



EFFINGHAM SECONDARY SCHOOL

DEPARTMENT OF HUMANITIES



GRADE 11: TERM 2 – HOSPITALITY ST WORK GUIDE

HOSPITALITY STUDIES RESOURCE PACK

GRADE 11 TERM 2

- This resource pack consists of 16 pages and contains:
 - notes for term 2 and activities.
- Ensure that activities are completed in note books.

Regards

A GOVENDER

1. TYPES OF SERVICE

Good service means to serve guests efficiently and courteously. Taking orders and delivering correctly and promptly.

1.1 Service styles

Service style is dependent on the type of restaurant (formal, casual etc.). You get many types of service as listed and explained below. The two most common service styles are silver service and plated service.

- **Silver service**

Involves placing empty plates in front of the guest and waiter serving all the food from a service dish using service gear (silver spoon and fork, sometimes knives).

- **Plated service**

Food is completely plated in the kitchen, plate is brought and placed in front of guest. Presentation of food must not be disrupted during the carrying process.

- **Guéridon service**

Waiter prepares the whole dish or part of the dish besides the customers table, using a guéridon trolley (also known as a flambé trolley). Examples of foods prepared on a guéridon trolley: tossing a salad, carving roast beef, crêpe suzettes (crêpes with a sauce made of caramelized sugar and butter, orange juice, zest and liqueur).

- **Russian service**

Formal and elegant. Food prepared in kitchen, served on platters not individually plated.

- **American service**

Common style of service. Food is plated in the kitchen and brought to the guests. Condiments, bread and butter are placed on the table.

- **Family service**

Involves placing serving dishes on the table and allowing guests to select and serve themselves. Food is placed in large platters or bowls, which is placed at the centre of the table. Guests then pass them around and help themselves.

1.2 Assisted service

- **Buffet service**

Dishes are set out attractively on long tables and guests help themselves. Sometimes chefs or waiters may assist guests example, carving of meats.

Waiters/chefs need to ensure that food is replenished.

Advantages of buffet service	Disadvantages of buffet service
Food is displayed attractively.	Can become untidy.
Limited number of waiters needed.	Food/Plates need to be replenished.
	Guests receive less personal attention.

- **Carvery-type operations**

Chefs carve meats and fish while guests help themselves to sides and salads.

Different types of carvery operations:

- Waiters serve some part of the dish (example meats and fish) to seated guests while they collect other parts of the dish by themselves (example sides/salads).
- Breakfast service in many hotels use carvery type operations to prepare eggs per order.

1.3 Self service

- **Cafeteria service**

Involves guests collecting a tray and queuing to select food from buffet.

- **Smorgasbord service**

Buffet that offers a wide selection of Scandinavian-style foods such as cheeses and herring. Can be offered at a set price, guests get to eat as much as they like. Guests serve themselves. Waiters serve drinks and dessert or assist guests with courses. Waiters keep platters neat and well stocked.

1.4 Single-point (take-away, kiosks, food court)

- **Single point** service involves ordering and being served at a single point such as a counter, a hatch or a snack stand.
- **Franchise take-away** and **drive-through take-away** are popular in South Africa.
- **Kiosks** are outstations. Provide service during peak or in a specific location.
- **Food courts** consist of indoor or outdoor plaza with many food-vendor counters next to one another. An area for self-serve dining. Customers order meals then carry them to a common dining area. Food courts found in shopping malls, train stations and airports.

2. SERVICE

Plated service involves carrying plates without disturbing the presentation. Waiters should not carry more than 4 plates at a time. Carry 2 or 3 plates in the left hand while leaving the right hand free or to carry another plate.

The two-plate carrying technique

Hold plate in-between your thumb and index finger and middle finger. Place the second plate on a platform above the first plate, by holding it by your ring finger, little finger and base of your thumb.

Sequence of services

Step 1: Greet and seat guests

Step 2: Present drinks menu, take drinks order.

Step 3: Present menu and serve drinks

Step 4: Take food order

Step 5: Serve food

Step 6: Clear table

Step 7: Serve next course

Step 8: Crumb down

Crumb down

Table should be crumbed down (dusted) after the main course and before the dessert.

