



# **CATERING AND TOURISM TRAINING INSTITUTE**

**SECTOR: - CULTURE, SPORTS AND TOURISM**

**SUB SECTOR: - HOTEL AND HOSPITALITY**

## **HOTEL OPERATION LEVEL – II LEARNING GUIDE # 1**

**UNIT OF COMPETENCY: PRESENT FOOD**

**MODULE TITLE: PRESENTING FOOD**

**LG CODE: CST HOP2 M12 LO1-3**

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**ADDIS ABABA, ETHIOPIA**





## HOTEL OPERATION II PRESENT FOOD

### INSTRUCTION SHEET

### LEARNING GUIDE #1

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Advice customers on alcoholic beverages and take orders
- Serve alcoholic beverages

This guide will also assist you to attain the learning outcome stated above. Specifically, upon completion of this learning Guide, you will be able to –

- Providing general information on alcoholic beverages served by the enterprise.
- Offer drinks and wine list to customers, using correct terminology and pronunciation to describe beverages.
- Offering advice and recommendations on beverage choices to customers courteously and when appropriate.
- Promoting products and drinks to customers according to preferences and enterprise requirements.
- Assisting customers in selection of food and wine combinations, when appropriate.
- Taking customer orders and verify selection with the customer
- Storing alcoholic beverages appropriately according to enterprise practices.
- Selecting beverages and check both temperature and presentation of bottle prior to serving.
- Selecting appropriate glassware and other equipment for beverage service, according to enterprise requirements.
- Preparing glassware and place according to enterprise and industry standards.
- Loading, carrying and unloading trays where required, safely and avoiding spillage.
- Presenting beverages selected by customers to verify, where appropriate.
- Opening and serve beverages correctly, safely and without spillage.
- Pouring beverages as required according to enterprise and industry protocol.
- Verifying customer complaints about quality of beverages and respond according to



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enterprise procedures.

- Refilling glasses where appropriate during service, with minimal disruption to customers.
- Removing used and unused glassware from tables at the appropriate time and in the correct manner

**Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 10.
3. Read the information written in the “Information Sheet 1” from page 4-6. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self Check - 1” in page 7.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 1.
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Learning Activity #1.
7. Read the information written in the “Information Sheet 2” from page 9-12. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
8. Accomplish the “Self Check - 2” in page 13.
9. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 2.
10. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Learning Activity #2.



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11. Read the information written in the “Information Sheet 3” from page 15-17. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
12. Accomplish the “Self Check - 3” in page 18.
13. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work for self-check 3.
14. If you earned a satisfactory evaluation, congratulation you can proceed to next unit of competency. However, if your rating is unsatisfactory, see your trainer for further instructions or go back to Learning Activity #3.



When presenting food it is essential that you understand and follow safe and hygienic work practices. This is especially important as most foods when presented for service will not be cooked again and therefore any food that may be contaminated will become even more dangerous for customers to consume. Special consideration also needs to be given to food served and presented as part of a buffet. Precautions need to be taken to ensure food is not contaminated by customers serving the food themselves.

### **1.1. Identifying foods for menu items**

A variety of foods are plated, presented and served in the hospitality industry. Types of food items that need to be presented include:

- ✚ **Entrees** – small hot or cold dishes that are served before the main meal.
- ✚ **Main courses** – the main part of a meal.
- ✚ **Desserts** – sweet dishes served at the end of a meal, after the main course.
- ✚ **Soups** – may be served as an appetizer at the start of a meal, or as the main course of a meal. They consist of a variety of ingredients and can be clear, chunky, hot or cold.
- ✚ **Sandwiches** – mostly eaten for lunch or as a snack. They come in many shapes and sizes and are generally filled with savoury foods such as meats (chicken, ham, and salami), cheese and salad.
- ✚ **Breakfast items** – served generally before 10am, food items may be hot and/or cold and include fruits, bakery products, yoghurts, cereals, conserves and egg dishes.
- ✚ **Canapés and appetizers** – food items served before a meal to stimulate the appetite. Canapés are small, bite-sized items often made from bread, toast, crackers or vegetables, with an accompanying topping. They are commonly served at functions or cocktail parties and are not always followed by a meal.

