

# Chapter 9

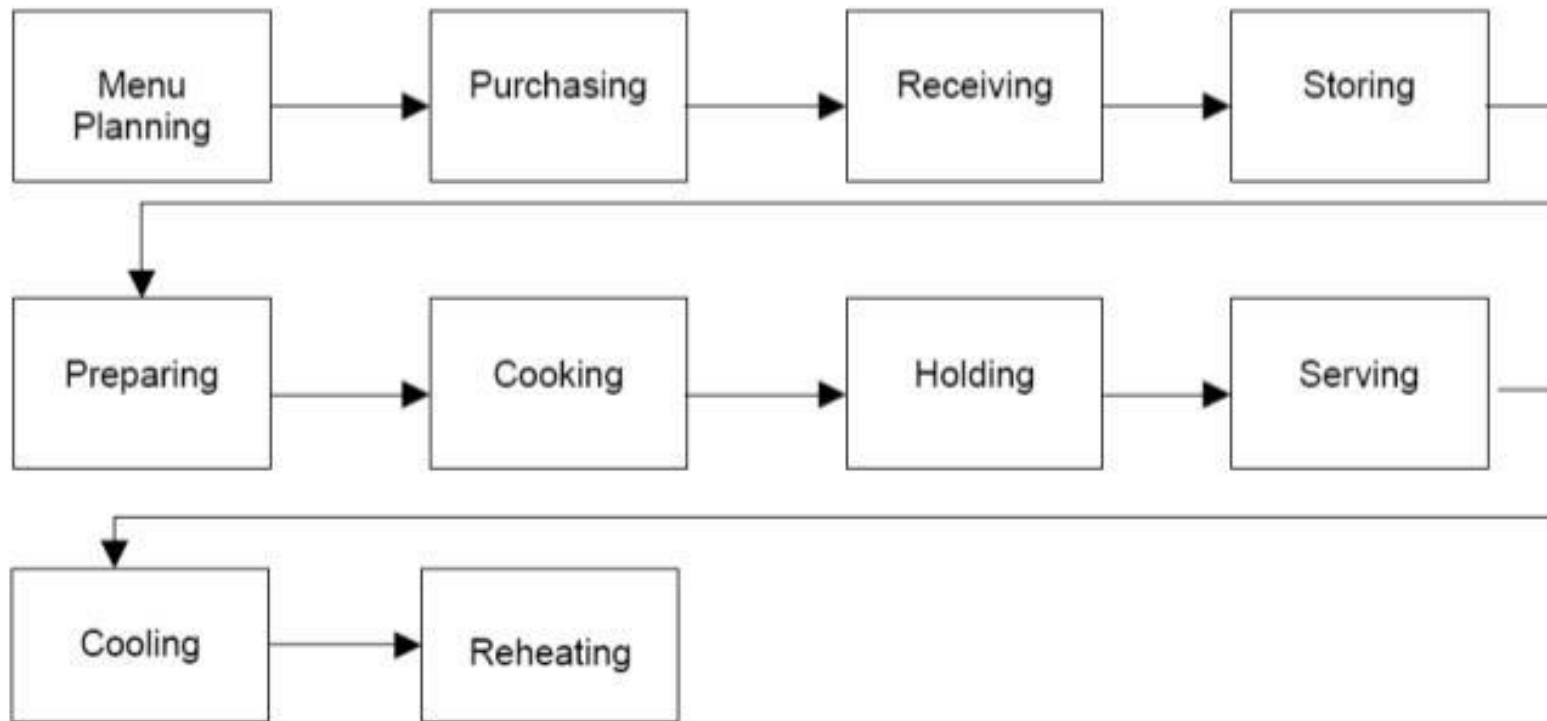
## Service

Methods of Assembly, Delivery, & Service

# Definitions

- **Meal Assembly**: putting together prepared menu items to complete an entire meal,
- **Delivery**: Distribution or movement of food from production to service,
- **Service**: Presentation of food to customers.