Remove unnecessary cutlery and crockery, including glasses. Dust crumbs of table onto a side plate. Tools used to crumb down - waiter's cloth with a fork and spoon used as a tong to hold the cloth, a brush, table scrapers and electric brushes.

Greet and seat guests

Greet customers - warm and friendly

Check reservation – any special needs e.g.: guest in wheel chair

Assist guests with bags and coats

Show guests to their table

Introduce yourself to your guests

Establish who is the host

Open serviettes

Hand the menus

Allow guests to study the menus – explain choices and specials

Approach table when guests are ready to order.

Take beverage orders

Take order for pre-dinner drinks as soon as guests are seated. Assist guests in choosing a wine. Take note of special requests e.g.: extra ice, lemon slices etc. Place order at the bar.

Serve beverages

Arrange drinks on tray in seating order and serve in order. Place drinks above knife on right hand side.

Serve meals

Serve ladies and elderly first. Continue to serve around the table counter-clockwise. Serve foods from the right and clear from the left. Set plate at the centre of the place setting. Serve main course so that protein dish is in a 6 o'clock position. Serve beverages.

Serve coffee

According to guest preferences, consider the following:

Coffee strength - strong, weak

Cups, mugs, glasses

Sugar - brown, white, sweeteners

Milk - hot, cold, cream

Decaf

Present coffee

Use clean mugs, cups etc.

Do not spill

Place teaspoon on the right-hand side of the cup or at the back of the cup with teaspoon handle facing the right. Cup handle should also face the right.

Clear table

Keep tables cleared and restaurant clean. Clear as quick as possible. Handle cutlery and crockery gently. Clear in such a way that customers don't feel hurried or chased away. Don't clear table until everyone is done eating.

Activity

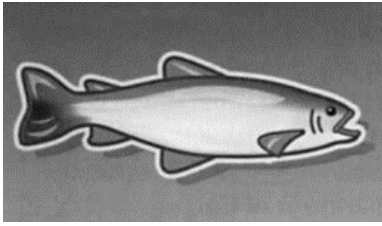
1. Crumb down is to...
2. Which side are plates cleared from
3. Explain the process of greeting and seating the guests.
4. Why is it necessary to know who the host is.
5. How many plates can a waiter carry at one time.
6. Which service uses a flambé trolley.
7. What tools are needed for silver service.
8. Provide a few points on what is smorgasbord service.
9. Name and explain one type of assisted service.

3. FISH

3.1 Factors to consider when purchasing fish

Smell:	Should have a slight sea smell or no odour at all. Any bad smell is a sign of old fish or fish not handled properly.
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Eyes:	Must be clear and full. Sunken eyes indicate fish is drying out therefore not fresh.
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WHOLE As caught, with the whole fish intact.	
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Gills:	Intact and bright red. Brown gills are a sign of age.
Texture:	Flesh should be firm and spring back when pressed with a finger.
Fins and scales:	Should be moist and full. No excessive drying on edges.
Appearance:	Cuts should be moist and glistening. No bruising or dark spots.

Canned fish

Hygienic way of preserving. Cans should not be damaged in any way. No bloating.

Smoked fish

Examples: haddock, trout, snoek, herring, Norwegian salmon.

Frozen fish

Should have no signs of freezer burn. Processed frozen fish products: fish fingers, fish cakes, battered fish.

Dried fish or salted fish

Snoek, salted and dried, popular South African dish. Dried Cape herrings (bokkems) and 'Hotnotjies' are also popular.

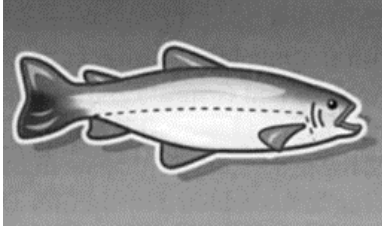
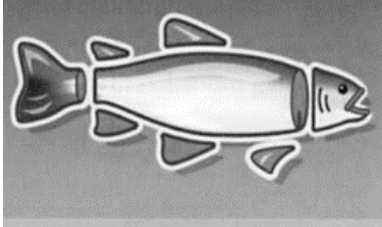
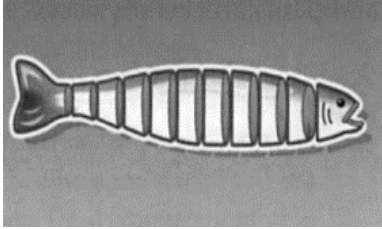
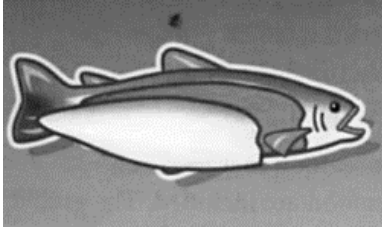
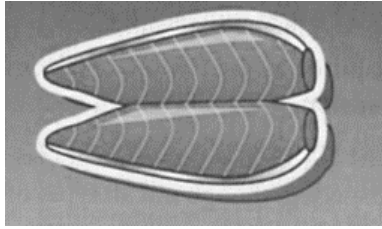
Pickled fish

