crystal not used in busy, casual restaurants?

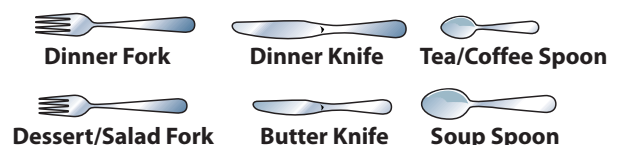
## FIGURE 6.5 Tableware and Flatware

**Dish Options** Foodservice operations use many types of tableware and flatware. *How should a server handle flatware in a dining room setting?*

### Tableware

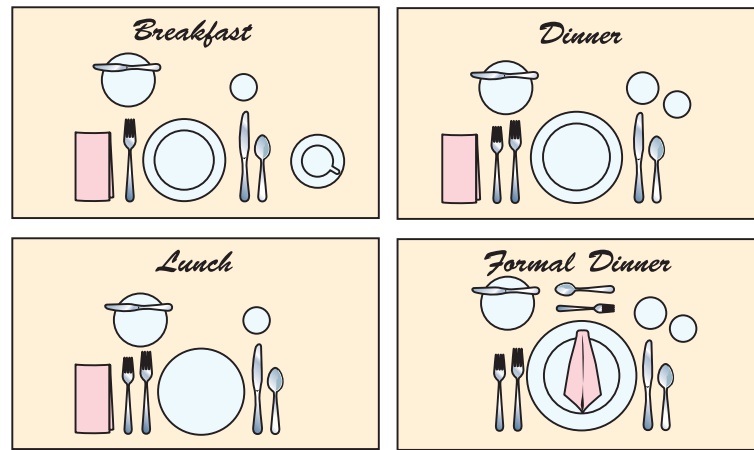


### Flatware





**FIGURE 6.6 Place Settings**  
**Setting Tables** Table settings are different depending upon the type of meal being served. *What are the main differences you see here between the dinner and formal dinner place settings?*



## Table Setting

Restaurant management determines the type and style of table setting that is used. A **table setting** is the specific arrangement of tableware, glassware, and flatware for a meal. (See **Figure 6.6**.) Customer comfort, cleanliness, and consistency are important:

- Place chairs around the table in front of the space for each place setting.
- Place centerpieces, salt and pepper shakers, and condiment holders at the same location on each table.
- To center each place setting, first place the napkin. If a place mat is used, center it in the place setting about 1 inch from the edge of the table. Place a napkin to the left of the place mat or in the center.
- Set forks to the left and knives and spoons to the right of each place setting.
- Always set knives with the cutting edge toward the center of the place setting.
- Flatware should not hang over the edge of the place mat or table. Place flatware 1 inch from the edge of either.
- Place all flatware from the outside in, following the order of use. Make sure there is room for the dinner plate.
- If you will preset dessert spoons or forks, place them at the top of the place setting, **perpendicular** (*ˌpərˈpən-ˈdi-kyə-lər*), or standing at right angles, to the other flatware. The spoon is placed above the fork. Point the spoon's handle to the right and the fork's handle to the left.

- Place the bread plate on the left, above the fork(s).
- Place a butter knife on the top of the bread plate with the cutting edge facing down toward the plate.
- Place the water glass above the tip of the dinner knife.
- Preset coffee cups to the right of the knives and spoons, with handles at the 4 o'clock position.

## Table Preparation

The server must be sure that the tabletop, benches, chairs, and the floor area around the table are clean. This should be done before the shift begins, and between customer seatings. Check the table setup according to the restaurant plan. Make any accommodations for large groups. Make sure the spacing between tables is comfortable.

Check the underside of tabletops for any chewing gum. Wipe chairs and booth seats clean. Constantly inspect tables and the floor below them, especially when the tables are being reset. Clean food or spills off of menus. Check the ashtrays at smoking tables.

There are many different styles, types, and colors of linen napkins and tablecloths. Servers must set each tablecloth with the seam toward the table and make sure it is even on all sides. Using linen, however, is expensive. Many foodservice establishments use place mats, paper or vinyl tablecloths, or glass tabletops instead.

## Change a Tablecloth

- 1** Remove all glassware and dishes from the table.
- 2** Place standard accessories, such as candles or flowers, on a tray. Never use a chair to hold such items.
- 3** Fold the soiled cloth back about one fourth of its length. Fold it onto the table, but do not show any of the surface underneath.
- 4** Bring out the clean tablecloth and place it over the folded portion of the soiled cloth.
- 5** With the seam down, drop the end of the new cloth so that it is opened one fold and hangs over the end of the table.
- 6** Using both hands, hold the two corners of both the clean and soiled cloths. Pull them toward the other end of the table.



