

Certification



Federation of Dining Room Professionals®



Associate Handbook
Casual Dining Standards

Express Your Hospitality®



ual

The Federation of Dining Room Professionals (FDRP)®

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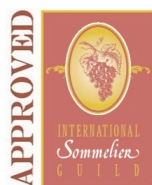
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Standards of Performance

The standards of performance for the techniques of service presented in this program are based on the IBG\$ of Hospitality, which is the:

International Business & Gourmet Standards of Hospitality

The Beverage Service Standards portion of this course, which is also included in the IBG\$ Standards, has received:

The International Sommelier Guild (ISG) Seal of Approval

The International Sommelier Guild is the only Sommelier certification body in the United States to be licensed by each State's Board of Higher Education for their 30+ satellite locations across North America.

An important part of the material used in this program is directly parallel to the *Certified Dining Room Apprentice* certification, which is a requirement in a growing number of culinary programs across the United States.

This program is endorsed by and is the recipient of the:

***American Culinary Federation Foundation (ACFF)
Educational Assurance Award***

Although the models photographed in this book wear uniforms often associated with the performance of service in a dining room of high standing, the techniques and principles exemplified apply to all full-service establishments—regardless of standing or style.

*“There is a misconception that service is ‘simple’,
but service is simple only when it is at its finest.”*

Cindy Martinage, Director, FDRP

Disclaimer

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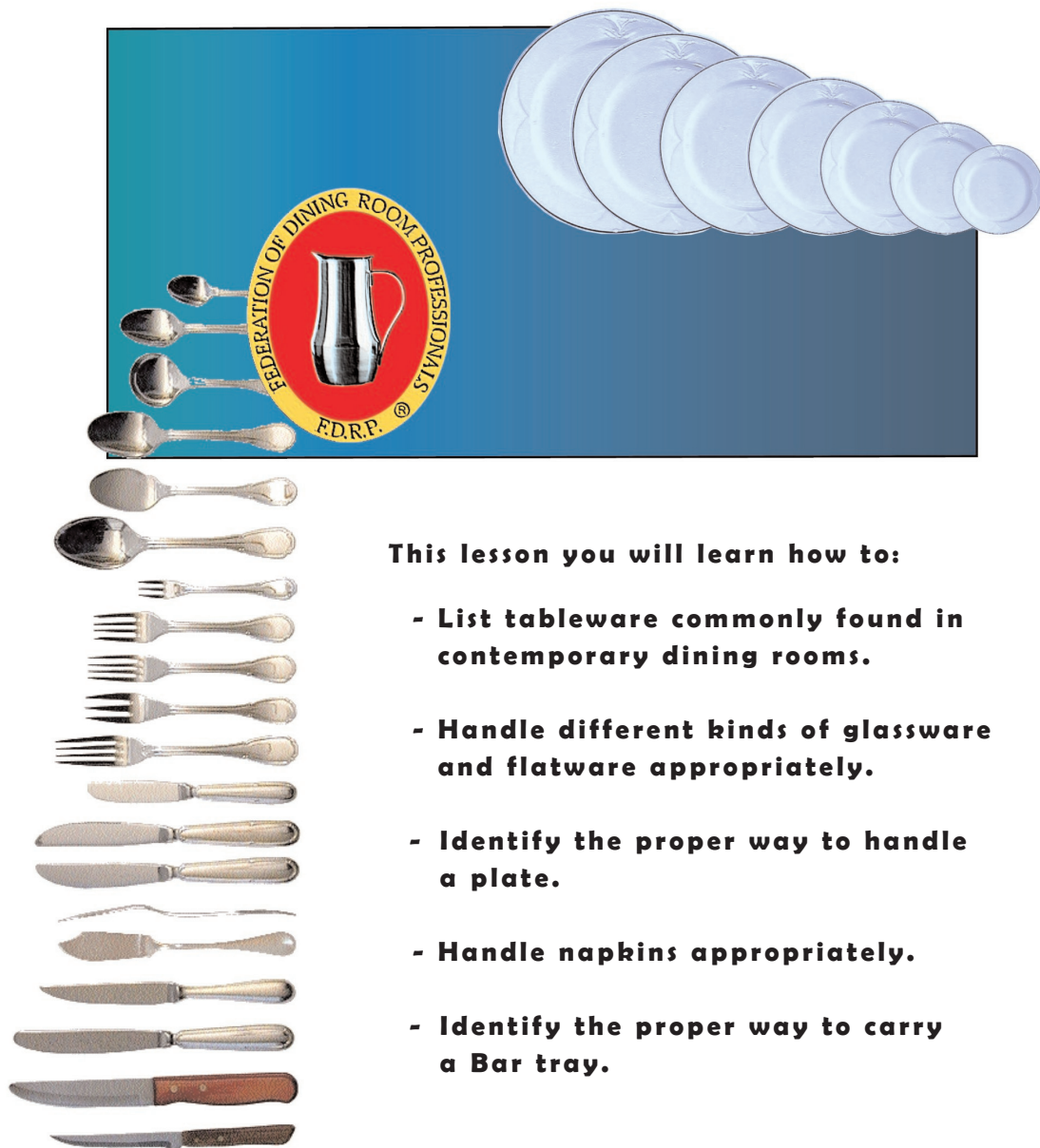
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1