Rollmops: pickled fish rolled around a gherkin, marinated in vinegar and herbs.

Curried fish: popular in S.A.

Shellfish

Should be purchased alive. Crustaceans should be active. Mussels, oysters should be partially open and snap shut when tapped. If it does not close, its dead and should not be used. Meat from shellfish can be bought frozen or canned.

<p>DRAWN</p> <p>Internal organs removed.</p>	
<p>DRESSED</p> <p>Internal organs, scales, head, tail and fins are removed.</p>	
<p>STEAKS</p> <p>Cross-section slices each containing a section of back bone.</p>	
<p>FILLETS</p> <p>Boneless sides of fish with or without skin</p>	
<p>BUTTERFLIED</p> <p>Pan-dressed, boned and opened like a book. Both sides of the fish are still joined.</p>	

Different fish cuts.

Fresh fish can be purchased in the following forms:

3.2 Storage of fish

Fresh fish: Placed on crushed ice as soon after being caught. Temperature between 0°C and 1°C. Should be wrapped before freezing to prevent damage. Stored for 1 to 2 days.

Canned fish: Dry storage. Once opened remove from can, and refrigerate.

Smoked fish: Store in refrigerator between 2°C and 5°C.

Frozen fish: Kept at – 18°C. kept up to 3 months. Never refreeze.

Dried or salted fish: Dry storage. Keep away from foods that absorb smells and tastes.

Pickled fish: unopen cans and bottles in dry storage. Once opened, refrigerate.

Shellfish: Clams, mussels, oysters at 4°C. Can be kept alive for a week. Do not store live shellfish in plastic bags or ice them. Frozen shellfish stored at – 18°C.

3.3 Preparation methods

Three methods for preparing fish:

Scaling: to remove scales. Work from the tail upwards. Scraping scales using dish scaler or knife.

Filleting: Cut parallel to the backbone and against the bone from head to tail. Cut fillet completely free at both ends.

Skinning: Place fish on board skin down. Start from tail, cut between the fish and the skin. Angle the knife down towards the skin, grip skin tightly with one hand, use a sawing motion. Frozen fish easier to skin.

3.4 Methods of cooking fish

Moist methods of cooking: Boiling, poaching, steaming.

Dry methods of cooking: Deep-drying, shallow-frying, grilling, baking.

3.5 Effect of heat on fish

Fish can easily be overcooked. Cook till almost done, remove from heat and allow to stand for a few minutes so it can finish cooking. Protein in fish liquid coagulates at 140°C – 160°C. When 160°C is reached, natural juices seep out causing fish to be overcooked, lacking flavour and dry. Advised to use a moist method of cooking however vitamins and minerals may be lost in the water. Boiled fish falls apart. Best method is poaching.

3.6 Uses of fish

Can be used as a filling for sandwiches or pastry's such as vol-au-vents (small pastry case). Fish used in sushi and sashimi (raw fish served without rice, served as first course in Japanese meal).

Canned fish: fish bobotie, fish cakes, savoury dishes and pie.

Smoked fish: salads, filling for sandwiches.

Frozen fish: cannot be used in uncooked dishes.

Dried or salted fish: Bokkems (fish biltong). Dried, salted snoek soaking in water to remove salt before use. Dried snoek used in stews.

Pickled fish: used as a snack or in salads. Served at cold buffet, in fish course or main meal.

Shellfish: Starters, main courses, salads and sauces.

