



SUBJECT and GRADE	HOSPITALITY STUDIES GR 10	
TERM 4	Week 2	
TOPIC	Food and beverage service	
AIMS OF LESSON	After the lesson you should be able to: • <i>Mise-en-place</i> in the restaurant: Plated service - Demonstrate your knowledge and understanding of plated service and the service procedures waiters should follow when serving guests. • Paying of the bill - The steps to remember when paying the bill and the methods of payment. • Storeroom procedures • Service procedure	
RESOURCES	Paper based resources	Digital resources
	• Textbooks and the activities in each section of Focus and Clever textbooks. • Previous question papers from your teacher.	• YouTube videos • See link in the activities column
INTRODUCTION	<u>Lesson</u> Food service procedures differ depending on what the needs of the guests and the type of food served. The most used type of service is plated service although an establishment can offer any type of consistent service. We will focus on the service procedures followed during a plated service.	

CONCEPTS AND SKILLS	Service procedure • The greeting and seating the guest. This involves good communication between the guests and the waiter. The waiter should be polite, friendly and professional at all times. • The waiter proceeds to take the guests' orders, serve their drinks and each course, coffee and tea service and clearing the table. Storeroom procedures • Linen, crockery, cutlery, glassware and equipment should be stored in the correct place and manner. Mise-en-place in the restaurant: Plated service Waiters • Receiving and seating guests. • Service sequence and procedures. • Presenting the bill • Closing <i>mise-en-place</i> Paying of the bill • The cashier • Electronic PoS • Methods of payment: cash, credit card, debit card, charge cards (Visa, Master, Diners Club, American Express), vouchers.	Can you answer these questions? • Look for the meaning of these new terms in your textbook. - maître d'hôtel - host - plated service - mise-en-place • Explain how waiters should conduct themselves when serving guests. • Explain how a waiter should present the bill. • Discuss the sequence and procedures of plated service.
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ACTIVITIES/ ASSESSMENT	• Summarise the chapters learnt. • Complete the activities in your textbooks. Focus and Clever. • Click on the link below to watch YouTube videos on service procedures. https://www.youtube.com/watch?v=4JoFn6nwAg https://www.youtube.com/watch?v=VF1i0PCkHiw
CONSOLIDATION	• Focus on the procedures waiters need to follow when greeting guests as well as the proper and expectant behavior to display during the serving of the courses up to the clearing of the table. • How to present the bill and the various methods of payment guests can use to pay for their meals.
VALUES	• Waiters are at the 'face' (front) of an establishment; the first point of contact guests have with the restaurant. Therefore they need to present and sell the establishment well by the manner in which they present themselves before, during and after service. • They should be courteous and respectful to all the guests regardless of their guests' physical or financial status.