Equipment Identification Equipment Handling



This lesson you will learn how to:

- **List tableware commonly found in contemporary dining rooms.**
- **Handle different kinds of glassware and flatware appropriately.**
- **Identify the proper way to handle a plate.**
- **Handle napkins appropriately.**
- **Identify the proper way to carry a Bar tray.**

LESSON ONE

Equipment Identification Equipment Handling

Objectives

By the end of this lesson, you should be able to...

- List the flatware commonly found in contemporary dining rooms.
- Differentiate the most commonly used plate sizes and their applications.
- Differentiate the most commonly used glasses, including an explanation of their ranging sizes and applications.
- Handle different kinds of glassware and flatware appropriately.
- Identify the proper way to handle a plate.
- Organize the storage of linen.

Equipment Identification

The three categories of equipment most commonly used to set up a tabletop are flatware, chinaware and glassware. Viewed collectively, the selections chosen by a restaurant establish a large portion of the dining room's look and service style.

Flatware

Figure 1-1 shows the most commonly found pieces of flatware in restaurants, including those used in formal dining, which is where specialty flatware are often used.

Overview of Flatware Uses

Demitasse Spoon: Espresso coffee

Bouillon Spoon: Consommé Cup
(see Chinaware section)

Soup/Dessert (*Entremet*) Spoon:
Soup bowl or appetizer / dessert plate

Sauce Spoon: Saucy items
(not many restaurants have these)

Dinner or Service Spoon: Used to
serve food items

Cocktail Fork: Used to eat small food
items such as oysters and crabmeat

Salad / Soup / Dessert (*Entremet*) Forks:
Put down with matching plate type

Fish Fork: Put down with fish dishes
(not many restaurants have them)

Dinner Fork: Used with a dinner plate

B&B Knife (*Bread & Butter Knife*):
Placed with a B&B plate

Salad / Appetizer / Dessert (*Entremet*) Knives:
Put down with matching plate type

Fish Knife: Put down with fish dishes
(paired with the Fish Fork and not
commonly used)

Formal & Casual Steak Knife / Dinner Knife:
Used with the dinner fork and dinner plate

A general overview of the basic flatware and its uses are presented in the 'Setting the Table' area of this manual. For a detailed description and demonstration of usage of all the flatware shown in the figure seen on the opposite page, please refer to the FDRP book, *The Professional Service Guide*.

Notes:



Chinaware

What makes up chinaware?	
<i>Chinaware can be made of many different materials such as porcelain, pottery, pyrex, ceramic, or glass. Serving dishes of all shapes, sizes and materials used to present food to guests are also considered chinaware.</i>	
Items such as: <ul style="list-style-type: none"> - Plates - Bowls - Saucers - Cups - Vegetable and meat platters or bowls 	Is there a special pattern or size? <p><i>No.</i></p> <p><i>Most restaurants select patterns and sizes to fit the types of food being offered. Color and styles can be eclectic to very formal.</i></p>

Most plates are available in different sizes and patterns. *Vendors and trade professionals refer to a specific plate usually by its diameter in inches, such as "a twelve" for a 12-inch plate.*

The most common named plates are:

Show Plate, also known as a Charger or Base Plate: Placed on tables *before* guests arrive. It is then either removed after the order is taken, or left on the table to be used as an underliner for appetizers, soups or salads. Plate sizes 'A' or 'B' of Figure 1-2 would be considered Show Plate options.