- 7** When you reach the other end of the table, let go of the cloth corners.

- 8** Grasp the hanging corners of the soiled cloth and bring them to the other corners of the folded cloth.



- 9** Hold all corners and drop the top edge of the new cloth over the table. Do not let go of the corners of the soiled cloth.



- 10** Neatly fold the soiled cloth again, making sure that the trapped crumbs do not fall onto the floor.
- 11** Place the cloth on the tray.
- 12** Before placing the soiled linen in a linen bag, empty the crumbs in a lined trash can in the back of the foodservice operation.

## Table Setting for Preset Menus

A **preset menu** is a meal served to a group of customers who have decided in advance on the menu and the time of service. The particular menu determines the table setting. An à la carte table setting is placed on the table in advance. Flatware is brought to the table after customers place their orders.

 **Reading Check** **Describe** How do you set the table for a preset menu?

## Centerpieces

A **centerpiece** is a decorative object placed on tables to add beauty and interest. Centerpieces should not block the customer's view. Properly maintain and clean centerpieces.

## Lighting Centerpieces

Lighting centerpieces, such as candles, are the most common centerpieces. Generally, they are used during the evening hours.

## Floral Centerpieces


Floral centerpieces can be made from fresh, dried, or artificial flowers, leaves, and branches. Fresh flowers require extra care and are not always available.

## Edible Centerpieces

Edible centerpieces are made from items that can be eaten, such as fruit or carved vegetables. They also can be spun sugar creations. Handle spun sugar centerpieces carefully. They are very delicate and will break easily.

## Sculpted Centerpieces

Ice, butter, chocolate, and beeswax can all be carved into centerpieces. Large ice sculptures are often used on buffet tables. Ice sculptures are not practical as regular table centerpieces.

 **Reading Check** **Determine** What materials are used to make floral centerpieces?

## SECTION 6.2

### After You Read

### Review Key Concepts

1. **Explain** the correct technique for refilling salt and pepper shakers.
2. **Compare and contrast** the different categories of glassware.
3. **Illustrate** the correct way to change a table linen.
4. **Describe** the materials that are used in an edible centerpiece.

### Practice Culinary Academics

#### Mathematics

5. Your restaurant chooses to use place mats at each table setting instead of tablecloths on each table. Each rectangular place mat that your restaurant uses measures 20 inches long and 14 inches wide. What is the area of this place mat in square inches?

**Math Concept** **Area of a Rectangle** The area ( $A$ ) of a rectangle is equal to its length ( $l$ ) times its width ( $w$ ):  $A = lw$ . If necessary, convert the length and the width to the same units before you multiply the correct figures.

**Starting Hint** Following the formula for finding the area of a rectangle, the area of the place mat equals 20 inches  $\times$  14 inches. Because each measurement is already in inches, no conversion is necessary to find the correct answer.

**NCTM Geometry** Use visualization, spatial reasoning, and geometric modeling to solve problems.



Check your answers at this book's Online Learning Center at [glencoe.com](http://glencoe.com).

**Chapter Summary**

There are five different types of dining environments: fine-dining, theme restaurants, casual-dining, quick-service, and catering services. There are also different styles of meal service, including modern American plated, booth, banquette, family style, classical French,

Russian/English, butler, and buffet service. Bus stations should be stocked at all times with supplies. Cleanliness, uniformity, and customer comfort should be stressed when preparing table settings. Centerpieces bring beauty and interest to table settings.

**Content and Academic Vocabulary Review**

1. Create multiple-choice test questions for each content and academic vocabulary term.

**Content Vocabulary**

- fine-dining restaurant (p. 142)
- theme restaurant (p. 142)
- casual-dining establishment (p. 142)
- trayline service (p. 143)
- counter service (p. 143)
- food court (p. 143)
- room service (p. 144)
- modern American plated service (p. 144)
- booth (p. 145)
- focal point (p. 145)
- family service (p. 145)
- banquette (p. 146)
- classical French service (p. 146)
- tableside (p. 146)

- flambé (p. 147)
- Russian/English service (p. 147)
- butler service (p. 148)
- hors d'oeuvre (p. 148)
- buffet (p. 148)
- chafing dish (p. 148)
- side work (p. 151)
- condiment (p. 152)
- nonperishable (p. 152)
- glassware (p. 155)
- heat treated (p. 155)
- tableware (p. 155)
- flatware (p. 155)
- serviette (p. 155)
- table setting (p. 156)
- preset menu (p. 158)
- centerpiece (p. 158)

**Academic Vocabulary**

- promote (p. 142)
- device (p. 148)
- elements (p. 151)
- perpendicular (p. 156)

**Review Key Concepts**

2. **Categorize** the five main types of dining environments.
3. **Distinguish** between different styles of meal service.
4. **Describe** the side work that must be done before a service.
5. **Contrast** the different types of glassware, dishware, and flatware.
6. **Illustrate** how to properly set a table for different situations.
7. **Describe** different types of centerpieces.