# Flow of food



## Flow of Food in Conventional Food Service Systems

# Food Delivery Systems

- **Centralized** Delivery-Service System
  - Prepared foods (Meals) portioned and assembled for each client at a central location in or adjacent to the main kitchen,
  - Completed orders then transported and distributed to customers,
  - Used by: fast food restaurants, banquet services, hospitals, long-term care facilities

# Example of Centralized Tray Service

## Hospital Tray Service

- Individual meals are portioned and assembled on trays at a central location in or adjacent to the main kitchen
- Under the supervision of a dietitian
- Dietitians supervise the line of trays and make sure trays are sent to the right patient at the correct destination

# Centralized Tray Service

## Characteristics

- Close supervision, to control of food quality and portion size,
- Less labor required,
- Span required for service can be excessively long.

# Food Delivery Systems **Cont'd**

- **Decentralized** Delivery-Service Systems
  - **Bulk quantities** of prepared foods **sent hot or cold to serving galleys** (مطابخ الاقسام) or **ward kitchens** located throughout the facility,
  - **Reheating**, **portioning** and **meal assembly** take place **in remote locations**,
  - **Dishes returned** to central kitchen for washing,
  - **Used by** facilities where there is a **great distance** between the **kitchen** and the **consumer**,
    - E.g. Large hospitals, school districts, hotels,
  - **Foods travel better** **in bulk than plated**.

# Example of a Decentralized Tray Service

## In some hospitals

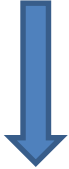
- Food (hot or cold ) is sent in bulk to the wards
- Portioned in the ward kitchens
- Assembled
- Distributed to patients on trays in the wards
- More ↑prone to contamination because of **extra handling**.



# Factors that affect Choice of a Delivery System

- Type of foodservice/food production system
- Kind of foodservice organization
- Size and physical layout of facility
- Skill level of available personnel
- Economic factors
- Quality standard for food safety
- Timing required for meal service
- Space requirements
- Energy usage
- Style of service

# Types of Foodservice systems

- **4 types** of foodservice operations:
  - Conventional or traditional
  - Ready prepared (cook/chill or cook/freeze)
  - Commissary (central production)
  - Assembly / serve
- Increasing **↑ labor costs** & **shortage of highly skilled** employees  

  - Using **new forms of food** with built-in **convenience** or **labor-saving features**,

# Kind of Food Service Organization

- **Number** of clients ?
- **How quickly** do they **need to be served?**
- **Groups served:** Students, employees etc.?
- **In what environment:** wait service/ self service?

# Size and Layout of Facility

- High rise or low and highly spread out
- Elevators, conveyor belts
- Equipment available in different areas

# Skill Level of Employees

- **Front of house** employees:
  - **Those who work as** hosts/hostesses (**waiters/waitresses**) or **bussers** (clean tables and prepare them for the next customers),
  
- **Back of house employees:**
  - Those who **usually do routine jobs** such as:
    - Washing vegetables,
    - Preparing food, or
    - Cleaning such as washing pots and pans, etc.

# Economic Factors

- **Cost of:** inputs and outputs:
  - **Different amounts** of: **labor** and **equipment** are needed for **various types of service**
  - **Transporting** foods **can be expensive**
  - **Duplicating equipment** can be expensive
  - **Labor can be expensive**

# Quality Standards for Food Safety

- Managing time/temperature relationship
  - Can you meet standards of temperature with current equipment or should new equipment be purchased?
  - How long will delivery take?

# Timing Required for Meal Service

- Does everyone need to be served at once?
  - Banquet, school foodservice
- What is the time span?
  - 1-2 hours for all? or
  - Staggered (spread out) period ?  
For example  
Lunch breaks at different times e.g. employee service in hospitals



# Space Requirement

- Space allotment for every department and its activities should be determined at the time of building
- Decentralized systems
  - Need less ↓ space for the main kitchen.
  - Need more ↑ space for the serving units.
- Centralized systems
  - Need more ↑ space for the main kitchen.
  - Need less ↓ space for serving units.

# Energy Usage

- Energy is costly,
- Concerns about energy cost,
- Equipment should be chosen to conserve energy as much as possible,

# Styles of food service

# Style of Food Service

- **Formal Food Service**

- Is table service or wait service
- Client remains seated throughout the meal

- **Informal Food Service**

- Self Service
- Client carries his food

# Types of Formal Service

1. American Service
2. English Service
3. French Service
4. Russian Service
5. Banquet Service
6. Counter Service
7. Tray Service

# Wait Service

## Formal

### 1) American service

- Host or hostess greets and seats
- Servers take orders and serve to customers
- **Each plate prepared individually** for each customer
- Bussers may help with dish removal and checker makes sure food taken to customer corresponds with order
- Plates transported by cart, by hand or on trays
- All guests at one table served before proceeding to next table
- **Side plates** for bread and butter are used **only when** the main plate cannot accommodate them.