The Dinner Plate (Figure 1-2, 'B' or 'C'): Used to serve the *main course or large dishes*. Its size can vary but usually is the *largest one*--unless the restaurant also uses Chargers, as mentioned above.

Salad Plate, Appetizer Plate or Dessert Plate: Plate sizes 'C' & 'D' of Figure 1-2 would be considered Salad / Appetizer / Dessert plate choices. Some restaurants *also serve appetizers on smaller plates* (pictured by Plate 'E') and use 'C' or 'D' Plates for main courses.

B&B Plate or Bread and Butter Plate: Used to hold the guest's bread and butter. *Placed on the left side of the place setup*. Can be slightly larger or smaller in size so it can also be used as a Side or Garnish plate for serving separate side dishes or starters. The 'G' Plate would likely be selected as a B&B Plate.

The 'F' Plate will accommodate Side Dishes. Both 'F' & 'G' Plates could be interchangeable, depending on the restaurant's style and the size of other plates.

Soup Bowl (Item 'H'): *Used for many types of soups / broths or food with a high liquid content.* Some restaurants may use a soup bowl to serve a specialty salad.

Item 'I' is a Consommé Cup (shown with an actual Consommé serving): A Consommé is a flavored, clear broth with a light texture. It's served in a coffee cup-shaped dish with two handles.

Student task:

Write the names of each piece of chinaware in the space next to it.

