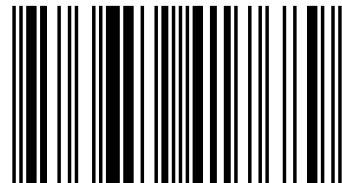


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Nako Taskov  
Trajan Veljanov

# Technology of serving

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University "Goce Delcev" Stip  
Faculty of Tourism and Business Logistic

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Trajan Veljanov

## **TECHNOLOGY OF SERVING**

Stip, 2009

## **Introduction**

The book "Technology of serving" was prepared according to the curriculum and it is intended for students at the faculty of tourism and business logistics in republic of Macedonia

In its contents on the subject of Technology of serving it includes the following - the rooms for serving, the types of catering objects in which food and beverages are served, professional serving staff, equipment and inventory for serving, card selection services in serving ..getting to know drinks and styles of serving, restaurant serving dishes, soups and stews, serving and tasting wine, welcoming, accommodation and sending guests, organizational systems and ways of serving, daily meals, formal receptions in catering, banquet (lunch and dinner), cocktail party, cold buffet, tea party, protocolar banquet , picnic, garden party, intimate dinner and late sinner, completing- preparing the dishes in front of the guests (flambé),in one part is covered barmanship , etc.

The author

## SHORT REVIEW OF THE CATERING HISTORY DEVELOPMENT

### AN OUTLOOK IN THE PAST

People in the initial society lived in communities within a certain territory which they used for their survival. In that territory they were gathering fruits, were engaged in hunting and fishing and had primitive way of living, eating raw meat, fish, fruits and roots of plants. Over time, when the respective territory would have exhausted all natural resources for food, the community would migrate to another territory, which gave better conditions for feeding.

However, in such living conditions people were visiting each other expressing their hospitality, which over time was increasingly taking root and sophisticated forms. Thus, hospitality today, more or less, is present in all nations not only towards the loved ones and friends, but to the distant and even strangers. Common examples are the living legends and folk wisdom in which hospitality is offered to a wandering traveler, offering him food and shelter.

In slave based society, using the labor of slaves, slave-owners were producing more goods than they could spend. At first they were replacing surpluses by swapping for other products that were missing, and later selling those products. Thus began to develop trade. In this way arose the need for people to travel from one place to another, where they would receive food and shelter.

Over the years strong and large states, both in Europe and in Asia and Africa had formed. Goods from one country to another were transported via caravans, the need of shelters for food and for passing the night for people and livestock, had risen. These shelters were primitive in the beginning, but over time were perfected so that they are first and catering facilities. In the Roman Empire, for example, there were restaurants along the road where the caravans passed, and in places where sports, games and various celebrations were held. Roman historian Tacit had said that at the time there were special catering facilities for men and women separately, and which had been divided to accommodate guests from various classes of society. The mail also contributed to the development of hospitality. At first oral and written information was transmitted by messengers who rode on horseback. Messenger's horses had to be replaced in certain places, where they fed and relaxed to extend the road. Later mail was transferred via carts, that also needed stops for rest and food, which actually represented a kind of inns.

During the Roman Empire such facilities existed on the Balkan Peninsula. Their number had increased after the arrival of the Turks. Catering facilities of this time (caravan-palaces) were fortified with high walls and no windows on the outside, to be protected from attacks. Passengers carried with them everything that they found indispensable, as beds and linen.

In the towns were built inns, which by its construction were similar to caravan, but gave improved passenger convenience. In some of the inns in separate rooms, trade took place.

At the time of feudalism, goods in European countries were transported by cars. So along the road increasingly appeared catering facilities that offered to passengers their services. They got there food and drink, and if necessary sleep. Cars and horses were kept in wide yards and stables. In feudalism, the towns had developed various trades. In an effort to learn a job, young people went to cities, especially those who worked in famous masters as good professionals. They were traveling mostly on foot, mainly because they were poor. When the night was falling, they prayed to receive a bed in a monastery or in the yard of the feudal lord.

Monasteries had special departments (hospitum) in which they received overnight passengers. In feudal castles, as well as houses, there was a place to serve the passengers who were accepted for an overnight stay.

At the time of the developed feudalism in European cities there were already inns that were serving drinks and taverns in which guests receive food and drinks, and if necessary, overnight stay. As craftsmen often associated into guilds to protect their social interests, so the inn owners organized in guilds, so that they can fight the economic struggle against the feudal lords of the territory of which they were residing, and paying high feudal tax.

The development of hospitality contributed to the development of postal traffic, which at the time of feudalism was carried out by car.

Postal cars did not only transported goods, but also passengers. Special vehicle was the diligence that occasionally stayed in some settlements that had appropriate taverns. Here some passengers would rest, would have some food and beverages, tired horses would be replaced with rested and they would continue their journey the same day or they would sleep over at the caterers, and the next day they would carry on with their journey.

