

## YOUR ROLE IN THE HOSPITALITY INDUSTRY

The key "players" in the hospitality industry are:

- The **guest** (tourists or local person)
- The **service provider** (restaurant/hotel)
- The **server** = you!

Therefore, as you can see, you have a vital role to play. Without you, no guest satisfaction will be possible and the restaurant will struggle to survive and make a profit. The service you offer will help the restaurant where you work to make an income and keep open. This means that your job security and income are directly matched to the level of service you provide to keep your guests happy.

### Restaurant

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service. Restaurants are sometimes a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and, of course, for the hotel with a singular objective to maximise their potential revenue. Such restaurants are often also open to non-residents. Restaurants range from modest lunch or dining places catering to people working nearby, with simple food and fixed menu served in simple settings at low prices, or expensive establishments serving expensive speciality food and wines in a formal setting.

### The function of a Restaurant

The function of any restaurant and bar may be summarised as follows:

1. To provide food and beverage, served attractively fulfilling customer expectation.
2. To provide a nice environment where guests can enjoy the food and drinks.
3. To make a profit.

### Types of Restaurants

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally, restaurants selling "local" food are simply called restaurants while restaurants selling food of foreign origin are named according to the origin of the food they offer. For example: a Chinese restaurant or French restaurant.

### Cafeterias

A cafeteria is a restaurant serving mostly cooked or ready to eat food arranged behind a food serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready-made portions already on plates, or self-serve of food of their own choice.

## Fast-Food Restaurants

Fast-food restaurants emphasize speed of service and low cost over all other considerations.

Following are the characteristics of various fast food outlets:

1. Guest has to pay at the counter and collect food from the server at the counter- Food counter service.
2. Guest collects food from containers / trays, and pays at the counter as per menu selected or per weight of the food selected.
3. Coupon service: guest pays for desired menu and counter issues a coupon. Guest consequently gets food in exchange of coupon.
4. Guest orders at the counter; once food is ready, it is served at the table.
5. Drive-through: guest drives through assigned lane, orders food and collects them. There is no space allocated for eating.

## Casual Dining Restaurants

A casual dining restaurant is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet- style restaurants, casual dining restaurants typically provide table service. Casual dining comprises of a market segment between fast food establishments and fine dining restaurants.

## Family Style Restaurants

Family style restaurant are restaurants with a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. Often these restaurants provide children play area.

## Speciality Restaurants

They range from quick service to upscale. Their menus usually include ethnic dishes and/or authentic ethnic foods. They specialize in a particular multicultural cuisine not specifically

## ROLES IN A RESTAURANT

### Restaurant Manager

This person has overall responsibility for the restaurant and other food and beverage service areas. The restaurant manager sets the standards for service and is responsible for any staff training that may have to be carried out, on or off the job. He or she may make out duty rosters, holiday schedules, and hours on and off duty, so that all the service areas and outlets run efficiently and smoothly.

### Captain

This person has overall charge of the service staff/ team. He is responsible for ensuring that all the duties necessary for the pre-preparation for service are efficiently carried out and that nothing is forgotten. The captain helps with the compilation of duty rosters and holiday schedules, and may relieve the restaurant manager, on their days off.

### Waiter

The waiter must be able to carry out the same work as the station headwaiter and relieve him on days off. The waiter will normally have less experience than the station headwaiter. Both the waiter and the station headwaiter must work together as a team, to provide efficient and speedy service.

### Trainee/Apprentice

The trainee is the 'learner', having just joined the food service staff, and possibly wishing to take up food service as a career. During service, this person will keep the sideboard well filled with equipment, and may help to fetch and carry items, as required. The trainee carries out certain cleaning tasks during the pre-preparation period. He may be given the responsibility of looking after and serving some appetizers or smaller courses, from the appropriate trolleys.