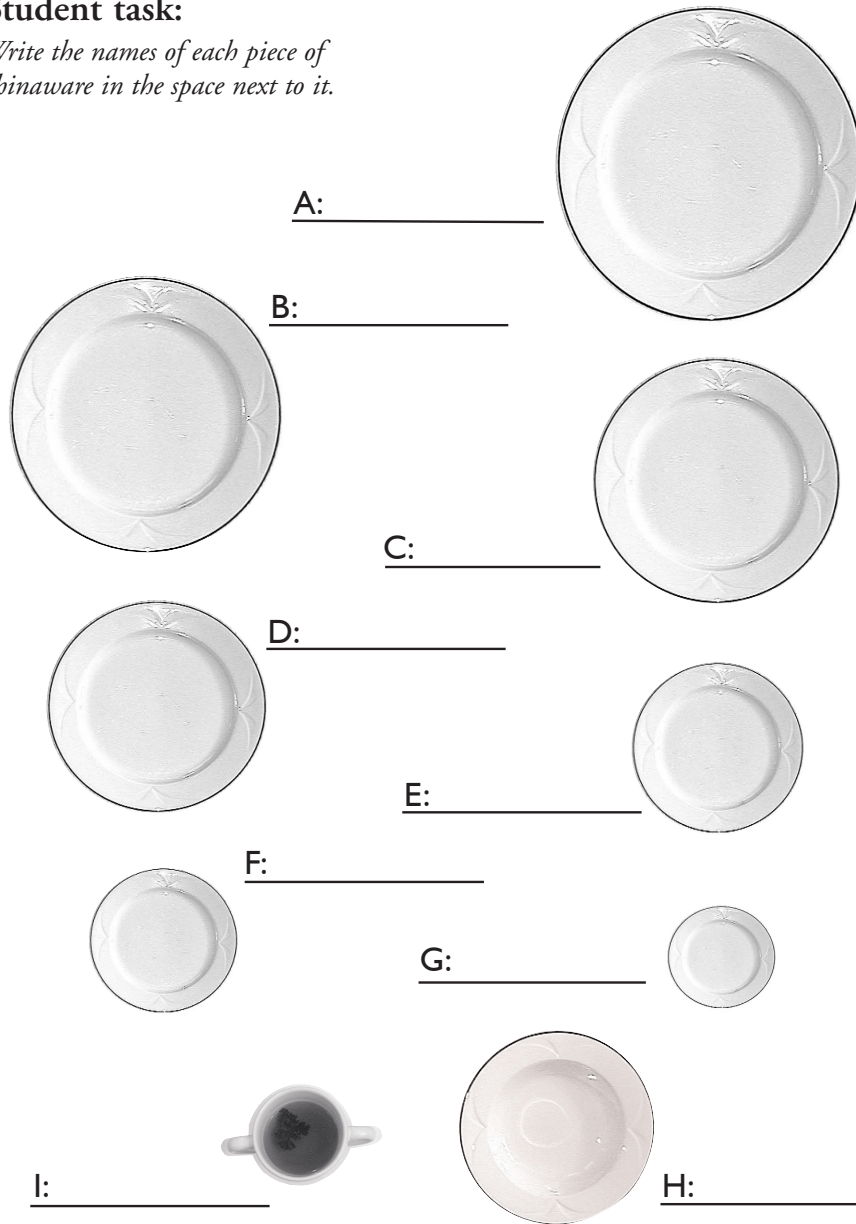


Figure 1-2: Chinaware Identification

Notes:

Glassware

What is stemware?

Stemware is another way of saying "wine glass" because it is used for serving a variety of wines. Examples of stemware's various shapes and sizes are shown in Figure 1-3.

Wine Glasses

Match the wine with the glass

- White and rosé wines are served in smaller glasses.
- Red wines, and water are served in the largest available glass.

Sometimes a restaurant will serve a *higher quality red wine* in a special set of glasses called *Degustation glasses or Tasting glasses*. The most well-known glasses with this designation are the *Bordeaux Degustation glass* (Type 'G', Figure 1-3) and the *Bourgogne (Burgundy) Degustation glass* (Type 'H', Figure 1-3).

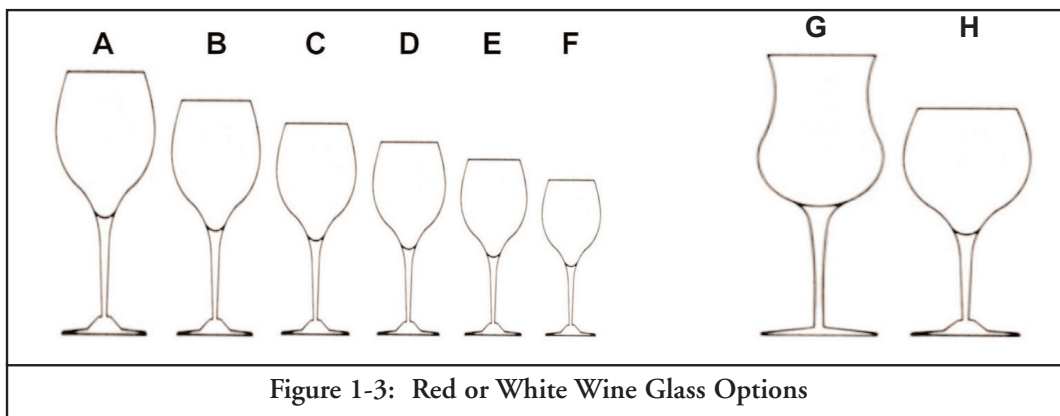


Figure 1-3: Red or White Wine Glass Options

The important guidelines to keep in mind when choosing glasses for service are:

1. *Red wines* usually benefit from breathing (receiving more air contact) and, therefore, should be poured in *larger and more "open" glasses*.
2. *White and Rosé wines* are generally *chilled* and should be served in *smaller glasses* to avoid the wine warming prior to its consumption.
3. Learn to use your eye for size. When looking at the glasses shown in Figure 1-3, if Size 'B' is used for white wine, then Size 'A' would be a good selection for serving red wines.
4. There are *very few glasses that are distinguished as either a white wine glass or a red wine glass*. Much of it depends on what the restaurant has selected for its glassware or stemware.

Notes:

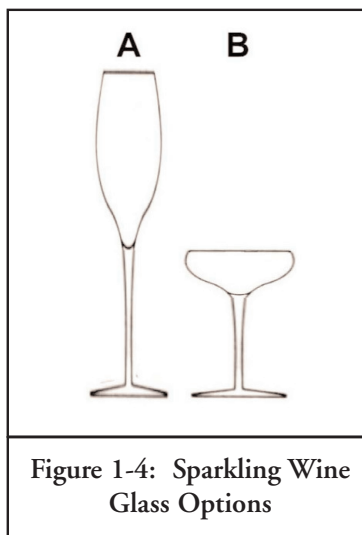
Champagne / Sparkling Wine Glasses

Select a glass

Champagne and sparkling wines must be served in different glasses from other wines.