❖ Inexpensive and fairly fast.

# American Service



## 2) English Service

- Also known as:
  - **Family service**
  - **Host service, or**
  - **Holiday service**
- Food is served on **large platters** or in bowls
- Placed on the table
- Refilled when empty



# English Service

## *English/Family Style Catering Service*



### 3) French Service

- Very elaborate
- **2 waiters for each table** [one of them is an assistant waiter]
- + 1 waiter for drinks [drink orders][**wine steward**]
- There might be a **captain** who oversees many tables.

French Service

# **1<sup>st</sup> waiter**

- Seats the clients
- Takes orders
- Serves appetizers
- Portions food in front of client (carving, boning, making a sauce)
- Serves the food
- Pours the wine
- Presents the check and collects payment

# French Service



French Service

## **2<sup>nd</sup> waiter**

- Assistant waiter
  - Delivers plates to customers
  - Takes the order from 1<sup>st</sup> waiter to the kitchen
  - Picks up food from the kitchen
  - Stands ready to help 1<sup>st</sup> waiter.

French Service

# Wine Steward

- Shows the kinds of wines,
- Tells the 1<sup>st</sup> waiter which glasses to use according to order,
- Brings the ordered wine,
- ❖ French method is less used these days because it is very elaborate, and costly.



# Wine Steward



# 4) Russian Service

- One waiter does all the serving
- Takes the order from client to the kitchen
- Food completely prepared and portioned in the kitchen
  - Food is dished on platters with adequate # of servings and served at the table
  - Or in individual plates in the kitchen
- Bus person [bus boy, bus girl, busser] brings food on a cart but does not serve it
- Then food is served by the waiter
- ❖ Russian Service is simpler than the French service yet elegant.



# Russian Service



**Food Service Cart**



## 5) Banquet Service

- Usually food is the same for all the tables
- Food is served to all tables at the same time
- The American Service is most used in banquets
- Usually special covers are used for the occasion.

# Banquet Service





# Banquet Service



# 6) Counter Service

- Clients are served seated at a counter
- Menu is presented with a glass of water
- Waiters take the order quickly
- Order is taken quickly to the kitchen.
- Most important feature is speed.
- Used in coffee shops, department stores,
- ❖ Counter service can be a combination of counter and table seating.

# 10. Counter Service





# Combination of Counter & Table Service



## 7) Tray Service

### ❖ 2 types of tray service

1. Centralized

2. Decentralized

- Food is dished on plates and covered
- Distributed (Delivered) to clients
- Used by: hospitals, nursing homes, hotel room service, airlines
- Need cooperation between foodservice management and nursing e.g. in hospitals and nursing homes.

### ❖ Quality and food safety issues??



# Main Kitchen



# Delivery Service Equipment

- **Fixed or Built In:**
  - Planned when facility is built,
  - Automated car transport or monorail for off premises,
  - Elevators, conveyors, manual or power driven dumbwaiters
  - Alternative if power failure,



**Dumb waiters:** a small elevator for carrying things, especially food and dishes, between the floors of a building.

# Dumbwaiter



# Monorail





# Delivery Service Equipment

- **Mobile**

- Delivery trucks for off premises.
- Movable carts for on premises.
- **Heated/Refrigerated.**



- **Portable**

- Pans with lids
- Hand carriers



**Hand Food  
Carrier**

# Equipment Used in Centralized Tray Delivery and Service System

- On Premises Delivery
- Variety of equipment and costs
  - Covered plates.
  - or
  - Divided trays with covers.
  - Pellet (small) Disc.
  - Heated carts.
  - Insulated Trays with Insulated Covers.
  - Conveyor belts.