It is important to have an awareness of basic food products that are used in menu items when presenting food. Basic food products include; clarified butter, roux, concassé, chopped parsley, duxelles, croutons, bouquet garni and marinades. These items are generally used as part of a



menu item and are not served on their own. Refer to Unit 7 for more information on the characteristics, use, storage requirements and application in menu items for each of these basic food products.

### **1.2. Arranging sauces and garnishes for specific dish**

Sauces (and garnishes) are used to add the final touch to menu items and to complement the food they are served with. A sauce is a liquid seasoning used to enhance the flavour, appearance and quality of sweet and savoury dishes. Sauces provide moisture, mouth feel, flavour, richness, colour/ shine, interest and visual appeal to a food.

Entrees, soups, main courses, and desserts all utilise sauces and garnishes to improve the overall presentation and taste of the dish. The type of food dish and menu item will determine what sauce and/or garnish is used. When a garnish is applied to a sweet dish, such as a dessert, it is referred to as a ‘decoration’.

The consistency of a sauce will depend on how it is to be used. The two types of sauce consistency are pouring and coating.

Pouring sauces should be the same consistency as single cream. The sauce should thinly coat the back of a spoon and freely run off, e.g. jus lié, jus rôti and demi-glace. Coating consistency is thicker than pouring. It is similar to thickened cream and should thickly coat the back of a spoon, e.g., velouté, hollandaise, béchamel and béarnaise.

Sauces used in the presentation of food should have the following characteristics:

- ✚ A smooth texture that is free from lumps
- ✚ A flavor and consistency that compliments the food it is served with
- ✚ Appear fresh and without a skin (which indicate that the sauce has been held for a period of time before service)
- ✚ Be served at correct temperature:
  - ✓ Hot sauces should be above 85°C
  - ✓ warm emulsion sauces between 30°C and 37°C and
  - ✓ cold emulsion sauces between 1°C and 4°C.



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If a sauce is not served at the correct temperature it may separate. Sauces can be presented as part of the cooking liquid, coating a food or as an accompaniment. If the sauce is to be served on a plate, it may be served under the food or partially masking it.

In silver service, the sauce is always served separate from the food to allow the customer to appreciate the food before it is covered in sauce. Sauces should never be served on crumbed or battered food as the crumb coating or batter will become soggy.

Sauces that are to be served as an accompaniment to a meal can be presented in a glass bowl or sauce boat. Glass bowls, or similar type of dishes, in varying sizes are commonly used for thicker sauces and when the sauce is used for dipping food items into. Examples include; tartare, sweet chilli, sweet and sour, plum and seafood sauces. Sauce boats are commonly used to present thinner sauces that the customer can pour onto their food themselves, for example red wine sauce and gravy.

A garnish is a small item of food placed on a food dish prior to serving to enhance its appearance. Some common garnishes include:

Effective garnishes are small, simple, edible, attractive and appropriate to the overall dish. They are made from good quality ingredients that are free from blemishes and full of natural colour.

Characteristics of garnishes include;

When preparing garnishes, the following principles should be followed:

- ✚ **size**— generally garnishes are small and simple so as not to overcrowd the plate and detract from the food. With the exception of buffets, garnishes are made for individual dishes
- ✚ **height** – garnishes can be used to add height to a dish, thus creating interest and improving the appearance





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**Self check1**

**Question**

Instruction: Give short answers

1. \_\_\_\_\_ is the small hot or cold dishes that are served before the main meal.
2. List the basic food products that are used in menu items when presenting food.
3. \_\_\_\_\_ is a liquid seasoning used to enhance the flavor, appearance and quality of sweet and savoury dishes.
4. \_\_\_\_\_ is a small item of food placed on a food dish prior to serving to enhance its appear



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**Self check1**

**Answer**

**Answers**

1. Entrée
2. Basic food products include; clarified butter, roux, concassé, chopped parsley, duxelles, croutons, bouquet garn and marinades.
3. Sauces
4. Garnishes



### 2.1.Ensuring that sufficient supplies of clean, undamaged crockery of food serve

When selecting crockery to be used for presenting food, ensure that it is:

- + **undamaged**– any cracked or chipped crockery should be discarded, as it not only detracts from the presentation of the food, but also harbours bacteria.
- + **clean**– all crockery must be spotlessly clean. After plating, the rim should be wiped to remove drips, spills or grease marks.
- + **appropriate to the size and type of the dish/menu item being served** – the size of the crockery should match the size of the portion. If the crockery is too big the food will be lost and appear small, if the crockery is too small the food will look overcrowded and unappetizing. The type of food also needs to be considered. For example, fish is generally served on oval plate, entrees are served on entree plates, main courses on large plates, soups in soup bowls or soup tureens, and sandwiches and appetisers on plates or platters.
- + **enhances the appearance of the dish** – the crockery selected should enhance and complement the food; consider the size, shape and type of food. The style, shape, size and colour of the crockery should also match the food being served on it.
- + **appropriate for the type of establishment**– the crockery selected will also depend on the establishment. Fast food outlets use disposable crockery and packaging so the customer can take the food away, while a five-star restaurant would have a full range of crockery to choose from for each dish

There is a wide range of crockery and utensils that are used in the presentation of food.

- + crockery – articles such as dishes, cups and plates that are used to serve food and beverages
- + utensils – tools such as knives, tongs, containers used in household and commercial kitchens



The temperature of crockery used to serve food needs to be appropriate for the dish that is being served. Hot foods should be served on a hot plate or platter, while cold foods should be served on chilled plates and platters. This helps to ensure high quality food for the customer.

### 2.2. Portioning food according to policies and standard recipes

Food portioning-portioning is the amount of food that is served to one person is referred to as a portion.



Portion control-The standardization of the size of a meal. It ensures all customers receive a portion of the same size.it includes:

- ✚ Using correct utensils, measures and equipment's to prepare and serve food
- ✚ The use of standard recipe
- ✚ Specific meal and component size
- ✚ Plating menu items uniformly

Portioning food involves planning and preparation such as:

- ✚ Calculating portions
- ✚ Calculating required crockery



Standard recipe Provide information on how to prepare and cook a dish for consistency in portion size, presentation and composition. They are used to standardize the production of every food item on a menu and ensure that the food will be consistent in quality, quantity, cost and presentation, regardless of which chef prepared the food.

### **2.3.Plating food and presenting neatly and attractively**

Food needs to be plated and presented neatly and attractively, without drips or spills, to the establishment requirements for the specified dish, taking into consideration visual appeal, colour and contrast, temperature of food and service equipment, and classical and innovative arrangement styles.



Criteria to be considered for the presentation of foods include:

- + Plate and portion size
- + Temperature of the plate appropriate for the temperature of the food
- + Placement of food
- + Avoiding grease marks, spill and drips
- + removing grease marks, spill and drips
- + use of appropriate sauces and garnishes

### **2.3.Serving food to be displayed in public areas**

Food to be displayed in public areas needs to be presented at the correct temperature, in an attractive manner, without drips or spills and giving attention to colour. Buffets are a common type of food service display. Food is prepared and elaborately presented on platters on a table for



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the customers to select and serve their own food. Bains-marie filled with hot water or ice are used to keep food hot or cold.

There is a range of equipment and utensils used when serving food. Some common items include; crockery – in a range of sizes, shapes and colours chosen to complement the food that is being served, platters, food and beverage trays, chafing and bains-marie dishes, cake stands and glasses. Utensils such as tongs, forks, spoons, ladles and cake servers are commonly used to serve food. In silver service, a fork and spoon are used together to serve food such as bread rolls and vegetables to customers.



When displaying food it is important to consider:

- + Visual appeal
- + Color and contrast
- + Classical and innovative food presentation style
- + Presentation of service



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### Self check2

### Question

Instruction Give short answers

1. \_\_\_\_\_ are articles such as dishes, cups and plates that are used to serve food and beverages
2. \_\_\_\_\_ tools such as knives, tongs, containers used in household and commercial kitchens
3. What is Portion control The standardization of the size of a meal
4. What are Criteria's to be considered for the presentation of foods?
5. What are considerations when displaying foods?



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### Self check2

### Answer

#### Answers

1. Crockery
2. Utensils
3. What is Portion control The standardization of the size of a meal
4. Criteria to be considered for the presentation of foods include:
  - ✚ Plate and portion size
  - ✚ Temperature of the plate appropriate for the temperature of the food
  - ✚ Placement of food
  - ✚ Avoiding grease marks, spill and drips
  - ✚ removing grease marks, spill and drips
  - ✚ use of appropriate sauces and garnishes
5. When displaying food it is important to consider:
  - ✚ Visual appeal
  - ✚ Color and contrast
  - ✚ Classical and innovative food presentation style
  - ✚ Presentation of service are





A team is a group of people who work together to achieve a common goal. Teamwork is particularly important in the hospitality industry and is evident in all areas from the kitchen to food service staff to housekeeping, to name a few. It takes work to build a successful team and requires effort from all team members.