The Flute is the best shape of glass to help maintain the sparkling wine's bubbles longer (shown as Glass 'A' in Figure 1-4).

Glass 'B' is referred to as the Coupe. It may be more practical, but it doesn't preserve the effervescence very well.



Fact: Different dining rooms will use different styles of glasses, but will maintain the size of glass appropriate for the type of wine being served.

Notes:

Equipment Handling

Correct ways to handle restaurant equipment will make a difference in how easily a server may provide the best service to guests. The more skilled servers become in handling the equipment, the more efficient and better prepared they are in providing the best service to dining room guests.

Glassware

Glass safety

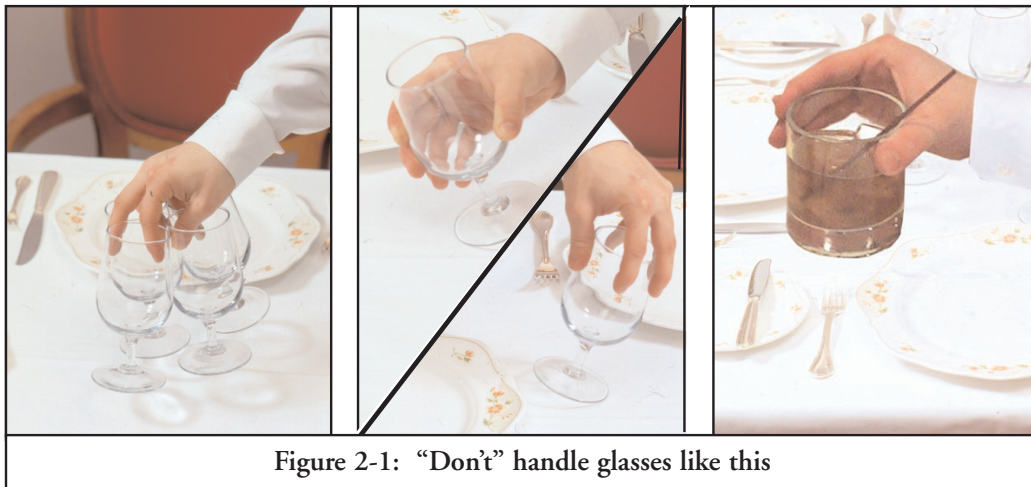
Glassware is the equipment damaged most often in any restaurant because of its fragile and breakable nature.

What you need to know

It's always a good idea to keep one hand free while the other hand carries the glass. This way, the free hand can help the server:

- Keep others away from the glasses when passing.
- Provide a cushion if the server should fall.
- Stabilize the load if it becomes out of balance while being carried.

These guidelines hold true whether you are carrying all the glasses by hand or using a tray. The following information will help you learn how to handle glassware in the most sanitary, safe and efficient way.



Notes:



Figure 2-2: “Do” handle glasses this way

It's important to learn how to handle glasses safely. All glasses, with or without stems, should be handled in a way that minimizes skin contact. Do this by holding the glass as far as possible from the rim. This rule is true no matter how the glass is shaped.

The servers in Figures 2-2 show the right way to hold a glass to minimize skin contact.

When handling glasses made without stems, hold the glass between its base and midpoint.

When handling glasses that have stems, hold the glass by its stem.

These techniques:

- Maintain good balance, and
- Ensure sanitary conditions for the guest's lips.

Notes:

Carrying Glasses

There are two main ways to carry glasses:

1. *With your hand* (seen in Figure 2-3).
2. *On a tray*.

There are advantages to handling glasses by hand:

1. Servers are able to move easily between seated guests.
2. It decreases the risk of breakage, since there is no tray to balance.
3. It is faster and easier for servers to take glasses directly from their station to the table.
4. Servers touch the glasses less, thereby reducing the chance of leaving fingerprints.



Figure 2-3: Proper methods of loading / unloading glasses by hand

Notes:



Figure 2-4: Preferred method of carrying glasses



Figure 2-5: Undesirable method of carrying glasses

Figure 2-4 and 2-5 show the difference between the server using his hands and using a tray to deliver glasses.