3.7 Portion size

Portion size of fish depends on:

- How it is served – whole, on the bone, filleted.
- Position on the menu – breakfast, starter, main meal

Fish steak: 250g pp (per person)

Fish fillets: 125g – 175g pp

On the bone and dressed fish: 250g – 375g pp

Whole or drawn: 375g – 500g pp

3.8 Accompaniments

Boiled fish	Vegetable coulis, butter sauces e.g.: beurre blanc, Very versatile almost any side dish goes well with boiled fish.
Steamed fish	Low fat/non-fat sauces, steamed vegetables, hollandaise sauce
Poached fish	White wine sauce, mayonnaise based sauces.
Shallow-fried fish	Sauces made from pan juices e.g.: browned butter Mayonnaise based sauces e.g.: tartare sauce
Deep-fried fish	Mayonnaise based sauces, spicy tomato or soy sauce based sauces. Salt and vinegar.
Baked fish	Creole sauce, beurre blanc. Rice, pasta, potatoes.
Grilled fish	Beurre blanc, vegetable coulis. Almost any accompaniment.
Raw fish	Wasabi, pickled ginger.

Activity

1. List one accompaniment and one sauce that can be served with baked fish.
2. What is the portion size of a fish fillet to be served as a main meal.

3. List and explain THREE forms fish can be purchased in.
4. Provide guidelines when purchasing canned fish and frozen fish.
5. Name the best method of cooking fish.

4. POULTRY

4.1 Offal

Giblets: livers, gizzards, hearts.

Gizzards: birds second stomach, trimmed and deep-fried.

Livers: used in patés, sautéed or broiled with onion, peri-peri, served as entrée.

Necks: Flavourful, used in stocks for flavour and richness.

4.2 Purchasing

Neat, clean packaging, no tears or holes and no liquid in packaging. Check sell by date. No bad smell. Firm flesh. Flexible breastbone if bird is young. Skin is white, unbroken, faint blush tint, no bruises or dark patches. All feathers removed.

4.3 Storage

- Store immediately in refrigerator. Keep away from cooked, ready to eat foods to prevent cross contamination. Store at the lowest level below any other foods in fridge.
- Store fresh chickens and smaller birds on ice or at 0-2°C for 2 to 4 days.
- Use within 24 hours of purchasing. Frozen poultry kept at -18°C or below for up to 6 months for portions and 12 months for whole birds.
- Should be thawed gradually in refrigerator, 24 hours for small birds and up to 2 days for larger birds. Poultry should not be cooked frozen. Do not refreeze chicken.

4.4 Preparation methods

Jointing: cutting chicken into pieces.

Trussing: tying legs and wings of bird to the body. Ensures even cooking. Better appearance.

Stuffing: placing mixture in the cavity of the bird and under the skin.

Filleting: Removing bone from breast.

Washing: washing bird inside and out. Pat dry before using.

Deboning: removing bones from leg and breast or even entire bird.

4.5 Cooking methods

Cooking methods depend on the part of poultry because different parts cook differently e.g.: drumstick, breasts, wings etc.

Roasting and baking

- Place mirepoix (mixture of coarsely chopped onions, carrots, celery used to flavour) or bouquet garni (bundle of parsley, thyme, bay leaf and black pepper rolled in leek and tied with string).
- Season before cooking. Oil skin before roasting to make brown and prevent drying. Baste to prevent drying. Roast breast down, except for duck or geese, roast breast up and place drip tray under.
- Roast large birds e.g.: turkey at low temperatures. If it has stuffing low temperatures not advised. Smaller birds/pieces at higher temperatures. Can over cook very easily.
- Can be coated in crumbs or flour and baked or fried.

Grilling and broiling

- Tender, young poultry can be grilled or broiled. Use lower temperature for skin as it burns easily.

Sautéing, pan-frying and deep-frying

- Chicken breasts, thinly sliced tender meats ideal for sautéing.
- Pan fried chicken breaded or floured for even browning.
- Presentation side browned first for best appearance. Turn as little as possible.
- Small pieces of meat for deep-frying. Finish cooking in the oven.

Simmering and poaching

- Both are methods that require seasoned liquid. Simmering used for birds that need to be cooked for a long time. When done, simmering liquid turns into broth that can be used in soups, sauces, casseroles.

- Poaching done on stove or in oven. Poached Fowl should be drained well for presentation purposes.

