

ENGLISH FOR HOTEL

FOOD AND BEVERAGE SERVICES

The service of foods and beverage may be carried put in many ways depending on the ff. factors:

- Type of establishments
- Time available for the meal
- Type of menu presented
- Type of customer to be served
- Customer expected
- Cost of meal served

Type of establishments

ไทป์ ออฟ เอสตาบริชमेंท์ส



<i>Service Method</i>	<i>Service Area</i>	<i>Ordering/ Selection</i>	<i>Service</i>	<i>Dining/ Consumption</i>	<i>Clearing</i>
Table service	Customer enters and is seated	From menu	By staff to customer	At laid cover	By staff
Assisted service	Customer enters and is usually seated	From menu; from menu buffet or passed trays	Combination of both staff and customer	Usually at laid cover	By staff
Self-service	Customer enters	Customer selects items onto a tray	Customer carries	Dining area or take away	Various
Single point service	Customer enters	Orders at single point	Customer carries	Dining area or take away	Various
Specialized or in situ service	Where the customer is located	From menu or predetermined	Brought to the customer	Served where the customer is located	By staff or customer clearing

A foodservice operation was traditionally only seen as comprising the 3 operating systems

- food production
- beverage provision
- food and beverage service

FOOD AND BEVERAGE SERVICE SEQUENCE:

1. Preparation for service
2. Taking bookings
3. Greeting and seating/directing
4. Taking food and beverage orders
5. Serving beverages
6. Serving of food
7. Clearing during service
8. Billing
9. Dealing with payments
10. Dishwashing/Stewarding
11. Clearing following service



Preparing for service

พรีแพร์ริง ฟอร์ เซอร์วิส



Taking booking เทศกั้ง บุคกั้ง



Greeting and seating กรัดทิง แอนด์ ซี๊ดตั่ง



Taking food and beverage orders

แทคกิง ฟู้ด แอนด์ เบเวอเรจ ออเดอร์



Serving Beverages เซิร์ฟวิ้ง เบเวจเรจเจส



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5. Serving beverages

Serving of Food เชื้อบว้ง ออฟ ฟู๊ด



6. Serving of food

Clearing during service เค็ลียร์ริง

ออฟ เซอร์วิส



Billing and dealing with payment

บิลลิ่ง แอนด์ ดิลลิ่ง วิทธ เพย์मेंท์



Clearing following service เคต็ยร้ร้ง ฟอ์ร้ออ้ง

เชอ์ร้อวึส



Dishwashing/Stewarding



Dishwashing / Stewarding

ดิช วอชิง / สตีวอร์ดดิ้ง



Going back to the first step again

โกอิ่ง แบ็ค ทู เดอะ เฟิส สเต็ป อะเกน



French service เฟรนช์ เซอร์วิส

1. Waiter

A. French/Gueridon Service

- Partially cooked food is brought from the kitchen on a cart which is used also for the final cooking.
- Food is completed in front of the guests and served by a waiter or waitress who offers a dish to



Russian Service รัสเซียเชียน เซอร์วิส

1. Waiter

B. Russian Service

All food is fully cooked and artfully arranged and garnished on large platters in the kitchen. The server transfers the food from platter to the guests plate.



English/family service อิงลิช/แฟมมิลี เซอร์วิส

1. Waiter

C. English/Family Service

- Plates and preset. The server moves clockwise around the table.
- The host carves the meat and passes it to the nearest diner who in turn passes it along the table.



American Service อเมริกัน เซอร์วิส

1. Waiter

D. Plate/American Service

- All cooking and plating of food is completed in the kitchen.
- A waiter pick up the plated food, carries it to the dining room, and sets-in plate in front of the guest.



Butler service บัทเลอร์ เซอร์วิส

1. Waiter

E. Butler Service

Same as those for russian service, except that the guests serve themselves with provided utensils from the platter held by the waiter.



Bar Counter บาร์ เคาน์เตอร์

2. Bar Counter

Service to customers seated at bar counter (often U shaped) on stools.