### Wine Waiter/Sommelier

The sommelier is responsible for the service of all alcoholic drinks, during the service of meals. He must also be a sales person. This employee must have a good knowledge of all beverages available, the best wines to accompany certain foods and the liquor licensing laws applicable to the particular establishment and area.

### Host/Hostess

The role of a restaurant host is to attend to guest needs, particularly, on arrival at the restaurant. The host should "meet, greet and seat" the guest. The host/ess should make sure that; guests leaving the restaurant have enjoyed their meal. The host is usually the final contact point for the guest and this is a "sales" opportunity. At this time, the host should find out if the guests would like to make a reservation for the future.

### Barman

This person must have good knowledge about the ingredients and methods needed to make alcoholic drinks.

## THE BASIC WAYS TO TREAT YOUR GUESTS SO THEY WILL WANT TO COME BACK

Good service is to provide your guests with something more than what they expect, and excellent service is to ENJOY providing your guest with something more than what they expect and create a memorable experience through a positive service mindset. Say for instance, a child will be happy to get a chocolate and the happiness will have no bounds if you present an ice cream. You should not provide good service as your duty but it must come from within. You should relish every moment when you are serving someone.

How should one do that?

The following should be done-

1. Great them with a smile and offer an appropriate hospitality comment
2. Use their name – it makes them feel important & special
3. Maintain eye contact – it shows care and interest
4. Avoid the use of the word “No” – always offer an alternative
5. Go the extra mile – our guests expect it
6. Ensure a quality product and efficient service
7. Maintain a clean and healthy environment
8. Escort guests as much as possible otherwise provide clear directions
9. Speak to our guests in a friendly, enthusiastic and courteous tone and manner.
10. Take personal responsibility to get their special requests done quickly and
11. Anticipate guest’s needs and resolve their problems tactfully
12. Be professional in appearance.
13. Keep the guest’s space neat and clean
14. Thank the guest for choosing our restaurant.
15. Increase your product knowledge
16. Always greet them with a smile
17. Be gentle in your approach
18. Always be polite and handle things with patience
19. Never get irritated during working hours
20. Be sensible and quick

## ATTRIBUTES OF A WAITER

The quality of service staff in any establishment reflects the quality of the establishment itself. No matter how good the food and ambience are, poorly trained, untidy or rude staffs can annoy customers. On the other hand, if the staff are well-trained and efficient, they can, to a certain extent, make up for other shortcomings in the services provided.

Following are the attributes of a good food and beverage server.

### Personal Hygiene and Appearance

1 All members of the staff should be well-groomed and clean at all times. This gives them a sense of well being and confidence to do their job efficiently.

2 The hands of the waiting staff should be given special attention. They are constantly observed by the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.

3 Chewing gum should be avoided in all public areas of the hotel.

4 You should wear minimum jewellery. A wrist watch, finger ring and plain earrings (for girls only ) should be permitted.

5 If an employee has a skin problem, a doctor should be consulted immediately

6 Uniform should be clean and well-pressed. Shoes should be properly polished and well-fitting.

### Good Conduct

You should be well-mannered and respectful to guests, and to senior members of the staff. You should be calm and pleasant, even in the most tiring circumstances. You should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.

### Good Memory

A good memory helps to improve performance. It also helps the service personnel to attend small but important details such as remembering a guest's name or his likes and dislikes regarding food and beverage.

### Observation

You need a keen sense of observation and an eye for detail. It will help you to be more efficient at the job. An ability to correctly judge people is definitely an advantage. A sense of anticipation in the service industry is an invaluable quality. The ability to anticipate what a guest or the management needs, even before it is asked for, creates a very good impression.

### Concentration and Skill

Waiting at a table requires concentration and skill. You should develop a sense of urgency in the performance of duties. Good service may not be commented upon, but bad service is surely noticed and talked about. Service should be prompt without haste.

#### Salesmanship

Food and beverage service personnel are technical sales persons; therefore, you should have a thorough knowledge of the proper presentation and service of all the food and beverages served in the establishment. Waiters should be kept informed by their superiors of deletions or additions to the menu.