### **3.1.Demonstrating good teamwork with all kitchen and food service staff**

#### **Food production/kitchen relationships**

##### **Food and beverage**

Teamwork is needed between the food production and food and beverage departments for areas from food plating and presentation to the delivery of food to the customer. It is essential for clear communication between these two departments. Kitchen staff need to communicate menus to food and beverage staff, to enable them to take orders from customers, which they must communicate to the food production staff for preparation, who then need to communicate back to food and beverage staff when meals are ready for service to customers.

Poor teamwork and communication can result in incorrect meals being delivered to customers, or customers waiting for excessive periods of time. It can also affect the quality and appearance of food if it is left sitting too long before being served to the customer. All of which will result in dissatisfied customers and a loss of future business.

##### **Room service**

The food production team provides meals to the room service staff for delivery to customers. Again, communication and effective teamwork between room service and kitchen staff is important to ensure the customer receives high-quality meals. Some room service staff may be skilled in basic food preparation for times when there is no kitchen staff on duty.

It is important to maintain a positive and effective working relationship between these areas to ensure customers receive high quality food products and efficient service.

Effective workflow management is vital to ensure the smooth running and operation of your kitchen. Workflow plans identify the precise steps of a task, enabling staff to quickly and



effectively complete these steps, saving time and energy and providing an organized and effective working environment.

### **3.2.Organizing and following a kitchen routine for food service**

Workplaces and organizations generally have their own policies and procedures for employees in regards to personal dress and presentation and personal hygiene. What is acceptable at one workplace may not be acceptable at another and employees need to abide by the policies and procedures of their workplace.

### **3.3.Maintaining a high standard of personal and work-related hygiene practices**

When working with food it is essential to maintain a high level of personal presentation, image and hygiene standards. These include:

- ✚ **attention to grooming** – hair should be off the face, long hair tied back and covered if in the kitchen. Facial hair should be neat and trimmed regularly. Nails should be short, clean and without nail polish. Makeup and jewellery should be kept to a minimum, except in the kitchen where no jewellery is appropriate.
- ✚ **attention to personal hygiene** – hands need to be washed correctly and regularly, especially when starting work, after using the toilet, sneezing, coughing, etc and when changing tasks. Breath should be clean and fresh. Showers should be taken daily. Deodorant should be used and strong perfume avoided.
- ✚ **clean uniform/shoes** – uniforms should always been clean, neatly ironed and worn correctly with the appropriate shoes.

### **Workplace influence on personal presentation standards**

Whilst there are minimal personal presentation standards that need to be met, the standards that each workplace/organization deems to be acceptable will depend on the following:

- ✚ **work location** – the location of an establishment will have an impact on the dress and uniform requirements, for example, city hotels, outback pubs, cruise ships and island resorts would all have different dress requirements.



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- ✚ **job function** – each job within an establishment also has differing standards of personal presentation. Kitchen staff face strict hygiene requirements which are not necessary in front office or housekeeping staff or example.
- ✚ **OHS issues** – depending on your job function, OHS requirements will differ and need to be addressed. Items such as covered, low-heeled shoes for wait staff, steel-capped boots in the kitchen or for maintenance staff, hats for staff working outdoors and chef's uniform for kitchen staff may be required.
- ✚ **customer expectations on personal presentation standards** – the expectations of customers also influences the standards set for personal presentation.



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**Self check3**

**Question**

Instruction: Give short answers

1. Why Kitchen staff need to communicate menus to food and beverage staff?
2. What are personal and work-related hygiene practices



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**Self check-3**

**Answer**

**Answers**

1. Kitchen staff need to communicate menus to food and beverage staff, to enable them to take orders from customers, which they must communicate to the food production staff for preparation
2. attention to grooming, attention to personal hygiene, clean uniform/shoes



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### RECOMMENDED READINGS

- *Cambridge hospitality, Second Edition*