Boiling

- Bird immersed in boiling liquid flavoured with carrots and onions. This method retains flavour and nutrients.

Braising

- Similar to stewing. Food simmered in small amount of liquid in covered pot. Method may be used to tenderize tough poultry.

4.6 Portion size

250g per portion except for duck, has a lot of fat, needs to be melted off before serving.

1.5kg – 1.8kg whole chicken serves 4 portions.

4.7 Accompaniments

Grilled chicken: versatile, wide variety of accompaniments. Herb butters, sauces, seasoned/grilled vegetables, fried potato.

Roasted poultry: bread/rice stuffing, gravy, sauce. Duck – served with rice stuffing, fruits, berries and nuts. Served with citrus or fruit sauce.

Sautéed poultry: pan sauce which includes garlic, mushrooms, tomatoes, wine and stock. Pasta, rice, potatoes.

Pan-fried poultry: lemon wedges, vegetable garnish and a sauce. Gravy containing milk and seasoning.

Poached poultry: served hot or cold. Mayonnaise or sauce made from poaching liquid e.g.: sauce supreme (sauce made by adding cream to velouté made from chicken stock), vegetable coulis (sauce made from puree of vegetables/fruit, served hot or cold).

Braised or stewed poultry: served with liquid broth it was cooked in. Rice, maize, pasta, potatoes and boiled vegetables.

Activity

1. Explain the importance of storing poultry immediately.
2. Name and explain TWO methods of cooking poultry.

3. Define the term coulis.
4. How is duck served.
5. Explain the following preparations methods: Trussing, Jointing.

5. STOCKS

5.1 Classification

Stock is liquid that contains some of the soluble nutrients and flavours of food that are extracted by prolonged, gentle simmering. The liquid left behind when water, bones, flavouring vegetables and seasoning have been slowly simmered.

Three basic stocks - meat stock (white and brown), fish stock and vegetable stock.

White stock: made by simmering chicken or beef bones in water with vegetables, flavourings and seasoning. Colourless, good flavour. High gelatine content, racking or splitting the bones help release gelatine.

Brown stock: deep caramelised colour, good flavour, good body, high gelatine content. Difference with brown and white stock, bones and mirepoix are caramelised before simmering for brown stock. Fat should be removed from bones.

Fish stock: clear liquid with fish flavour, light in body. Made from fish bones, heads and tails. **Fish fumet** – stronger flavour, aromatic.

Vegetable stock: light in colour, clear. No animal products used, no gelatine content.

5.2 Preparation and cooking

Bones: Add flavour, richness, colour. Young bones best, higher gelatine content. Best bones from back, neck and shank. Best fish bones from lean fish. Fatty fish, too strong flavour, high fat content. Bones rinsed to remove impurities.

Mirepoix: mixture of onions, celery and carrots – enhances flavour and aroma. Size of mirepoix depends on cooking time. Shorter time – smaller vegetables, longer time – bigger vegetables. Fish stock – 20 to 30 minutes, Beef stock – 6 to 7 hours, chicken stock – 5 to 6 hours. White mirepoix – carrots, parsnips, mushrooms, leeks, onions.

Seasoning: Peppercorns, bay leaves, thyme and parsley. Added in the form of bouquet garni. Salt not added to stock because of its variety of uses.

5.3 Make and maintain the stock

Start the stock in cold water: cover ingredients with cold water, helps blood and impurities dissolve in water. Impurities coagulate as water heats up, rises to the top, should be skimmed off. If not, stock becomes cloudy.

Simmer stock gently: bring to boil then simmer, ensures stock remains clear and flavourful. If boiled, stock gets cloudy.

Skim stock frequently: during cooking, impurities rise to the surface, should be removed or stock gets cloudy. Well skimmed stock, is clear and flavourful, not obtained if stock not skimmed frequently. Use perforated spoon, sieve or ladle to remove scum and foam. Excess oil removed by dragging paper towel across top of liquid until clear. Beef stock chilled so fat can be removed before being finished on stove.

Strain stock carefully: strained to remove bones and vegetables from the liquid. Keep liquid clear by not mixing before straining. Skim impurities, ladle stock carefully without stirring, strain liquid.

Cool stock quickly: to prevent food borne illnesses and off flavours. Let stock pot stand in sink filled with cold water and ice. Stir stock to assist cooling process.