#### Ability to Assume Responsibility

You should be able to cope up with the demands of the job and have the ability to assume responsibility. You should be loyal to their employers, responsible to the guests and friendly towards their fellow workers. You should not consider any job as menial, and should be willing to perform all kinds of jobs efficiently. This will help you to grow in your career and at the same time enhance the image of the establishment in the eyes of the guests.

#### Maximise Revenue

Cutting down on costs and maximising the revenue of the establishment should be the prime objective of all members of the staff, even of those in junior positions.

#### Punctuality

Punctuality is all-important. If staff is continually late for duty, it shows a lack of interest in his work and a lack of respect for the management and customers. Remember, you have to wait for the guest, not the guest.

#### Local Knowledge

In the interest of customers, the staff should have certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, such as the best means of transport to places of interest etc.

#### Personality

You must be tactful, courteous and good humoured. You must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time.

#### Attitude to Customers

The correct approach towards the customer is of the utmost importance. You must not be unwilling, but should anticipate the customer's needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a 'difficult' customer – they are normal people whom one is uncertain how to deal with.) Staff should never argue with customers as this will only worsen the situation. All complaints should be referred to someone in authority in the food service area.

#### Honesty

This is all-important in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be pleasant work atmosphere which encourages efficiency and a good team spirit among the food and beverage service operators.

# COMMUNICATION

Communication is the exchange of thoughts, messages or information. It is vital to the successes of the restaurant or hotel business since it is only through the effective use of communication that we can offer guests the services. Communicating way is as:

- 1 Facial expressions - a smile, a frown
- 2 Gestures - movements of hands and body to help explain or emphasise the verbal message.
- 3 Body posture - how we stand or sit.
- 4 Orientation - whether we face the other person or turn away.
- 5 Eye contact - whether we look at the other person and for how long.
- 6 Body contact - arm around the shoulder, a handshake.
- 7 Proximity - the distance we stand or sit from a person.
- 8 Non-verbal aspects of speech - tone and pitch of voice.
- 9 Head nods - for encouragement, indication of agreement or disagreement.
- 10 Appearance - dress and grooming.

Your expressions, posture and appearance must be appropriate and should tell the guest that you are professional, competent and willing to help.

It is also important to watch out for signals from guests, for example, a guest glancing at his watch often may be demonstrating impatience or a sense of urgency. Letting him know how soon you will attend to him is one way of handling this situation.

It is important to be aware of body language when dealing with visitors from different cultures. Gestures and expressions acceptable to us may be offensive or misleading to overseas visitors.

From a guest's point of view, visual communication starts working even before they enter the restaurant. The appearance of the outside of the restaurant, a warm welcome at the front door will all give a very positive impression of the restaurant.

First impressions are the most lasting! You only have one chance to make a first impression, so make it a good one.

## Rules of Effective Communication

There are five rules of effective communication:

- 1 What? - What do you really wish to communicate? Make sure that you are very clear about the message that you wish to convey and try to keep it simple.

2 Whom? - With whom do you wish to communicate? Identify the appropriate recipient for your message. If it is an important message, do not trust to a verbal communication to a three-year-old child.

3 Why? - Why do you need to communicate? What is the purpose of the communication? What are the consequences of not communicating?

4 How? - How can you best communicate? In many cases, there are choices with respect to communication - you may be able to choose between verbal or written forms or indeed, non verbal messages (a raised eyebrow, for example). Choice will depend on with whom you are communicating and the actual situation.

5 When? - When is the best time to communicate? We have noted the need to respond promptly but beyond that the timing of communication can be very important - choose the time to raise a question or to pass on a message that will be appreciated by the person with whom you are communicating.