With the increased development of production in European cities (in the craft workshops becoming manufacture) increasing amount of production is placed on the market and therefore trade is becoming increasingly viable. Merchants had to travel more and to seek markets for the sale of goods. Such movement of trade caused the greater development of traffic and therefore of catering.

In better inns in major cities more diverse meals and dishes were served, and the equipment was improved as caterers strived to meet the needs of its guests to attract them to visit them.

Towards the middle of XVII century in Paris first hotel have already been build, and shortly thereafter in other European countries hotels were built, such as England, Belgium, Italy, Germany and the Netherlands. But hotels have special use in Switzerland, due to its natural beauty this country has become attractive to tourists. There in the beautiful mountainous areas, hotels are built that can receive guests for longer period. Thus, **hospitality originates gradually** in Europe, with France and Switzerland taking a significant role.

For the further development of hospitality, industrial production and traffic are very important, especially the railway.

With the construction of large commercial, administrative and transportation centers, also in smaller cities where there are conditions and needs, restaurants are booming, so hospitality

is in constant growth. To ensure the proper working force in catering facilities, associations and hoteliers in European countries established the first catering school .

Catering facilities in European countries are built according to plan for the development of hospitality. In compiling the plan into account are taken several factors, but one of the most important is the need of society itself. Hotels are being built anywhere today where special need is pointed out, however, special attention is paid to the construction of catering facilities that are intended for recovery and rest of the working people. These facilities are built according to the natural conditions of each country and by the sea and lake shores, the mountains, in places where air and mineral baths occur , etc.. The overall arrangement of such facilities is tailored to the needs of people who will pass certain time in them.

## Catering in Macedonia

In the distant past in Macedonia weren't built any special hotels, catering facilities or accommodation, food and beverage service. Passengers were sleeping in inns and caravan-Saray. New types of catering appear only at the end of XIX century. In 1896, hotel "Turan", was built in Skopje. The catering business begins to grow after 1918, especially after the construction of the railway from Belgrade to Thessaloniki, which accelerates the development of passenger and tourist trade in this area. Hospitality centers of modern and developed cities are becoming: Skopje, Bitola, Ohrid and some mountain and winter resorts as Popova Shapka, Pelister and others. The few hotels and other catering facilities that existed before the war were very underdeveloped. They were owned by private caterers, that were not interested in the further development of the catering, but only wanted fast money.

Smokey restaurants, cafes where liquor is poured and where care is not taken about the comfort of guests, are no longer tolerated.

Our Republic has all the conditions for advanced tourism it is rich in natural beauties and historical monuments. There are beautiful lakes, medical spas, gorges, mountains, rivers etc., which are the main prerequisite for modern catering.

From the independence to date, in our Republic, in some resorts have been built catering facilities with modern comfort, especially along the banks of Dojran Lake, Prespa Lake and Ohrid Lake, Struga and Ohrid. By the highway "Brotherhood-Unity", which starts from Kumanovo through Skopje, Veles, Negotino to Gevgelija, hotels were also built, the most famous restaurants and motels are: motel "Ramkovci" in Kumanovo, the hotel "Bellevue" near Skopje, motel "Katlanovo" in Katlanovo, motels, "Romantic" and "Lozar" near Lake Mladost, motel "Macedonia" in Veles, the tourist pavilion-restaurant "Stobi", hotel "Park" in Negotino, by the river Vardar near Gevgelija, motel "Inex" was built and near the border crossing to Greece was built one of the most modern and most fashionable hospitalities, the Hotel "Flamingo".

Lack of is felt in our medical spas, with the exception of Debar, Bansko, Strumica and Gevgelija in Negorci.

For the training of professional staff in catering, there are six catering schools: in Skopje, Ohrid, Gevgelija, Stip, Tetovo and Krusevo.



## Tasks and roles of serving in hospitality

Serving in the hospitality industry includes the provision of services in food and beverages. The idea of a serving is that the client is served food and drink in a way that fits him as well as the habits and customs of the environment. Here we will focus on serving in restaurants, in hotel rooms, restaurants and bars, which will indicate the much needed hospitality by the staff, which includes preparatory operations that are carried out before the arrival of the guests, welcoming guests, serving the food and drinks (serving in the narrow sense), charging the consummation, completion of service and sending off the guests.

In serving includes some special things that are done in front of the client, such as **filleting**, **flambé** until the completion of certain foods in front of guests.

### Professional Serving

The notion of serving in the catering business means providing food and beverage services in a special way. By serving in a broad sense are meant all those things that staff perform quick and economical, food service, beverage dispensers, cooking various dishes in front of the guests and perform all the preparatory work in serving the guest.

Under the expert serving **expression is meant** serving under the given rules and application of skill and working technique.

The professional capacity of the individual in the restaurant is required to satisfy the requirements of the guests, and to protect the interests and reputation of the restaurant. The attitude of the waiter toward the guest is representing the level of solidity in the work. The quality of this relationship is reflected in the circle of customers who repeatedly either grow or stagnate or decline. So, vocational, cultural and economical operation are essential prerequisites for a quality serving. Thus achieved a double effect: first, the guests remain happy, which means that they will return to the object and, secondly, the organization has greater income. Of course, for the complete success of the restaurant, the quality of meals and drinks, is very important.