**Critical Thinking**

8. **Evaluate** dishware. How might the tableware, glassware, and flatware used in a fine-dining restaurant differ from those used in a quick-service restaurant? Why?
9. **Judge** the importance of side work in customer service.
10. **Analyze** the benefits of a centerpiece. Why are centerpieces used when they serve no practical function?



## Academic Skills

**English Language Arts**

- 11. Table Setting Guide** Imagine that you are the head server in a fine-dining restaurant, and you have just hired new servers. Create a guide to table setting for each meal. Include illustrations or diagrams if you wish. Make sure that someone who is a new hire would be able to understand your instructions. Explain each step clearly and completely, and label illustrations and diagrams as necessary.

**NCTE 5** Use different writing process elements to communicate effectively.

**Science**

- 12. Test Serving Styles** Systems of serving were developed by restaurants over time by observing what was most efficient and least likely to cause problems.

**Procedure** Compare the modern American plated service style with a service that is not based on any procedure. What do you observe about the difference between following a procedure and not following a procedure?

**Analysis** Make a list of your observations. As a class, discuss the importance of testing and creating procedures for table service.

**NSES A** Develop abilities necessary to do scientific inquiry.

**Mathematics**

- 13. Calculate the Perimeter of a Triangle** You work at a restaurant that uses cloth napkins. Each napkin is in the shape of a square measuring 20 inches on each side. It is your job to fold each napkin in a decorative design. You begin by folding the square napkin in half diagonally, creating a right triangle with two equal sides and one longer side. What is the perimeter of this triangle?

**Math Concept Using the Pythagorean**

**Theorem** If you know the lengths of two sides of a right triangle, you can determine the third length using the Pythagorean Theorem. This states that  $a^2 + b^2 = c^2$  (where  $c$  is the length of the hypotenuse, or side opposite the right angle, and  $a$  and  $b$  are the other two sides).

**Starting Hint** The perimeter is the sum of the lengths of the triangle's three sides. Because the two shorter sides of the folded napkin are identical to two of the sides of the original square, the length of each of those sides is 20 inches. Find the length of the longer side (the hypotenuse) of the triangle by solving for  $c$  in the Pythagorean Theorem:  $c = \sqrt{a^2 + b^2}$ , or  $c = \sqrt{20^2 + 20^2}$ .

**NCTM Geometry** Analyze characteristics and properties of two- and three-dimensional geometric shapes and develop mathematical arguments about geometric relationships.

## Certification Prep

**Directions** Read the questions. Then, read the answer choices and choose the best possible answer for each.

- 14.** What is the cart used in French tableside service called?
- garçon
  - guéridon
  - wagon
  - charrette
- 15.** How often should condiment containers be cleaned?
- daily
  - two times per week
  - weekly
  - monthly

*Sharpen your test-taking skills to improve your kitchen certification program score.*

**Test-Taking Tip**

Right after you read the question, try to predict the answer before looking at the choices. Then, if an option matches your prediction, choose that option.

## Real-World Skills and Applications

## Interpersonal and Collaborative Skills

- 16. Practice Service Styles** Follow your teacher's instructions to form teams. Practice each style of service until each team member has been the server. All team members should help do the side work. Rotate styles until each team has practiced all styles of service. Discuss with the class how the experience changed the more you worked with the same team.

## Time-Management Skills

- 17. Fold Napkins** Practice folding napkins like those shown on page 153. You should be able to make each of these napkin folds easily, and the napkin should retain its shape. Practicing skills like these will make you more efficient. The faster you can fold napkins, the more time you will have to set up.

## Technology Applications

- 18. Create a Checklist** Imagine that you are the front of the house manager for a restaurant. Choose the style of restaurant and type of service. Then, use a word-processing program to create a checklist for your employees. The checklist should have the steps to follow to create the appropriate dining atmosphere for your customers. Add as many details as possible from the chapter.

## Financial Literacy

- 19. Purchase Glassware** Imagine that you are in charge of purchasing glassware for a family-style restaurant. Lead crystal glasses cost \$10.50 each, and heat-treated glasses cost \$3.15 each. You need to purchase 100 glasses for your restaurant. How much money will you save by purchasing the heat-treated glasses?