Holding glasses with the hand gives the server a more relaxed posture. *Notice how the server in Figure 2-4 can place the glass on the table without forcing the guest to move back.*

Notice in Figure 2-5 how the tray has to be balanced while the server moves forward to place the glass on the table. That can be a very stiff and awkward position. If the glasses become unbalanced, the server runs the risk of dropping the glasses on the floor or table or even on a guest.

Notes:

Chinaware

Carrying an Individual Plate

Chinaware will be handled according to the type of plate and its contents sent out of the kitchen by the chef. Proper handling of plates is an important skill.

Here are some guidelines that you will need to help you decide how best to present the plate to your guests.

- *Temperature of the plate.* Is it hot? Is it cold?
- *Style of food presentation.*
 - Is it covered with gravy that may spill over the edge?
 - Is it coated in powdered sugar that may leave fingerprints if you pick it up wrong?

These scenarios and others will help servers decide how best to handle the plates they serve. The following rules apply regardless of whether or not the plate temperature requires it to be carried with a "service-napkin."

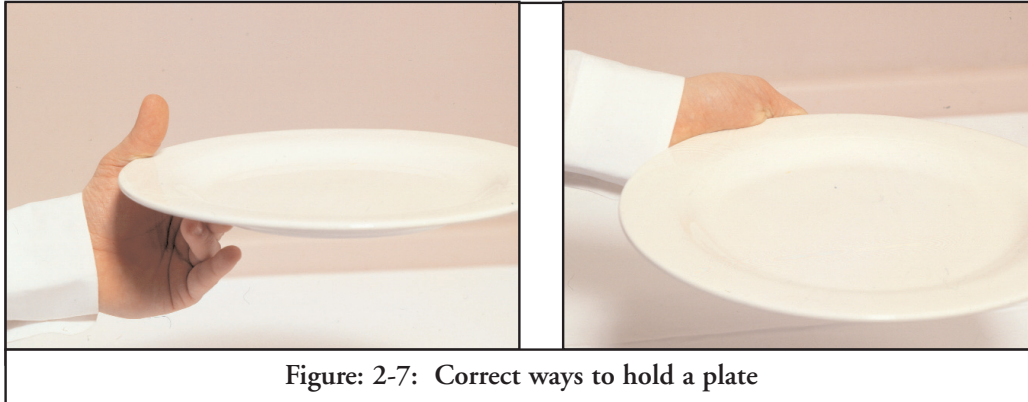


Figure 2-6: Wrong way to hold a plate

The incorrect way to handle a plate is to grab it by placing the thumb directly on the rim, shown in Figure 2-6. *This is wrong for several reasons:*

1. It doesn't make the plate easier to manage.
2. This technique will leave a thumbprint on the rim that guests will see.
3. If the plate is hot enough to require a service-napkin to hold it, the flap of the napkin will end up deeper in the plate than your thumb, possibly touching the food.
4. Skin contact inside the plate is unsanitary and can be a health hazard.

Notes:



Here's the right way to handle plates.

Figure 2-7 shows two different techniques to properly handle an individual plate. Notice that the server *never* places his thumb on the top of the plate.

The left photograph shows the technique that allows the most flexibility of the thumb position. This option allows the server to remove his/her fingers smoothly from beneath the plate, and *helps the server bring the plate to the table in a level, horizontal position.*

The left option can be awkward when using a service-napkin to protect the hand against a hot plate, however.

The second technique, seen in the right photograph, sets the server's hand in the ideal position *to place a perfectly horizontal plate on the table. Serving this way does allow more skin contact with the plate, but it still is considered sanitary.*

This second technique also works well if a service-napkin must be used, since the flap of the napkin is folded back over the top of the server's hand, thus hiding it and protecting it from hot plates.

Personal preference and comfort dictate how to choose between the two techniques.

Notes:

Carrying Multiple Plates

The rule of thumb is that servers really should not carry more than three (3) plates at a time from the kitchen to the table. Why?

Because it looks awkward and increases the risk the plates will become unbalanced, causing the server to drop them.

Take one plate at a time to your guests if you are working in a more formal dining room. It's OK to take more than that if you're capable, and it's been approved by your dining room manager. There are three plate carrying techniques you should know.