# Equipment

## Divided Trays



# Equipment

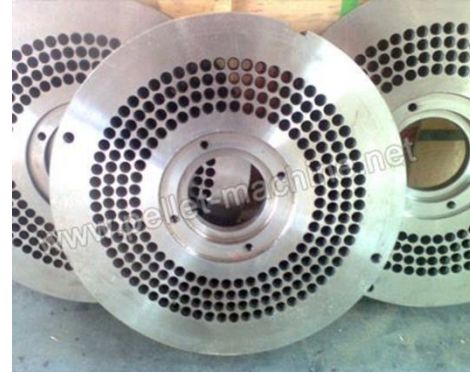
## Tray Delivery Cabinet (Heated)





# Delivery Service Equipment

- **Pellet (small) Disc**



- Metal disc is preheated and at mealtime is placed in a metal base,
- Individual portions of food plated and placed over the base and covered.
- Keeps the meal at serving temp for 40-45 minutes.

# Delivery Service Equipment

- **Insulated Trays with Insulated Covers:**

- Dishes (meals) put on tray and covered,
- Trays generally stack,
- Designed to create “synergism”, when stacked properly’ the hot and cold sections work together to maintain the proper temperatures,
- **No special carts are needed.**



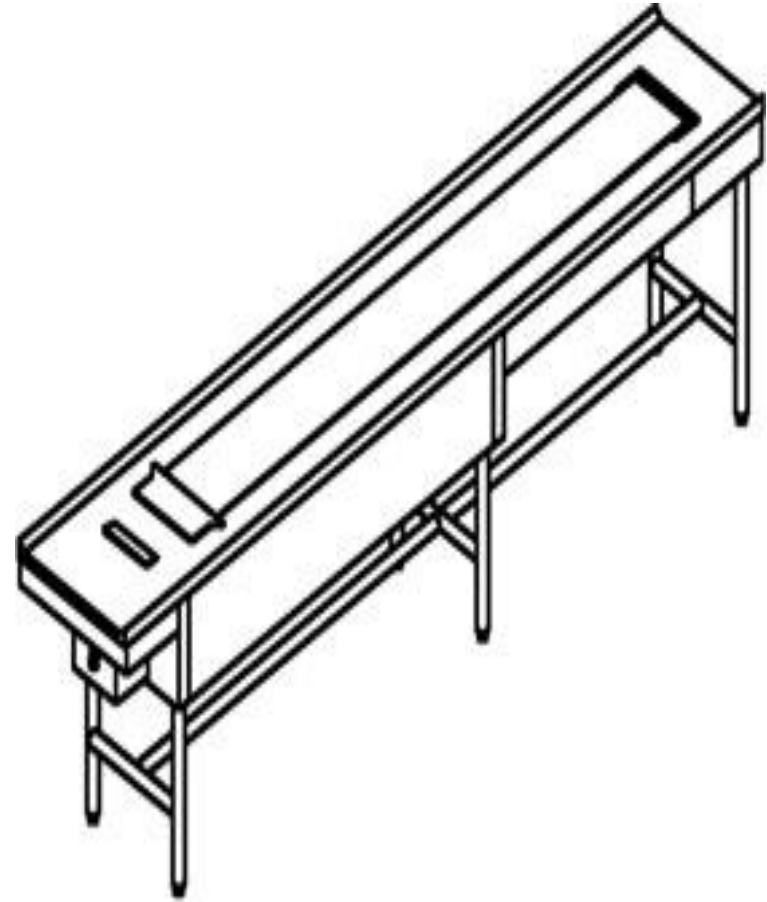
# Equipment

## Transport Rack for Insulated Trays



# Delivery Service Equipment

- **Motorized belt conveyors**
  - Are designed for centralized tray assembly.
  - Help streamline tray assembly for healthcare



# Equipment

## Stacking Patient Trays on Rack





# Tray service: nurse carrying tray of food in hospital room



x13326816 fotosearch.com

# Woman sitting in hospital bed with a tray of food









# Food Service (Tray) Line



L20-819094 [RM] © www.visualphotos.com

# Food Tray Line





# Kitchen Food Service Line

## Checking Food Order



L20-819095 [RM] © www.visualphotos.com

# Checking Diet Order







# Informal Food Service

## Self-service

- Guests carry own food from place of display to a dining area
  
- 1. **Buffet Service**
  
- 2. **Cafeteria Service**
  
- 3. **Drive in [through] service or take out service**
  
- 4. **Vending**
  
- 5. **Convenience Service**

# 1) Buffet Service

- **Food is put out** for clients to select
- Food is put **on long** or **L shaped** tables
- Usually **cold foods are first in line** and hot foods come later
  - **Usually order of food display goes:**  
  
salads → sandwiches → sea food → soups → meats →  
vegetables → desserts
- Numerous options, **eye appeal important**
- Foods should **hold up well with long sitting time**



