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

ไท๊ฟ ออฟ เอสตาบริชเม็นท์ส



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

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:

- Preparation for service
- 2. Taking bookings
- 3. Greeting and seating/directing
- Taking food and beverage orders
- Serving beverages
- Serving of food
- 7. Clearing during service
- 8. Billing
- Dealing with payments
- 10. Dishwashing/Stewardin g
- 11. Clearing following service



Preparing for service

พรีแพร์ริ่ง ฟอร์ เซอร์วิส



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Taking booking เทคกิ้ง บุ๊คกิ๊ง



Greeting and seating กริ๊ดทิ่ง แอนด์ ซื้ดติ้ง



Taking food and beverage orders

เท็คกิ้ง ฟู็ด แอนด์ เบเวอเรจ ออเดอร์



Serving Beverages เซิบวิ่ง เบเวอเรจเจส



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5. Serving beverages

Serving of Food เซิบวิ่ง ออฟ ฟู๊ด



6. Serving of food

Clearing during service เคลียร์ริ่ง

ออฟ เซอร์วิส



Billing and dealing with payment บิลลิ่ง แอนด์ ดิลลิ่ง วิทธ เพย์เม็นท์



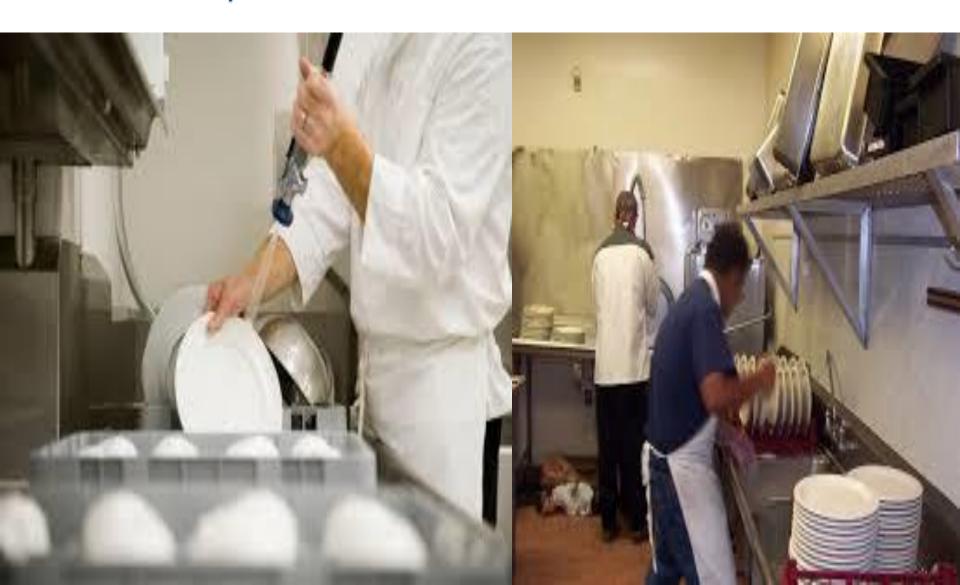


Clearing following service เคลียร์ริ่ง ฟอร์โรอิ่ง เซอร์วิส





Dishwashing/Stewarding ดิช ว๊อชซิ่ง / สตีวอร์ดดิ้ง



Going back to the first step again

ใกอิ้ง แบ๊ค ทู เดอะ เฟิ้ส เสต๊บ อะเกน



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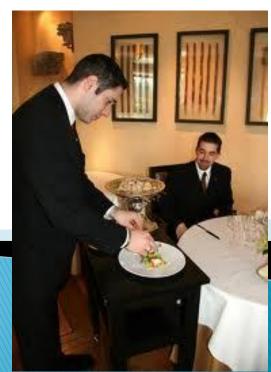
French service เฟร็นซ เซอร์วิส

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 รัชเชียน 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/แฟมมิลิ 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 เค้าเทอร์

2. Bar Counter

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



Carvery คาร์ฟเวอร์รี่

3. Assisted

A. Carvery

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



Buffet บุฟเฟ็ต์

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 คาเฟทีเรีย

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 เทค 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 ใดรฟ ทฐ

5. Take Away

B. Drive-thru

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



Drive In ไดร์ฟ อิน

15. Drive In

Customers park their motor vehicle and are served at their vehicles



Fast food ฟ้าส ฟ็ด

5. Take Away (Group D: Single Point Service)

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 เว็นดิ้ง แมชชีน

6. Vending

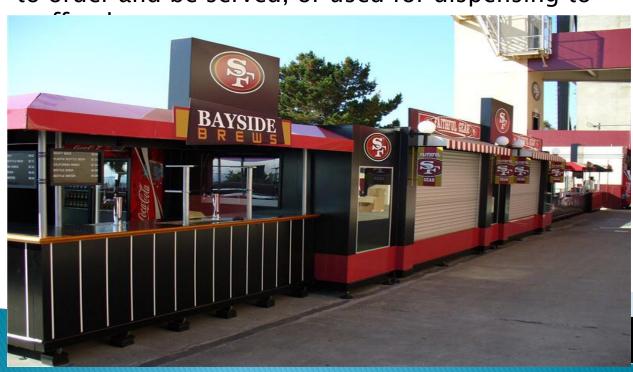
Provision of food service and beverage service by means or automatic retailing



Kiosks คืออส

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 ฟู๊ด 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 ทรอรี่

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 ดิลิเวอร์รี่

12. Home Delivery

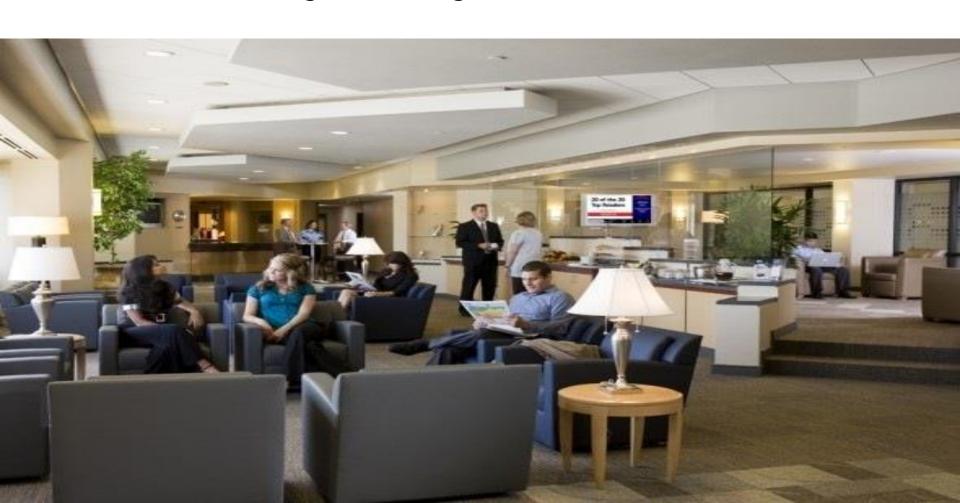
Food delivered to customers home or place of work, e.g. meals on wheels, pizza home delivery, or



Lounge ล้าวจ

13. Lounge

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



Room service ฐม เซอร์วิส

14. Room Service

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



Formal dinner ฟอร์มอล ดินเนอร์





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พรีแพร์ริ่ง ฟอร์ เซอร์วิส



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5. Serving beverages

Serving Beverages เซิบวิ่ง เบเวอเรจเจส



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6. Serving of food

Serving of Food เซิบวิ่ง ออฟ ฟู๊ด



6. Serving of food





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Clearing during service เคลียร์ริ่ง

ดัวริง เซอร์วิส







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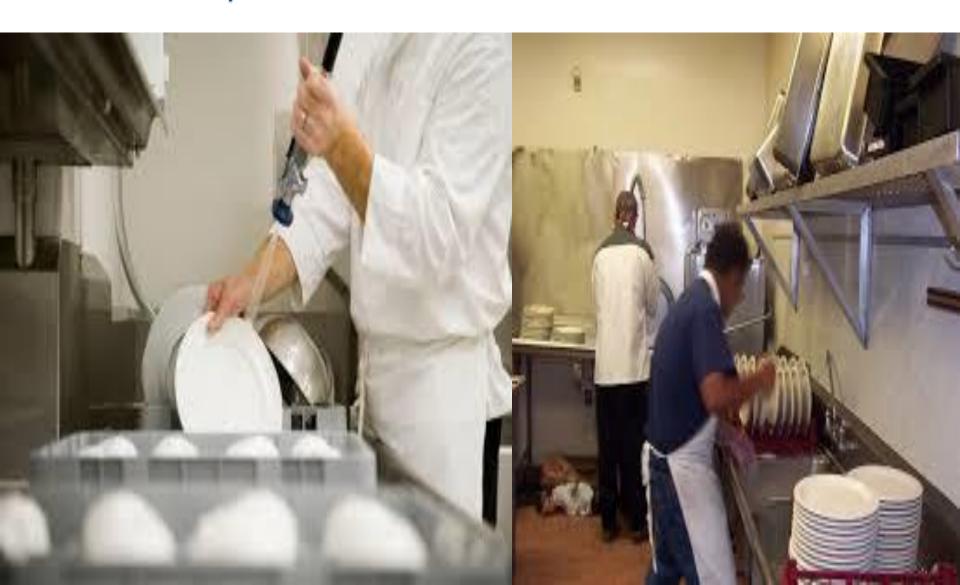
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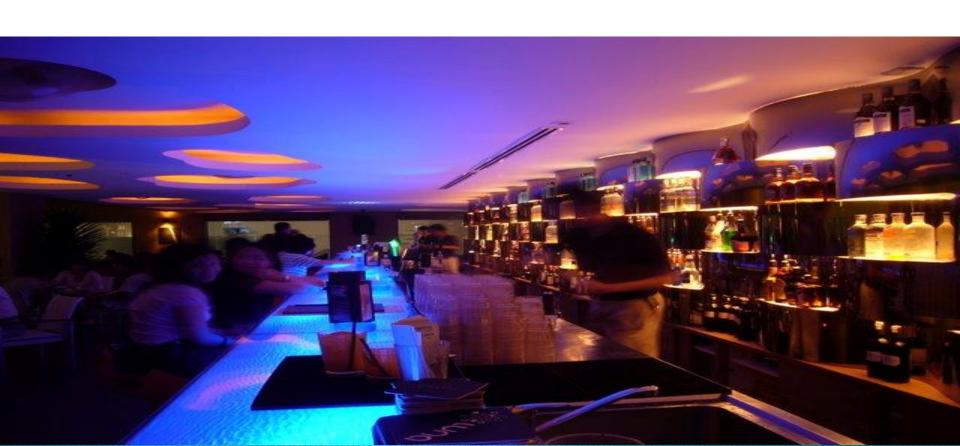
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