Plate Technique 1

This is the easiest technique for stacking plates, and is practical for both serving and clearing plates because:

- This technique is strong and stable since nothing rests any farther up than the wrist.
- Servers can move the entire load freely without the risk of dropping a plate.
- The plates can be unloaded in any order since none of the plates rests on another.

With practice, the strain a server may feel in the hand when learning this technique will go away.



Figure 2-8: Plate Technique 1 - Step 1

The first plate to be placed in the hand is the middle one, which is called "The Stabilizer." This plate shapes the hand to support the additional plates.

Notes:

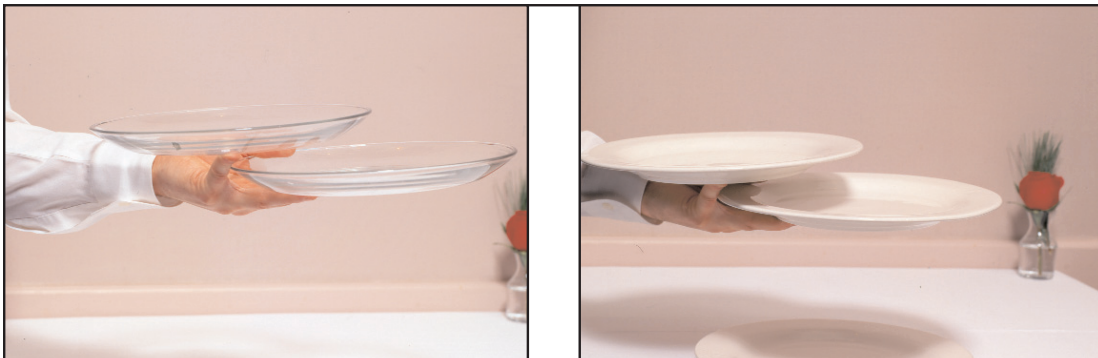


Figure 2-9: Plate Technique 1 - Step 2

Rest the second plate on the palm and pinky finger (Figure 2-9). Because this plate uses almost the entire hand, it is very stable and well balanced.

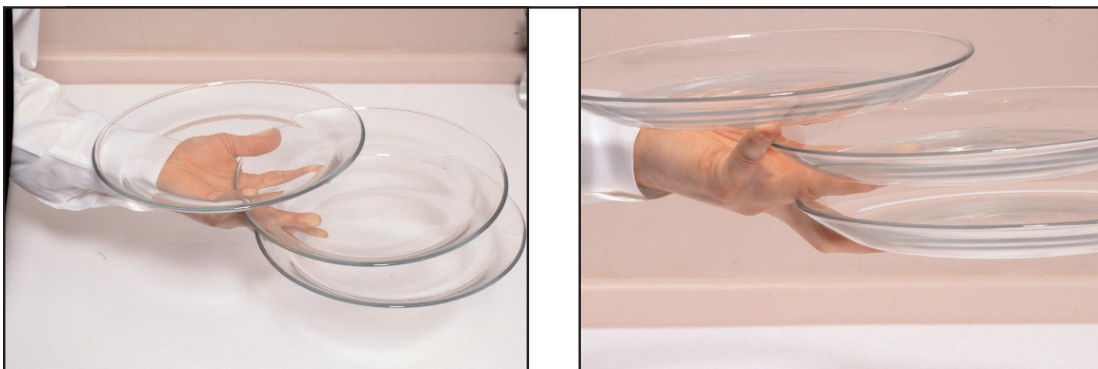


Figure 2-10: Plate Technique 1 - Step 3

The third plate is placed underneath the Stabilizer and held by the major (middle) finger.

The plate rests comfortably and is out of the way, directly under the other plates (Figure 2-10). A closer look shows the proper server finger position.

If a fourth plate must be carried, rest it on the top plate and the forearm.

Notes:

Plate Technique 2

This technique is a good option if the plates have tall or delicately-balanced food presentations.

Why?

Because carrying plates this way allows the plates to remain level, reducing the risk of spilling the contents.

This method also lets a server plan ahead of time how to load them because the plates will be in reverse order when they're placed on the table. *But...*

This technique requires a lot of practice and requires the server to always be aware of where the third plate position is on the arm in order to allow the elbow to be bent without any problem. This method is not suited for clearing the table.