# Buffet Self Service





# 1) Buffet Self Service **Cont'd**

- Sometimes cook carves the meat and serves it.
- Usually price covers the entire meal.
- Sometimes there is extra charge for beverages and desserts depending on the operation.

# 1) Buffet Self Service **Cont'd**

Usually for hygienic reasons:

- People do not reuse used plates.
- People use new plates to have more servings even if it is the same food.
- Waiters take used plates away.

# There are 2 systems of Food display in Buffet Self Service

1. Line system: where one food is displayed after another
2. Scramble system: food is displayed in different areas or corners:
  - One corner for salads
  - Another corner for meat items
  - Still another for vegetables
  - One for soups
  - One for desserts and so on; this is like a shopping center system; usually there are signs to indicate the location of the different food products.

# Buffet Self Service

## Line-System Food Display in Buffet Self Service



# Scrambled System Food Display in Buffet Self Service



## 2) Cafeteria service

- Traditionally:

- Employees are stationed behind the counter to serve guests and encourage them with the selections
- May be straight line, parallel, zigzag or U shaped
- Customers follow each other



zigzag

or

- Hollow square, free flow or scramble system:

- Separate sections of counter provided for various menu items
- Provides speed and flexibility.

## 2) Cafeteria Service

- It is not entirely self service because food is dispensed to clients:
  - Clients take an empty tray, stand in line, order, get the food, carry their trays to cashier, pay and then take silverware and napkins, go to the table to sit down and eat
  - Sometimes you give your order and pay at the cashier's and then take your food on tray e.g. fast food places
- ❖ Cafeteria service is mostly used in mass feeding operations like in schools, colleges etc.



# Cafeteria Service [sit-in service]





# Cafeteria Service



### 3) Drive in Service

- Also called
  - Drive through
  - Take out
  - To go
- Main Characteristics:
  - Client picks up the food he orders that is why it is classified as self service

# Drive-through Service





# Drive-in Service



# Food-to go Service



# 4) Vending Service

- Utilizes machines to dispense food.
- Often contracted to outside company to keep machines filled.
- **Types of vending machines:**
  1. Some dispense complete meals.
  2. Some dispense sandwiches.
  3. Some dispense drinks [cold] or [hot].

❖ **Supplements other styles of service.**



# Complete Meal Vending Machine





# Pizza Vending Machine



# Sandwiches Vending Machine



# Cold Drinks Vending Machine



# Hot Drinks Vending Machine





# 5) Convenience Service

- Frozen meals:
  - Pre-packaged ready meals.
  - Need heating or cooking in microwave ovens.



# Service employees

- Are in direct contact with clients.
- Reflect the image of the operation.
- Should be well trained in service techniques.

# Food service managers

- Are responsible for training service employees in:
  - Taking orders.
  - Promoting products.
  - Removing dishes.
  - Opening beverage containers.



# Service Equipment

# Holding and Serving Equipment

## Holding Equipment for Hot Food (Hot Holding Equipment)



# Hot Food Well and Heat Control Panel



# Cold Holding Equipment





# Holding Equipment with Sneeze Guard



# Cold Holding Equipment with 2 Adjustable Shelves





# Serving Equipment

## 1) Coffee Machines



## 2) Ice Machines



## 3) Beverage Dispensers



# Cup Dispenser



# Air Dish Heater



# Melamine Dessert Plates



# Commercial Coffee Maker



# Espresso Cappuccino Latte Machine





# Conveyor Toaster



# Conveyor Toaster Control Panel



# Covered Steam Tables for Soups



# Soft Ice Cream Machine



# Refrigerated Ice Cream Dispenser





# Ice Cream Equipment



# Reach in Refrigerators with **Glass Door**