Question - What do we mean by professional serving?

## Serving the guests

The serving staff, beside theoretical knowledge, must know all the rules for a nice, civil and cultural behavior. It is known that the success of the catering facility depends a lot on the behavior of catering workers, their skill and ability.

Therefore, the catering worker is obliged to behave well towards guests, employees and officers to the organization.

The staff serving the guests must not engage in long conversation, but only briefly to answer their questions. With his personal commitment the staff should seek to satisfy all guests within the various types of catering services, regardless of nationality, level of education, gender.

When a guest enters the catering facility, he or she should feel pleasant, comfortably and find hospitality as found in his home.

Inter- staff communication in the catering facility will be managed undertone, with a brief talks and agreement, acting as cultural people.

Greetings to the guests are not expressed loud and far. Greetings are expressed in short, decent way, such as: good morning, good afternoon, good evening, good night. All guests are welcomed equally decent and polite, not just those who give "gifts." Deep bows are not necessary!

The head of the hall, or some other person is obliged to find a place for every guest. When going to the site, give a hand signal, then a small bow.

It is required to assist the client in taking off the jacket or winter coat. If a guest has an item in his hands, he is offered assistance, and if he does not allow it, then the staff should not be intrusive.

Clothing or winter jackets or coats are taken to the wardrobe. If the client has a scarf and gloves, they are put in the pockets. For any coat or jacket taken in the wardrobe, the client is given a paper block.

When a guest came to the table, his chair is adjusted by the staff, just enough for the guest to sit comfortably. Words that are used in catering, are: "Please, as you wish!" "How can I be of service?".

If the client wants a list of dishes, it is given to him on the right side. By the end of the visit, the staff should be near the guest, so it can be helped with the chair. Then all the items, from the wardrobe, are brought back to the guest.

The staff then assists the guest with putting on the coat, opening the door and is greeting the guest with the words: "Goodbye, come again!"

## PREMISES FOR SERVING

The catering facility must have premises that can run production and technological process for work. It takes special premises for preparation or sale of certain catering services.

The premises for serving include: Restaurant, Express restaurant, restaurant self-service, dairy restaurant, inn, National cuisine, canteen, kebab restaurant, restaurant, tea house and bar

## RESTAURANT

Restaurants are great catering objects that run all day. They offer guests a variety of dishes from local and foreign cuisine, domestic and foreign wines and spirits and soft drinks. The restaurant is part of the hotel where guests are offered a variety of local specialties and international cuisine. Some restaurants offer certain specialties, so we call them specialized restaurants, such as fish restaurant, hunting, national restaurants, diet, vegetarian, grill-restaurant, inn, express restaurant, restaurant service, tavern, pub, National cuisine, bar.

### Express-restaurant

Express-restaurants must meet the conditions provided for restaurants, and have adequate equipment to maintain suitable temperature of the dishes. Express-restaurants can have standing counters for serving the guests.

### Self-service restaurant

Self-service restaurants, in addition to the conditions provided for restaurants must have a line that is set with heated cabinets for hot dishes and cold display cabinets for dishes and drinks from which guests serve themselves mostly.

In the dining room of the self-service restaurant there must be at least 50% of capacity filled with tables and chairs for sitting and the rest can be equipped with standing counters.

### Dairy restaurant

The dairy restaurant by its size and method of operation must match the requirements for restaurants and must meet the conditions prescribed for such facilities.

The walls of the dining room of the restaurant need to be at least 1.80 m height from the floor and need be coated with ceramic tiles or similar material, or be painted with white or another bright oily color.

### Inn

In the inn, hot meals, dishes and drinks are prepared and served.

Dramshop in the inn can be placed in the dining room. In dramshop must be water for washing. Issuance of dishes from the kitchen can be done directly through the appropriate hole in the dining room, but must be provided separately handling clean and dirty dishes.

### National cuisine

In national cuisine hot or cold simpler dishes are prepared and served . It may not prepare and serve specialty dishes and alcoholic beverages.

### Canteen

In the canteen, beverages ,drinks and cold dishes are served .  
The canteen usually has only room for serving guests.  
The guest room must have high tables where guests are served standing.  
The canteen can be set with tables and chairs, if its surface is larger than 20 square meters.

### Kebab-restaurant

In Kebab-restaurant meat dishes are prepared and served on the grill. Here guests, except for rood ,can be served with alcoholic drinks.  
The Kebab-restaurant must have space to prepare, serve food and space for washing cutlery.

### Café house

Café houses catering objects in which are served hot and cold beverages, alcoholic and soft, cold and hot dishes, confectionery and fruit.

If the hotel does not have room for breakfast, then breakfasts are served in the café house.

According to the comfort they are divided into Austrian and French type café houses

Austrian or Viennese type cafes are richer type furnished in classic style. They have modern amenities, and guests are provided with daily entertainment (various magazines, newspapers, etc..), While at night guests listen to classical music

In some parts of our country there were such café houses until the First World War, when they were adapted and converted into café houses of a contemporary type.

In Vienna type restaurants guests stay for longer time and because of that the chairs should be comfortable or or to be semi armchairs

The first café house in Europe is mentioned in 1590 in Sarajevo. In 1660 it was opened opened such a café in Mostar. Somewhat later, in 1683 a café house appeared in Vienna, in England in 1650, in France in 1671, in Hamburg in 1678, in Berlin in 1721 and in Zagreb in 1749

Café houses are open all day and from 6 to 22 hours.

Café houses should always be clean and tables decorated with flowers. The tables in cafes can be round, square and rectangular, and covered with marble from above or any other material that is easily cleaned.

The tables in cafes are not covered with sheets. If the hotel does not have room for breakfast, then one of the tables in cafes are covered with sheets in pastel colors. In this case the orders of the

guests are served on a tray that is placed in front of them. In the café houses should work skilled catering workers and to know all kinds of hot and cold beverages, alcoholic and soft drinks.

In the café houses can be served different kinds of breakfasts. The waiter prepares or performs all operations required for breakfast, he prepares, butter, jam or honey, heats the tea cups, etc. teapots.

In the café houses snacks are also served .

The French or so-called royal French type café houses are equipped with facilities that guests do not stay long time, therefore enabling any particular entertainment.

Café houses should have all necessary ancillary facilities for receiving guests, including: reception hall for guests, coffee kitchen, office and dramshop .

Reception hall guests can be on the floor or between two floors within the hotel or the hotel separately.

Hall for reception of guests can be outfitted with round, square and rectangular tables

If in the café house drinks are served, it is divided into two parts so that one part is covered with sheets in pastel colors and the tables are prepared for the predicted drinks.

The other part of the café house is used for serving cold and hot drinks, alcoholic and soft drinks and fruit. If the café house does not have a special device for ventilation, the ceiling must not be lower than 3.5 meters.

#### Tea house

In the Tea house tea and other beverages and soft drinks are usually served .

#### Bar

In the bar usually, alcoholic, soft drinks and beverages are prepared and served , and meals by order, during the night . The bar is usually located on the ground floor or top floor of the hotel. Reason for this location is the desire to avoid the noise, which disturbs the peace of the guests at the hotel.

The bar should be available to the outside world, so his entrance leads from the street. So guests do not have to go through the lobby of the hotel. The bar must have room for music and dancing. Dancing space should be appropriate to the size of the bar. If in the bar are held artistic and similar events, for performers male and female wardrobe are required, also sink and shower with cold and hot water.

There are different types of bars. Bars that mostly offer conditions for liquor and entertainment: bar dancing, American bar, aperitif bar, variety bar - cabaret club disco bar, snack bar, milk bar, automatic bar, quick bar.

## TYPES OF RESTAURANTS AND THEIR CHARACTERISTICS

### Passing kind of restaurants

Passing kind of restaurants mainly work with temporary guests (passengers), and they can be part of a hotel or individual. If they are a part of a hotel, and there is a café house, or breakfast room, then the breakfast is served in those rooms. They prepare the food based on food list mostly, but in some occasions they make special menu

If there is a menu, it is usually specialties of the day. These kind of restaurants usually work at lunch-time and dinner-time. At our circumstances lunch is served at 12-15, and the dinner at 19-22.

### Boarding house restaurant

Boarding house restaurants often are part of a hotel, and serve those guests that stay at least three days at the hotel. Apart from the Passing kind of restaurants, the boarding house restaurants make daily menu for separate meals according to the number of the guests.

### Diet restaurant

Diet restaurants are usually part of hospitals, sanatoriums and in bigger industrial centers.

### Vegetarian restaurants

Vegetarian restaurants cook vegetable food, i.e. meals are prepared without meat, therefore, they are special type of restaurants. These kinds of restaurants are situated mostly in the Mediterranean area, and less in the continental parts of Europe.

### National restaurant

National restaurants are decorated in national style. There are served traditional dishes and specialties. Some of these dishes are served in a special way, and often in a special inventory.

### Game restaurant

This restaurant is equipped in style with his name. Here are made and served dishes principally of game.

### Fish restaurant

Fish restaurants are characterized with making fish food, prawns, shell-fish and other sea and freshwater products.

### Coffee- restaurant

Coffee- restaurant is a special type of restaurant where, during lunch and dinner time, are served proper dishes while barroom services are done.

#### **Tavern**

This is a special restaurant decorated in rustic style, on ground or underground floor. It offers different local and regional specialties. The phrase "TAVERN" was used for guesthouse in ancient Rome.

#### **Beerhouse**

Beerhouse is kind of restaurant with wide assortment of beers and food specialties.

## KIND OF BARS AND THEIR CHARACTERISTICS

There are more kind of bars. Here, the most famous will be described.

### Dancing-bar

These kinds of bars are most popular among people, because it provides them different amusement in late hours. Usually they start with work at 21 h and work until 3, and some of them work whole night, when needed.

Except dances, fun-night bars perform different shows, such as: striptease, magic-art shows, artistic, humor shows etc. The guest in these bars, beside alcoholic and non-alcoholic beverages, can order bar cocktails, aperitifs, and some of them have grill.

### American-bar

American-bar is actually ancestor of all bars. Within, there is circular counter, high chairs nailed to the floor. The guests are served near the counter, that separates the guest from the barman. Later, it came to specializing the bars according to the type of the service, the way and the working time.

### Aperitif-bar

This kind of bar along with the assortment of beverages(cocktails and drinks) has to stimulate the appetite.The guests usually sit on high bar chairs near the counter. From the bar you can also get a variety of peanuts, olives , salty almond walnuts and snacks.

The aperitif-bar may be a part of a hotel or restaurant or it can be stand-alone.

### Dairy bar

In this type of bar you can get dairy products, simple dairy meals, non-alcoholic beverages, ice cream, sandwiches , coffee, etc. This type of bar is open only during day-time.

### Variety bar(cabaret bar)

This is a facility where artistic program ,for the amusement of the guests, is preformed(acting, illusionists, singing etc.).There I also a dancing floor.

### Quick bar

This bar is a combination of the modern automatic and snack bar. Cretan services that can't be obtained from the automat are prepared on the counter, which is in the same room and the guests are serving themselves

### Disco club

The disco club is a facility that is visited primarily by younger people. The music is performed by automatic and similar technical devices that are handled by the Disc jockey(DJ). Simpler cold meals, alcoholic and non-alcoholic beverages are served.



Questions and exercises:

1. What are catering objects?
2. Which are the premises in catering objects for serving?
3. What is a restaurant?
4. Types of specialized restaurants.
5. Make a comparison between : dairy restaurant , diet restaurant and a vegetarian restaurant.
6. What is a café house and how many types are there?
7. What is a bar and how many types are there?
8. Which types of bar give drinks and amusement services?

### **Restaurants on means of transportation**

Catering services are offered also on some means of transport, such as: train, ship, plane, etc

During the longer trips there is the need of such services. These services, nowadays are available to the most part of the passengers there for they are increasingly used.

The work space in these units is small, the equipment that is used (in ships and trains) is massive and heavier, because the preparing and the serving is done in a moving vehicle. The services are given in different time conditions. The catering staff, remain on the vehicle for the whole journey and are distanced from the organization they belong to.

### **Restaurant in the dining carts**

This restaurant is usually wide 3 meters and has 46 to seats. The staff that is doing the serving is divided into serving brigades. The first brigade is composed of: chief of the restaurant-cart, chief of the region and an assistant, while the other brigade is composed of : chef and an assistant .

In the trains a complete menu made out of 3 to 4 gangs is served. Here is a menu that is served on the train "Acropolis 291", of the relation Munich-Athens.

*Menu*

*Veal stew*

–0–

*Bolognese Spaghetti*

–0–

*Paris Schnitzel*

*(peas,potatoes , string beans)*

*Seasoned salad*

–0–

*Cakes*

–0–

*Coffee*

### **Restaurant on a ship**

On the liners the food is served in the saloons or the restaurants , depending on the size of the ship and the number of passengers. The working conditions in the kitchen are more favorable than the ones in the dining carts. The food is prepared in the ships' kitchen. The assortment is wide, and the food and drinks are of top quality.

The serving staff consist of:

- director of serving
- chief of the hall
- Chief of a region (one per 24 guests);
- assistant chief of a region;
- waiter for beverages
- Chief of the bar and a barmen.

### Serving on a plane

On the planes passengers are served with food and drinks that are prepared by the catering service of the airport. The food is packed in a special plate made out of paper or a semi-plasticized material with the appropriate dining set(a fork, a knife, a spoon)

During the flight the passengers are served with cold and warm dishes, alcohol beverages and refreshments (tee, coffee ). Warm drinks are prepared on the plane.

The serving on the plane is done by a steward or a stewardess. The big intercontinental lines have the option for a small aperitif bar for serving alcoholic and non-alcoholic drinks, in limited selection. The ticket price includes the cost of the meal , therefore additional marking and billing, by the personal, is not done, but each meal on the plane is taken into account. Alcoholic and non-alcoholic beverages that are served to the passengers are still billed , except coffee.

The working uniform of the serving staff is assigned by the company.

#### Questions:

1. Which transportation vehicles have a restaurant?
2. How many brigades of personal are there in the dining carts?
3. How many seats are there in the dining carts restaurant?
4. Where is the food prepared in the ship?
5. What does the ship serving staff consist of?
6. What are the plane passengers served with ?
7. What is the food on planes served in?
8. Who is doing the serving on the plane?
9. Which food that is served in the plane is billed?

#### Exercises

- Visit a dining cart restaurant and make yourself familiar with the system and the serving inventory
- Visit an airport kitchen and familiarize yourself with the food that is prepared and served in special plates and is served aboard the plane.

## Specialized serving staff

The specialized serving staff in the catering consists of: Head waiter, chief of an area, waiter for serving dishes, waiter for serving drinks, Vine serving waiter(students/trainees), barman,

etage-waiter, waiter -trainee, serving staff, sellers of cakes, cigarettes , flowers, etc

### Head waiter

The head waiter is managing the service personal in the catering facility. It is required for him to have finished high catering school or the fifth degree of education for a waiter and have a lot of experience in the work.

He must be well familiarized with the organization technique in the serving department. The head waiter must know at least two foreign languages, but in the luxury restaurants knowledge of more languages is required. He must know all the sorts and ways of serving , the ingredients of all domestic and foreign dishes and drinks. He must know all domestic quality vines and the basic bar cocktails.

The head waiter greets the guests, controls the serving staff discipline, the staff behavior to the guests and to the working organization. During the main meals he supervises the serving. He composes the dish list and the menu which should be written in two foreign languages.

Beside all this he must know how to prepare dishes in front of the guests - flambé , filleting. He makes the working hours of the staff and makes the schedule of free days in the week. He put the waiters in areas. In the absence of the manager he takes orders for banquets. In the name of the catering organization he takes praises and remarks from the guests.

### Head of area

The head of the area can be a waiter who was for a longer time assistant chief of the area . The duty of the head of the region is to take care of the preparatory work of his area. Ensures proper and timely serving guests in his area. He receive orders for food and drink, and with the help of his assistant serves the guests and takes the payments . He must know the rules of modern serving of all meals and drinks and knows how to compose a list of dishes, he must know one or two foreign languages. He should have certain characteristics that will allow cultural and proper behavior toward guests, work organization, as well as management.

### Assistant head of the area

Assistant head of the area is a young waiter who works with the head of area and has necessary working experience. He does all necessary works. During the main meal he takes out the dishes from the kitchen for the guests, and brings the drinks from the dramshop , as well as the other orders.

He should know all the inventory for serving, and he should know which cutlery is used for which dish. He should know the dishes and the drinks so that he does not make mistakes when he brings them from the kitchen i.e. from dramshop.

#### **Waiter for serving dishes**

The waiter for serving dishes is a qualified catering worker. He must know all the dishes that are written in the dish list as well as the dishes that are prepared in the kitchen both domestic and foreign dishes. He must know all the ways of serving (formal dinner, formal supper, banquet). He should be well trained in composing the dish list.

#### **Waiter for serving drinks**

The waiter for serving drinks should know all kind of alcoholic and non-alcoholic drinks, cold and hot drinks. He should know which alcoholic drinks fall in aperitifs and which one in digestive drinks. He should know their composition and alcohol percentage, which drink is served in what kind of glass. He should also know the way of the wine card.

#### **Waiter for serving wine - sommelier**

Restaurants, big hotels and luxury restaurants with great assortment of wines, usually have a separate waiter especially for wine. He is an experienced waiter who knows all types of wine and other drinks. He should be dressed in special official garment and to wear round his neck a silver chain which has a key- pendant which associates "vine cell" and a small glass for tasting wines.

He should know both the wines that are in the wine card as well the wines that the catering object has. He should know the wine origin and the region it comes from, production year, percentage of alcohol, which type of wine is served at what temperature and the type of glass it is served in.

His duty is to take only wine orders and to serve the guests.

#### **Students – Trainees**

These persons do the work in the serving room and in the waiter office. They are young men or women that are studying the catering profession- section waiter.

The student should be taught of order, tidiness, discipline until it becomes habit to him. The first days and months the student should be taught how to handle the inventory properly and how to prepare it for serving.

With each student should be dealt with correctly, so he would be more confident with his colleagues and he would love his profession more.

The student does independent work in second year, and in third he already does more complex things in serving.

#### **Drink mixer (bartender)**

The drink mixer- bartender is highly qualified waiter. In the restaurant of the hotel with more stars there is a special department which is connected with the hall. In that department that is called aperitif bar, the bartender pour and prepares different kinds of

drinks that are drunk before meals. The bartender serves the guests with drink and charges them. He must know how to prepare a cocktail well and how to serve the drinks that are poured.

The bartender does the following things:

- Takes care about the supplies according to the necessities,
- Prepares the ordered drinks (individual services),
- Serves drinks according to the bar card of beverages: coffee, tea etc,
- Serves the guests that are directly at the bar board,
- At the end of his work time he hand over the daily trade and take notes of the sold consummations according to the kind and quantity.

### Étage waiter (floor waiter)

Besides the restaurants, the guests can be served with food, drink and beverages in the rooms- apartments. In luxury hotels, beside the serving staff, there is an etage waiter – floor waiter. Every floor there is a waiter office with the whole serving inventory. The etage waiter has to know the connection well while serving in the hotel rooms.

He takes order directly from the guests or from the reception. He orders meals, drink and beverages from the producing department. The producing department gives the orders to the etage waiter through the elevator that is connected with the waiter office on the floor. The waiter, during working hours must not consume alcohol, and in front of the guests he must not smoke or eat. He also must not use any perfumes- deodorants, and he must not eat garlic, onion and everything else that has unpleasant smell.

These thing make up a whole piece that every waiter should know. Beside the knowledge of the waiter of serving the guest in the hotel room, he should know the way of preparing the meals, and the production and content of the alcoholic and non-alcoholic drinks, cold and hot beverages.

### Waiter for filleting

This waiter must be successful, independent in his work. The dish form meat is brought to the guest in special plate on a cart, it is presented, and then is cut, piece by piece and is separated from the bones. In many high category restaurants, this waiter should have the following qualifications: he has to know all parts of meat well, and all parts of game and birds, flambé and the recipe after which he would flambé the food.

#### Questions:

1. What is serving staff?
2. Describe the duty and responsibility of the head of the hall, head of the area and of the head- assistant of the area.
3. Describe the duty and responsibility of the serving food waiter, serving drinks waiter and serving wine waiter I n the luxury restaurants?

4. What is the difference between the waiter for serving wine and the other waiters?
5. What should the waiter for serving wine know
6. Describe the duty and responsibility of the students-trainees?
7. Who is the drink mixer- bartender?
8. What should a bartender know?
9. What things does the bartender do?
10. What should the waiter for filleting know?
11. Make a comparison between the head of the hall and the head of the area.

**Exercises:**

- Reception and accommodation of guests in different conditions according specific functions of the serving staff(work in laboratory or catering object-restaurant), under instructions of professor.



(Pic. 1) "Flamingo" at the border passage Bogorodica



(Pic. 2) National restaurant "Ognishte"



(Pic. 3) National dishes





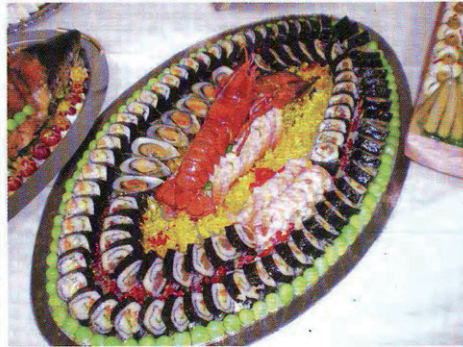
(Pic. 4) Game restaurant "Kamnik"



(Pic. 5) Fish restaurant



(Pic. 6 a) Dishes in a fish restaurant



(Pic. 6 b) Dishes in a fish restaurant



(Pic. 6 c) Dishes in a fish restaurant



(Pic. 7) Aperitif bar



(Pic. 8) Restaurant on a boat(tables set up for dinner)



(Pic. 7) Vine waiter (sommelier)

## Equipment and Inventory in the serving rooms

### Serving inventory

The entire serving inventory the guests serve themselves with food, drink, and beverages is called serving inventory. The quality of the inventory for serving, its value depends on which category is the catering object. Each catering staff needs to know the inventory for serving. The serving inventory is divided into certain groups according to their purpose and the material of which it is made.

That inventory includes:

1. Cloth inventory;
2. inventory of porcelain-fireproof porcelain;
3. inventory of glass, fireproof glass;
4. inventory of silver and other metals;
5. Auxiliary inventory;
6. small inventory for table;
7. technical equipment.

### Cloth inventory

Cloth inventory is used in catering facilities for food and beverage dispensers.

The cloth inventory includes:

table cloths, over table cloths, white cloths, napkins and towels for polishing.

### Table cloths

The cloths are made of white cloth, linen, cotton and damast. In the restaurant are used white table cloths, and at terraces, gardens and halls for breakfast are used table cloths in bright colors. There are single, double and triple table cloths. The largest table cloths are 5 to 50 meters and are used for ceremonial receptions(banquets). The table cloths should always be clean, which means that special attention should be paid for the hygiene.

Staff should take care how the table is set. Middle edge of the table cloths should be in the middle of the table and to be lifted up.

From all corners of the table, table cloths should be equally fallen to 30cm to the seat of the chair. Dimension of the table cloth depends on the size of the table. Restaurant tables with standard size are 80 x 80 cm long, while table cloths should be 140 x 140 cm (single table cloth). If the table is 80 x 160 cm, then it should be 140 x 220 cm. If the table is 80 x 240 cm, then it should be 140 x 300 cm. Setting the table cloths is made by two waiters.

### Table cloths

Their dimension is 80 x 80 cm. it is used in restaurants and placed on square and rectangular tables. The size of these table cloths depends on the size of the table. Each table in the restaurant should have an over table cloth at any time and it should be clean.

### White cloth

The waiter always carries the white cloth folded on the left arm and not in the pocket, over shoulder, under his arm pit, or elsewhere. The white cloth serves the serving staff for serving hot dishes. With the white cloth the waiter protects his clothes and hands from the heat. Unlike napkins its dimension is 70 x 60 cm. The white cloth should always be clean, so during the work are changed several times.