Carvery คาร์ฟเวอริ

3. Assisted

A. Carvery

-Some parts of the meal are served to seated customers; other parts are collected by the customers from a buffet.

-A



Buffet บุฟเฟต์

3. Assisted B. Buffets

Customers select food and drink from displays or passed trays: consumption is either at tables, standing or in large areas.



Cafeteria คาเฟ่ที่เรีย

4. Cafeteria

A. Counter

Customers queue in line formation past a service counter and choose their menu requirements in stages before loading them onto a tray



Food and Beverage Service Method

4. Cafeteria

B. Free-flow

Selection as in counter but in food service area where customers move at will to random service points; customers usually exit area via a till point



Take away เทศ อะเวย์

5. Take Away

A. Take Away

Customer orders and served from single point, at a counter, hatch or snack stand; customer consumes off the premises; some takeaway establishment provide dining areas



Drive-thru ไดรฟ ทูรู

5. Take Away

B. Drive-thru

Form of take away where customer drives vehicle past order, payment and collection points.



Drive In ไดรฟ์ อิน

15. Drive In

Customers park their motor vehicle and are served at their vehicles



Fast food ฟาส ฟู้ด

(Group D: Single Point Service)

5. Take Away

C. Fastfoods

Term originally used to describe service at a counter or hatches where customers receive a complete meal or dish in exchange for cash or ticket; commonly used nowadays to describe type of establishment offering limited range menu, fast service with dining area, and takeaway facility.



Vending machine เวิร์นดิง แมชชีน

6. Vending

Provision of food service and beverage service by means or automatic retailing



Kiosks คืออะไร

7. Kiosks

Outstation used to provide service for peak demand or in specific location; may be opened for customers to order and be served, or used for dispensing to



Food Court ฟู้ด คอร์ท

8. Food Court

Series of autonomous counters where customers may either order and eat or buy from a number of counters and eat in separate rating area, or takeaway



BAR

บาร์

9. Bar

Term used to describe order, service and payment point and consumption area in licensed premises



Tray เทรย์

10. Tray

Method of service of whole or part of meal on tray to customer in situ, e.g. at hospitals beds; at aircraft seats; at train seats



TROLLEY

ทrolley

11. Trolley

Service of foods and beverages from a trolley, away from dining areas, e.g. for office workers at their desks; for customers at aircraft seats; at train seats



Home delivery โฮม ดิลิเวอรี่

12. Home Delivery

Food delivered to customers home or place of work, e.g. meals on wheels, pizza home delivery, or sandwich



Lounge ล้าวจ

13. Lounge

Service of variety of foods and beverages in lounge area, e.g. hotel lounge



Room service

ห้อง เซอร์วิส

14. Room Service

Service of variety of foods and beverages in guest bedrooms or in meeting rooms



Formal dinner ฟอรั่มอล ดินเนอร์

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Taking food and beverage orders

แทคกิง ฟู้ด แอนด์ เบเวอเรจ ออเดอร์





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5. Serving beverages

Serving Beverages เซิร์ฟวิ้ง เบเวจเจจเส



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6. Serving of food

Serving of Food เชื้อบว้ง ออฟ ฟู๊ด



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Clearing during service เค็ลลี่ขร่ร่ง

ตัขร่ร่ง เซอขร่ร่ง





Billing and dealing with payment

บิลลิ่ง แอนด์ ดิลลิ่ง วิทธ เพย์मेंท์





Dishwashing/Stewarding



Clearing following service เคต็ยร้ร้ง ฟอ์ร้ออ้ง เชอ์ร้วึส



Dishwashing/Stewarding





Dishwashing / Stewarding

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3. Assisted

A. Carvery

-Some parts of the meal are served to seated customers; other parts are collected by the customers from a buffet.

-Also used for formal dinners and functions where the formal seating is required



Carvery คาร์ฟเวอริ

3. Assisted

A. Carvery

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3. Assisted

B. Buffets

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Buffet บุฟเฟต์

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