## WELCOMING GUESTS IN THE RESTAURANT

1. Hostess should be well groomed and be present at all times during working hours at the entrance of the restaurant. She should acknowledge guests arrival with a bright smile on her face and pleasant eye contact, while stepping forward towards the guest.
2. Hostess must greet guests by their names (if available) with a courtesy bow. Children should be acknowledged and greeted individually by name (if available).
3. If guest's name is not known, hostess should confirm name by asking politely  
"You are Mr. or Mrs....?"
4. Once the name is known, she should say:  
"Welcome to (name of outlet), Mr./s (name of guest)".
5. Hostess will escort guests to the table, showing the way to guests with open palm hand, while walking side by side or at a slight distance in front, by saying: "This way please, Mr./s (name of guest)".
6. She should follow the guest's response and acknowledge by saying: "With pleasure Mr./s (name of guest), this way please"
7. Hostess should enquire about guest's preferred section of the restaurant, by saying:  
"Would you prefer a smoking or a non-smoking section of the restaurant, Mr./s (name of guest)?"
8. Hostess must engage in a light conversation tone with the guests while escorting them. It should be natural and conversational way (not overburdening with excessive conversation – conversation could be on guests stay, which activities guests have enjoyed so far, etc.)
9. Hostess must pull out the chair lightly from the table, and offer them to sit. Disabled persons should be approached first, women and then men.
10. Hostess should assist the guests such that they are comfortable and should push the chair gently forward and ask: "Please Mr./s (name of guest), are you comfortably seated?"
11. For first time guests, in case a child is present, hostess must propose a high chair as appropriate, and ask:  
"Would you like me to bring a high chair Mr./s (name of guest)?"
12. Hostess must ensure that guests are promptly seated and that the correct number of place settings is in place. Hostess should inform guests that their order will be taken right away by saying: "Waiter would take your order right away, Mr./s (name of guest)".
13. Hostess should also wish guests a pleasant meal experience and retire with a courtesy bow along with a smile saying: "Please enjoy your (meal) Mr./s (name of guest)".

## PRESENTING THE MENU & TAKING FOOD ORDER

1. Headwaiter/waiter should approach the table with a smile and pleasant eye contact, and must greet guests by saying: "Good (time of the day), Mr./s (name of guest), I am (name of staff), your (headwaiter or waiter)".
2. The Headwaiter/waiter must introduce the theme of the evening/day by saying: "Welcome to our ... (name of theme) evening, / day Mr./s... (Name of the guest)"
3. In case guest does not go to the bar for an aperitif, the headwaiter should propose aperitif to guests by saying: "Would you care for an aperitif, Mr./s (name of guest)?"
4. Headwaiter/waiter must ensure that menus are in excellent condition (depending on location), stands on the right hand side of the guest, with the menu opened on the first page and holding it by the top, should present to the ladies first while maintaining eye contact by saying:
5. "Please allow me to present you our (name of theme menu/menu of the day) Mr./s (name of guest)".
6. Headwaiter/waiter should introduce any one of the specialties of the day (as applicable).
7. Headwaiter/waiter must retire from guests table for a few moments (3-5) minutes, allowing guests to study the menu, by saying: "May I leave you to look at the menu, Mr./s (name of guest)? I will be back for your order in a short while."
8. In case of unavailability of specific items, guests are advised accordingly, by saying: "Mr/s (name of guest), I do apologize, unfortunately we do not have (name of item) today".
9. Headwaiter/waiter should return to the guests table with a smile and pleasant eye contact and ask if they are ready to place their order, by saying: "Mr/s (name of guest), are you ready to place your order?"
10. Headwaiter/waiter has to highlight verbally at least one menu item as a house special or seasonal specialty, by saying: "May I recommend the specialty of the day (name of dish)?"

## HANDLING GUEST COMPLAINTS

Complaints must be handled correctly as they can affect the business reputation and income. Guests whose complaints are not handled correctly usually do not return to the establishment.