Figure 2-11: Plate Technique 2 - Step 1

The position of a server's fingers under the first plate are critical, since this plate is going to support the entire group.

The first plate must be perfectly placed in the hand, since there is no way to modify the position after loading the other two plates.

Notes:

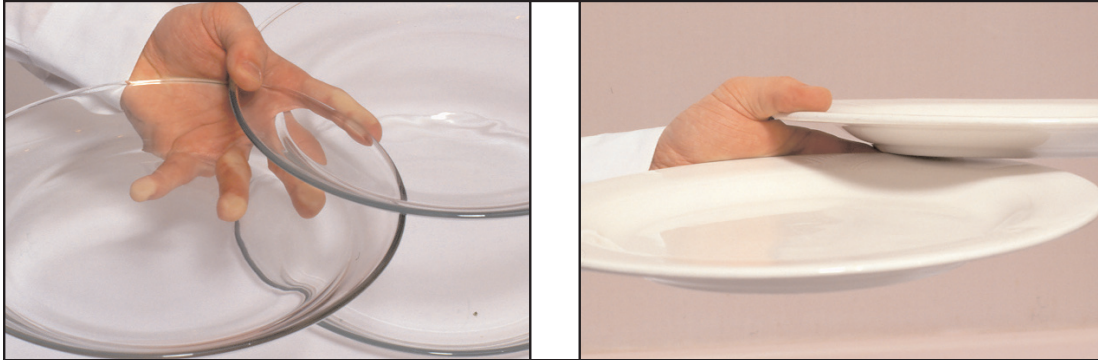


Figure 2-12: Plate Technique 2 - Step 2

The second plate must be placed in a way that the third plate can be securely placed on the second plate's rim. If food items protrude off of one side of the plate, point them away from the arm.

Be sure the plate position feels comfortable and strong before proceeding.



Figure 2-13: Plate Technique 2 - Step 3

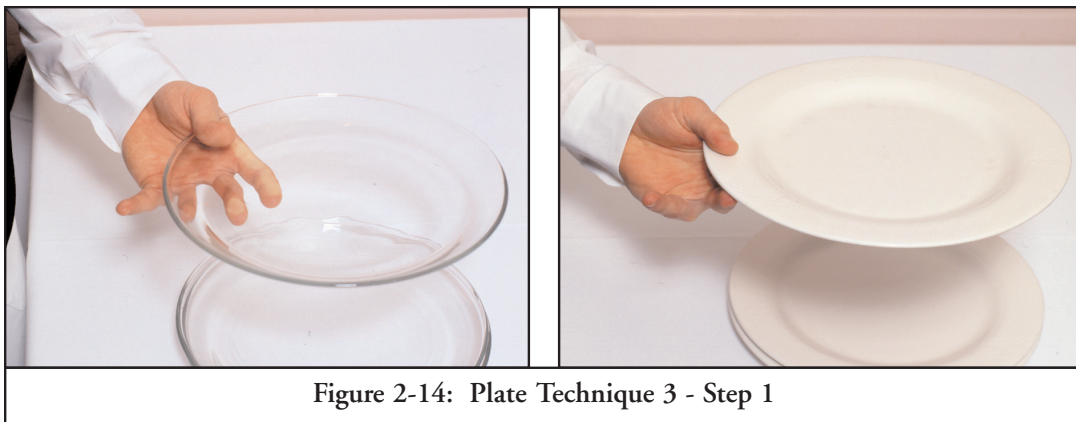
Rest the third plate on the rim of the second plate and "lock" it in position with the forearm. Curl the wrist slightly inward in order to bring the second plate closer to the forearm. This increases the stability of the load.

Notes:

Plate Technique 3

This very popular technique is practiced industry-wide because it combines the best from the other two techniques. A server can unload the plates in any order and comfortably carry plates containing large amounts of food.

This technique requires a server to possess a strong hand since all the plates rest on the fingers.



The position of the first plate determines the server's comfort level with this technique.

Place the first plate on the first three fingers, ensuring they support more than the plate's rim. The server then has a choice of wrist positions, all of which are acceptable:

- *Straight*
- *Bent away from the body*
- *Angled toward the body*

Choose the position that is most comfortable to you.

Notes: