Presentation Notes

Setting the Tone: Table Setting, Dining, and Service
Apprentice – One who works under the guidance of a skilled worker to learn a particular trade or art
Captain – Responsible for a server area of usually 15 to 25 guests and is assisted by the front waiter or an apprentice
Front Waiter – Has only 1 or 2 years of experience and works with the captain
Headwaiter – Responsible for service in a particular area such as banquet room or dining room
Maître d’hôtel – responsible for overall management of service

The front-of-the-house crew is primarily responsible for serving the customer. We have previously talked about some front-of-the-house positions, but here they are a little more specified. The positions on the slide are listed by management first, and newcomers to the job last.
As far as a dining table is concerned, there are 4 types of service. American/German service serves the food on the plate and brings it to the guest. English style service places all the food on bowls on the dining table. The bowls are passed to each guest who helps themselves. In French service, food is prepared on large trays and portioned to guest’s plates at the table. For Russian Service, food is served from platters to the guest’s plate. Also, with Russian service each place setting may have a charger – a large plate that other plates are served on, and then removed before the main course.
As customers are waited on, there is a sequence in which customers are generally served. These steps may be done by different people such as a host/hostess and wait staff. The sequence may vary depending on the type of restaurant.
11. Serve salads
12. Remove salad dishes
13. Serve entree & accompaniments
14. Check with guests
15. Clear tables/crumbs
16. Take dessert order
17. Present guest check

Depending on the restaurant, the serving staff may remove guests’ plates when they complete their courses, or this service may be done by a bus person. Be sure of your employer’s policy and job duties. Bottom line: Take good care of the guests.
As you wait on a customer, be aware there are specific tasks that are done on the right side of the customer, and tasks that are done on the left side of the customer. Remember, on the right side you are removing and on the left side you are leaving (such as the dinner plate).
## REFERENCES/RESOURCES

**Textbooks:**

**Websites:**
- Table Settings with Pictures
  - Look for table settings to gain inspiration.
- Table Setting Ideas
  - How to set a table.
    - [http://www.6869.com/cookbook/table_setting_ideas.html](http://www.6869.com/cookbook/table_setting_ideas.html)