Complaints will occur, but if handled correctly and efficiently, a scowl can be changed into a smile. Indeed, the guest may even apologise for bringing the complaint to someone's attention. Proper handling of a complaint builds goodwill. When a staff member has succeeded in regaining the guest's confidence, he/she should tactfully try to turn the opportunity to promotional advantage, e.g. the staff member may say that he/she is looking forward to the guest's return visit.

When dealing with a complaint: learn to take the "HEAT"

Use a 4 - step process to handle guest complaints:

1. **H**ear them out: listen and do not interrupt. Do not say "That's not my job" or "You'll have to talk to the manager". Let the guest tell the whole story.
2. **E**mpathise: make them know that you understand their anger or frustration
3. **A**pologise without admitting liability. Do not make excuses. Do not blame another person or another department.
4. **T**ake Action: rectify the problem. Handle the complaint personally if possible, but get help from your supervisor if you can't solve the problem. Offer alternatives but know the hotel policies and do not offer something a staff member cannot deliver. Try to turn the unsatisfied guest back into a satisfied guest, i.e. turn a complaint into a compliment.
5. Then thank the guest for bringing the matter to your attention.
6. Record the complaint and pass on to supervisor or line manager.

Complaints are Sales Opportunities

An important point to remember about complaints is that they represent an opportunity and not a threat. Complaints, if received with the right attitude and handled properly, can be a valuable source of information. There can be an opportunity to find out how the guest sees you, and what they think of the products. This information obtained free of charge by listening to your guests' complaints can help you to provide a better service.

Proper handling of a complaint, verbal or written, builds goodwill. When you have succeeded in regaining the guest's confidence, you can then tactfully turn the opportunity to your advantage.

# HYGIENE

## Introduction

This will explore issues regarding personal hygiene, grooming, professional appearance, restaurant cleaning, and security at work, and necessary measures to maintain the restaurant and related procedures you need to be aware of.

## Personal Hygiene

Personal hygiene is very important to food and beverage servers as you will be coming into direct contact with the guests. It is your personal responsibility to present a clean and well groomed appearance at work.

## General Rules

1. Wash hands correctly and very often (after using toilet, before entering restaurant, after a break, after smoking, before handling any food, after coughing, sneezing, touching any parts of head and hair, handling rubbish, touching any pets and animals)
2. Bathe daily
3. Bath or shower or wash well every day to maintain personal body freshness.
4. Use deodorants or antiperspirants to combat body odour.
5. Strongly perfume products are not appropriate when dealing with guests
6. Wear clean underwear everyday
7. Keep your skin clean and healthy.
8. Brush teeth every morning and evening. If you smoke, then brush your teeth more often or use a breathe spray or deodoriser.
9. Tattoos should not be visible.

## Hair

1. Hair should always be clean and neat and well groomed with no excessive gels or hair products that make hair look dirty.
2. Hair must not fall across the face when leaning forward.
3. Short hair should be trimmed regularly to give neat appearance.
4. Coloured or tinted hair should tone in with your natural hair colour and re-growth should not be visible.
5. Up style must be carefully held in position and should not leave strands of hair untended. Hair clips or elastics should not be obvious.
6. French plaits if permitted should be tucked under you cap.
7. Long hair must be tied up and loose strands must clip up.
8. Only use hair accessories that are simple and match each other and your uniform. If your uniform is black, the scrunches should be black as well.
9. Fringes, if worn, should not fall below the eyebrow.

## Facial Hair

1. Men should present themselves for work freshly shaven each day.
2. Moustaches must be neatly groomed with the outline of top lip being clearly visible. Moustaches should not extend past the corner of the mouth.

3. Beards must be kept neat and well groomed.

#### Hands and Nails

1. Hands and nails must always be clean and well-manicured.
2. Nail polish, if worn, should be freshly applied regularly and should be a pale, natural colour.
3. Nail biting is unacceptable as bitten nails are unhygienic and look dreadful.

#### Jewellery

1. Do not wear more than three pieces of jewellery. For ladies: earrings, finger rings and a small bracelet or necklace is acceptable. For men, a wedding band is acceptable.
2. You may however wear a watch for practical purposes. The watch should be of a neat conservative style. Ultra-modern sports watches or fashion watches should not be worn.
3. Body piercing is not allowed (apart from ears), including nose, lips and eyebrows.

#### Personal Grooming

Presenting a professional appearance is very important in the hospitality industry. This section examines all aspects of professional grooming, from the uniform to hair and personal presentation and hygiene.

#### Uniforms

Restaurants often require you to wear the same or similar clothes so that you all present the same image of the restaurant. You can often wear your own clothes, with an added special apron provided by the establishment. Sometimes a special uniform will be provided for you. The uniform may be formal (e.g. black pants/skirt with white shirt) or informal (e.g. jeans and a black T-shirt).

#### Name Badges

Restaurants often give their waiting staff name badges. This makes it easy for guests to know your name and use it when they talk with you. These should be worn at all times on the designated place on your clothing.

#### Care of Your Uniform

Care of your uniform is every staff member's individual responsibility. A good brushing after wearing them will remove dusts and freshen up any garment. The two main problems are stains and odours.

1. Stains – a superficial stain may be removed by light sponging or using a specialized spot cleaner. Soda water or carbonated water may be effective.
2. Odours – airing may eliminate some unpleasant odours. Clothes do not have to look grubby to retain stale smells e.g. cigarette smoke can linger on outer garments even after just one wear. These should be left hanging in a place with free air circulation.
3. Hanging your uniform – no matter how tired you are you should always hang up your uniform. Trouser pockets should be emptied and trouser creases should properly align.
4. Spare buttons and a sewing kit – you should always have one readily available.

5. Shoes – should clean, well-polished and well maintained including being-soled and heeled, if necessary. If shoes get wet the, most efficient way to dry them is by stuffing them with newspaper and allowing them to dry at room temperature.  
Shoetrees should be used to keep shoes in shape.
6. Shirts – creases should be always ironed in the same place or they can look unkempt. Never roll up the sleeves of long sleeved shirts. Shirts should be freshly laundered daily and ironed while slightly damp. Starch will keep the garment crisp and enhance its appearance.
7. Trousers – to maintain the shape of your trouser pockets, they should not be overfilled. They should be worn belted, with your shirt tucked in.

## Restaurant Hygiene

It is very important that restaurant is always clean and hygienic to avoid you and guests becoming sick. Cleaning and safety procedures should be followed at all times. If your restaurant is not clean, it will affect the dining experience of the guests, so you must be aware of measures of keeping the restaurant clean and hygiene.

## Cleaning the Restaurant

Cleaning in any food service operation is as important as your technical skills and knowledge. Part of your job is to carrying out routine and non-routine cleaning of the restaurant.

## Procedure for cleaning

Following the correct cleaning procedure ensures that high standards are achieved.

1. After all tables are cleared and tablecloths removed, collect cleaning equipment and materials
2. Pull back curtains and ventilate area, if possible.
3. Look out for lost property and maintenance faults as you work. Deal with these according to house policy.
4. Clean, using a damp duster:
  - Tables
  - Chairs
  - Dessert trolley/cheese trolley
  - Skirting boards
  - Paint work
  - Glass doors/mirrors
  - Sideboards
  - Furniture
  - Wall fixtures
  - Fittings
5. Pay particular attention to:
  - Chair and table rungs
  - Behind curtains
  - Areas you can only see when sitting down
6. Clean any tiled areas.
7. Vacuum carpet.
8. When cleaning is completed, do final quality observations check

## BEVERAGERS

### Tea

Tea is a very popular beverage and is served throughout the world. Most teas used are blended teas and the most popular ones are:

1. Ceylon (black tea)
2. Earl Grey
3. Darjeeling
4. Jasmine

### Coffee

Coffee is also a very popular beverage and is served at breakfast, luncheon and dinner. Like tea, coffee is usually blended to achieve different flavours. Speciality coffees are served in many restaurants, especially coffee shops, at any time of the day.

Before blending, the coffee beans are roasted to give a distinct flavour. The characteristics of good coffee are good flavour, rich aroma and good colour when milk is added.

### Types of coffees

1. Espresso is served black in a small cup. Guests may also request double espresso, which is two servings of espresso, served in a large cup.
2. Cappuccino is an espresso coffee, served in a large cup, topped with steamed frothed milk. The milk is heated for each cup by a high-pressure heat injector, usually attached to the espresso machine. Cappuccino is served with a sprinkling of powdered or grated chocolate on top
3. Americano - an espresso served with added hot water to create a regular black coffee.
4. Cafe Latte - a shot of espresso with hot milk, served with or without foam.
5. Cafe Mocha - a shot of chocolate compound either syrup or powder followed by a shot of espresso. The cup is filled with freshly steamed milk topped with whipped cream and cocoa powder.
6. Caramel macchiato: Similar to latte, but it contains caramel syrup and sometimes it may also contain vanilla syrup or vanilla extract. Some prefer to drink it hot while some love drinking iced caramel macchiato
7. Iced Coffee: Strong sweetened coffee served over ice with cream.

## Service of Tea and Coffee

1. A cup, saucer and spoon are placed before the guest with the cup handle pointing to the guest's right hand and the spoon at an angle.
2. A tray or salver is set with coffee/ tea pot, hot water pot, milk/cream or lemon slices, white or brown sugar and carried in the server's left-hand.
3. The tea or coffee is then poured from the guest's right-hand side to within 1 centimetre of the brim. OR
4. The guest is left to pour their own tea and coffee the way they like it.
5. Milk, if required, is poured the same way.
6. Sugars are placed on the table for the guests' use.
7. Tea and coffeepots are left on the table, to the right of the guest.

## Wine

Wine is an alcoholic beverage obtained from the fermentation of the juice of the freshly gathered grapes. Fermentation is conducted in the district of origin according to local customs & tradition.

### Types of Wine

#### Table wine

White wine: Chablis, Riesling, Chardonnay, Sauvignon blanc.

Red wine: Merlot, Cabernet Sauvignon, Pinot noir, Burgundy.

Rose wine: Valdo, Prosecco, The Envie d'ete ss

Alcoholic percentage: 14%-16%

#### Sparkling Wine

Moet chandon, Dom Perignon, Sekt

Alcoholic Percentage: Less than 14%

#### Fortified Wine

Sherry, Port wine, Marsala, Madeira Alcoholic

Alcoholic percentage: 15%-21%

#### Aromatised wine

Vermouth: Martini, tio pepe, Cinzano

Bitter: Campari, Angoustra

Liqueur: Kahlua, Drambuie, Cointreau, Bailleurs, Crème de menthe, Sambuca, Triple sec.

Alcoholic Percentage: 15%-25%

Liqueurs are usually served after meal and served 30ml-60 ml in a short glass.

#### Opening a bottle of wine

1. Check the bottle is clean and dry.
2. Hold the bottle firmly.
3. When cutting the foil, ensure that it is neatly cut.
4. Wipe the top of bottle with a napkin.
5. Insert the corkscrew correctly.
6. Remove the corkscrew slowly using the Waiters Friend.
7. Take care to wipe inside and outside of the neck of the bottle.

#### Serving Wine

1. Hold the bottle so that label faces upwards and is visible.
2. Keep the correct distance between bottle and rim of wine glass.
3. Do not rest the wine bottle on the top of the glass while pouring.
4. Offer a sample to host for tasting
5. Serve ladies first, then gentlemen, then host last.
6. Fill glass to 2/3 full, twisting the neck of the bottle to avoid drips.
7. Replace bottle in wine basket or wine bucket, as appropriate.
8. Refill wine glasses.
9. If a new bottle of wine is required, then fresh glasses should be provided.