Store stock properly: in clean plastic or metal covered container in refrigerator. Kept for one week refrigerated or months when frozen.

Degreased the stock: remove fat that has risen to the top during refrigeration.

Reduce the liquid: intense flavour achieved if stock reduced over fierce heat.

5.4 Storage for stock

Once cooked, should be strained, chilled or reduced to prevent sour taste. Require careful temperature control and hygienic practices. Should not be put in refrigerator while hot. Can be refrigerated for 5 days best within 2 days. Frozen for couple months. Needs to be reheated or simmered for 10 minutes before use for safe consumption.

5.5 Convenience stock products

Powdered or paste flavourings, water is added to create instant stock. Also sold as bouillon (broth made from meat and vegetables, then strained) cubes, granules, concentrated liquid stocks. Ensures consistent end product, saves time, reduces labour costs. Vary in quality and price. Main ingredient in these products is salt.

Products improved by adding mirepoix, bouquet garni, bones, simmering for an hour or two.

Activity

1. Fill in the blanks.

1.1 The three basic stocks are ...

1.2 You should not use the bones of fish.

1.3 The basic ingredients for vegetable stock are....

1.4 Stock is made by starting the process with ... water.

1.5 Stock is simmered for ... hours.

1.6 If stock is boiled, it will become...

1.7 A mixture of roughly chopped vegetables is called...

6. SAUCES

6.1 Different types of sauces

- **Hot sauces**

Divided into two groups, mother or leading sauces and small or compound sauces.

- **Hot white sauces**

Two categories: **milk based** – béchamel, **stock based** – velouté.

Béchamel made by thickening milk with blonde roux and adding seasoning.

Velouté made by thickening white stock with roux.

- **Hot brown sauce**

Espagnole (used to make demi-glace) original brown sauce made with brown stock, mirepoix and tomatoes thickened with brown roux.

Jus roti is gravy made from meat juices. Should not be thickened.

Jus lié made by thickened brown stock with starch.

Demi-glace mixture of half brown stock and half brown sauce.

- **Hot emulsified sauce**

Hollandaise emulsified sauce made of butter, egg yolks and flavourings.

- **Other sauces**

Tomato sauce made from tomatoes, vegetables, seasonings and white stock. Can be thickened or unthicken.

Curry sauce called 'sauce indienne' served with eggs, fish, vegetables. Made by adding chopped tomatoes, seasoning, herbs and spices or curry powder to béchamel.

- **Cold sauces**

Mayonnaise thick and creamy sauce made from oil, vinegar and egg yolk (emulsifier).

Vinaigrette temporary emulsion of oil and vinegar (3:1), seasoned with herbs and spices. Variations of the above sauces can be made by adding different vinegars, oils and seasonings. Used as sauce or salad dressing.

- **Sweet sauces**

Egg custard liquid thickened by coagulation of egg proteins and no starch. Vanilla custard called Crème Anglaise.

Caramel sauce mixture of caramelised sugar and cream.

Chocolate sauce made by adding chopped chocolate to warm vanilla custard. Can use cocoa powder.

Apple sauce made from fruit pulp and sweetener.

- **Compound butter sauces**

Parsley butter or **maître d'hôtel butter** placed on grilled steak or fish. Melts to create sauce. Made by combining butter and flavouring. Use baking paper to roll into a cylinder, chill in refrigerator, slice. Stays 2 to 3 days in refrigerator, frozen for long periods.

- **Dehydrated convenience sauces**

Save time and effort. Are sauce substitutes, available in granules and powder. Dissolves in water. Variety available e.g.: white sauce, cheese sauce, gravies etc. Bisto's meat flavoured gravy powder gives richer taste and aroma to gravies.

6.2 Uses of sauces

Adds moisture, flavour, richness and colour to a dish. Good sauce has following qualities: light texture, glossy appearance, definite taste, smooth without lumps.

Sauce can be used as a garnish to foods, adds texture, can be used as a base for soups, binding ingredient (e.g.: for pasta and stew).

6.3 Portion size of sauce

Sauce should complement a dish and not dominate or disguise the taste of food.

25 to 50ml per person depends on the dish. Sauce for every bit of food but food should not be drowning in sauce.