## Culinary Lab



*Use the culinary skills you have learned in this chapter.*

## Plan a New Restaurant

- 20. Plan with a Team** Working in teams, plan a new restaurant for your area, and then present your plan to the rest of the class.
- Find a location.** Follow your teacher's instructions to form teams. Think of all the restaurants already in your area. Try to find a location that is not already filled with the same type of establishments.
  - Choose restaurant categories.** Use the information in the chapter about types of restaurant and types of service to determine which categories your restaurant will fit. Consider the needs and abilities of the community when you make this decision.
  - Decide on the details.** After selecting the type of operation and meal service, decide on the price range, environment, menu, and decor.
  - Make a poster.** Create a poster showing the location, type, and meal service of your restaurant.
  - Present your plans.** Share your team's plans for a new restaurant with the class.

## Create Your Evaluation

When you listen to other teams describe their restaurant, think about why their plans sound like they could succeed. Make a list of the restaurants in the order that you would visit them. Explain after each why you placed it in the order that you did. Include what attracted you to it, or what made you less interested.

## Media and Mentoring

*The food industry needs people who inform and support others in the field.*

As the general public expresses more interest in foods and cooking, the roles of foodservice professionals in the media expand. Food photographers, writers, and stylists all help spark public interest in good food. Consultants help foodservice businesses become more professional and successful.

To succeed in media and mentoring positions, you may need a culinary degree. Excellent communication skills and creativity will help you advance.

### Alejandro Luna, Executive Pastry Chef and Consultant

**Q Describe your job.**

**A** I am a self-employed pastry chef and consultant. I have created a database of companies and colleagues who contact me to help them improve their operations.

**Q Describe a typical work day.**

**A** I keep long hours and am always on my feet. I prepare for the day's events and plan for upcoming events throughout the week. I spend a lot of time on the telephone and the computer doing research about my clients.

**Q Why did you choose your career?**

**A** I love the thrill of the day-to-day execution of my job and the satisfaction of instant reward. From the moment you cook or prepare a dish for a person, it is only a matter of minutes before you get a reaction from that person.

**Q How did your career path lead to your current job?**

**A** I worked really hard for years to get the knowledge I needed to take on different jobs. As a chef, you must be honest with yourself when



you accept challenges. I felt I was at a point where I was in charge of my knowledge and could present my experience so that companies would realize I could help them.

**Q Who or what has been your biggest career influence?**

**A** Traveling has been my greatest influence. Every place has different customs and different ways of cooking food. Exposure to different cultures has taught me about new ingredients and new techniques. The mentors who have influenced me shared their time and knowledge to teach me not only about the field, but also how to be a better professional and person.

**Q What skills are most important?**

**A** The basic skills for becoming a pastry chef are learned with years of school and work. However, the patience, respect, and humility that you need come only with realizing that no one is below you. Your experience does not make you better as a person than anyone else.

## Career Ingredients

<b>Education or Training</b>	Most consultants have a culinary degree and experience in the culinary workforce. Food journalists and photographers have bachelor's degrees in journalism or photography and experience in culinary arts.
<b>Academic Skills Required</b>	English Language Arts, Science
<b>Aptitudes, Abilities, and Skills</b>	Clear communication skills, ability to lead and work with others, creativity, marketing skills, and commitment to professional standards.
<b>Workplace Safety</b>	Workplace safety must be followed by all. In addition, food safety must be followed by chefs and cooking instructors.
<b>Career Outlook</b>	Openings will be plentiful in the near future as the foodservice industry continues to expand.
<b>Career Path</b>	Advancement depends on creativity and ability to communicate ideas clearly to others.

## Career Pathways

<b>Food journalists</b>	Interviews others and writes articles for magazines, newspapers, and Web sites about restaurants and food trends. Food journalists must have excellent English Language Arts skills.
<b>Food photographers</b>	Takes photos of food and kitchen preparation for magazines, newspapers, books, and Web sites. They must be creative and have excellent photography skills.
<b>Food stylists</b>	Prepares foods for display and for food-related photography shoots. Food stylists must understand food science and preparation to make food look its best.
<b>Consultants</b>	Helps foodservice businesses with organizing the business, creating menus, advertising, facility design, and more. Consultants must have knowledge of every part of the foodservice business. Personal experience is also recommended.
<b>Cooking instructors</b>	Teaches culinary students basic and advanced culinary skills. They usually have at least a bachelor's degree in Culinary Arts.

**Critical Thinking** What classes have you taken in school that might help you prepare for a career in food media and mentoring?



Many certification programs focus on menu creation. Think of a favorite dish and describe that dish in an advertisement for a restaurant that prepares the dish. Include information about the dish, but make sure that all information is accurate.

### COMPETITION PRACTICE

Competitors must deliver products that are good enough to be sold to the public. Create a version of the dish from your ad from the Get Certified practice, or one of your teacher's choosing. Once the dish is completed, take photographs of it from different angles. Evaluate your efforts based on the following rating scale:

1 = Poor; 2 = Fair; 3 = Good; 4 = Great

Judge your dish on:

- The attractiveness of the plate.
- The flavor of the food.
- Whether the food was photogenic from all angles.



## Your Career in Foodservice

*There are many types of foodservice careers that are needed to run a restaurant. Using your research and observation of a career you may enjoy, you will act out a scene from a restaurant in which you play the role of your chosen career.*

### My Journal

If you completed the journal entry from page 55, refer to it to see which careers in foodservice you have considered. Add any additional notes about these or other foodservice careers that you may be interested in after reading this unit.

### English Language Arts

**NCTE 8** Use information resources to gather information and create and communicate knowledge.

**NCTE 9** Develop an understanding of diversity in language use across cultures.

## Project Assignment

### In this project, you will:

- Research foodservice careers to see which career you might enjoy the most.
- Identify and observe someone in the restaurant business who has the career you have chosen.
- Act the role of your chosen career in a restaurant scene with your fellow classmates.
- Present the scene to your class to share what you have learned.

### Applied Culinary Skills Behind the Project

Your success in culinary arts will depend on your skills. Skills you will use in this project include:

- Identifying career opportunities in foodservice.
- Describing education and training for foodservice careers.
- Knowing basic skills needed for foodservice careers.
- Understanding the roles and responsibilities of different jobs in a restaurant.
- Determining how job duties may change during different meal times.

### English Language Arts Skills Behind the Project

The English Language Arts skills you will use for this project are writing, interviewing, and speaking skills. Remember these key concepts:

#### Research Skills

- Perform research using a variety of resources.
- Discriminate between sources.
- Use the information you gathered to narrow down your choices.

#### Observation Skills

- Use positive body language.
- Take notes during the observation.
- Ask questions afterward to make sure you understand.

#### Speaking Skills

- Demonstrate understanding of your chosen career.
- Use creativity in your acting.
- Be aware of nonverbal communication.

## Step 1 Choose and Research Foodservice Careers

Choose and research careers in foodservice. Consider all of the jobs needed to run a restaurant. Write a summary of your research to:

- Identify career opportunities in foodservice.
- Describe what is involved in restaurant customer service opportunities.
- Explain careers in restaurant production, such as line cooks and sous chefs.
- Determine the management opportunities in foodservice.
- List the careers that interest you the most.
- Choose one career to research further.

## Step 2 Plan Your Observation

Use the results of your research to write a list of questions you would like answered should you observe someone in this career. Your questions may include:

- What type of training and education is needed for this career?
- What duties are required for this career?
- What tasks about this career are the most interesting to you?
- How did the tasks of this career vary during different dining times?
- How do you think you can prepare for this career now?

## Step 3 Connect with Your Community

Identify a person with your chosen career and ask him or her when would be a good time for you to observe them at work. Conduct your observation using the questions you prepared in Step 2. Take notes during the observation and write a summary of your findings.

## Culinary Project Checklist

### Plan

- ✓ Research foodservice careers and summarize your findings.
- ✓ Plan an observation with a person who has your chosen career.
- ✓ Write a summary about your observation.
- ✓ Create a real restaurant scene and play the part of your career

### Present

- ✓ Make a presentation to your class to display a real restaurant scene.
- ✓ Invite students to ask any questions they may have. Answer these questions.
- ✓ When students ask you questions, demonstrate in your answers that you respect their perspectives.
- ✓ Turn in the summary of your research, your observation questions, and the observation summary to your teacher.

## Step 4 Create Your Inspection Sheet

Use the Culinary Project Checklist to plan and create a restaurant inspection sheet to share what you have learned with your classmates.

## Step 5 Evaluate Your Culinary and Academic Skills

Your project will be evaluated based on:

- Content and organization of your information.
- Depth and detail of your inspection sheet.
- Speaking and listening skills.



**Rubric** Go to this book's Online Learning Center at [glencoe.com](http://glencoe.com) for a rubric you can use to evaluate your final project.



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**Expert Advice** Go to this book's Online Learning Center at [glencoe.com](http://glencoe.com) to read an article by a culinary expert from Johnson & Wales University about how to gain experience in the foodservice industry.