### Napkins

There are two types of napkins:

Napkins in bright colors and white napkins. Napkins in bright colors are used in halls for breakfast, buffets, restaurants and bars, while the white napkins are used in restaurants. The size of the white napkins is 60 x 60 cm, and the size of napkins in bright colors is 40 x 40 cm.

Making shapes from the white napkins is not allowed, as it is not hygienic. Making figures is allowed if the staff during the serving wear white gloves. It is most correct the napkin to be served with vorleger.

Except napkins in bright colors and white napkins, paper napkins are used in buffets, cafés, and some restaurants. The paper napkins are usually served to the ladies for cleaning the make up. The size of paper napkins is 30 x 30 cm.

### Cloths for polishing

Polishing cloth is used for wiping and polishing glasses and cutlery. You should always have enough clean cloths and they should be made of fabrics that while wiping and polishing leave no traces of fiber. Towels are placed in a special department called the office where the waiter does the preparatory work. For each inventory is necessary to have separate towels for wiping. With the same towels must not be wiped glasses and saucers.

#### questions:

1. What is cloth inventory?
2. What kind of material is the cloth inventory made of?
3. What is the size of a single table cloth, over table cloth, the napkin and the white cloth?

#### Exercises:

- Correct setting and collecting of the table cloths.

### Porcelain inventory – fire- proof porcelain

The porcelain inventory is the one of which the guests eat and drink and inventory in which the meals are served . The porcelain inventory for serving is made of thick solid and high quality porcelain. This inventory is called hotel inventory. Can be one colored (white or of bright color) and decorated with images that are used for serving fruit, dishes of fish and game dishes. The one colored porcelain inventory can be decorated with a circular line around the edge of the porcelain inventory, or namely – the emblem or other mark of catering organization. Should be taken in consideration the cracked porcelain, which cannot be used any longer ,to be in time removed due to health reasons.

Here is used the following porcelain inventories : subject plate, bowl, plates and desert plates for sweets, ovals , coffee cups plates, for hot drinks, bowls for soup, a bowl of soup, boiled vegetables, consommé pot, pitchers with a cover various saucers, teapots with a cover, pitchers, plates of bread and more.

The diameter of the large subject plates is 28 cm, and on the bowls is 23 cm. They are used for serving all kinds of soups and pottages, as well the pottage dishes. When the soup, pottage or the stews meal is served in a bowl from the kitchen in front of the guest is brought on a flat plate. The entire inventory is produced in our country.

#### Questions:

1. What is porcelain inventory for serving?
2. What is made of the same?
3. What is the size of the diameter of the subject plate, the big plate and the bowl?

#### Exercises:

- Polishing and wiping the porcelain. Sorting the whole inventory in the office. Carrying plates in hand, on plateau and in served carts.



## Inventory of glass

Glass inventory can usually be made of quartz, crystal or fire – proof glass. From glass are made all kinds of glasses, pitchers, bottles and glass inventory for preparation and serving the meals. We will mention the following types of glass inventory :

- glass for cognac (napoleon glass of 1,2 and 3 dl)
- glass for brandy from 0,5 dl
- glass for liqueur from 0,5 dl
- glass for whiskey (tumbler glass of 2 dl – thick glass)
- glass for beer from a bottle to 2 dl
- glass for beer from the barrel of 3 dl (stuc cup)
- glass for beer from the barrel of 5 dl (mug with handle)
- glass for lemonade 2-3 dl ( )
- glass for cocktail 0,6-1 dl
- glasses for punch, grog and tea of 2 dl (without a chair – fire – proof)
- glasses for American lemonade of 3 dl ( )
- glasses for flip of 1 to 1,5 dl ( )
- glasses for vermouth of 0,6 to 1 dl ( )
- glasses for fruit juices of 2 dl ( )
- glasses for hot brandy of 1 dl (fire – proof)
- glasses for mineral water of 2 dl
- glasses for white wine of 1,1 dl
- glasses for red wine 1,3 dl
- champagne glasses 1,5 dl
- pitchers from 2,3,5, dl and of 1 and 2 l
- bottles for decanting red wines
- bowls for stewed fruit
- flower vases
- flower pots
- fruit vases
- sweets vases
- finger-bowls
- ashtrays
- candy bowls

- special plates for butter and jam
- salt and pepper shakers
- powder sugar shakers
- grated cheese shaker
- bottles for vinegar and oil
- siphon bottle for water of 2,5 dl 1 and 2 l
- chandeliers
- ice cubes bowl

In modern catering objects the mentioned inventory is used, while in objects of lower category its choice is more limited.

**Questions:**

1. **what kind of glass can the glass inventory be made of?**
2. **What kind of glasses are there in the glass inventory?**

**Exercises:**

- **Polishing- wiping the glass**
- **Handling and bringing the guests glasses on a tray, in different occasions.**
- **Handling with other inventory.**

### **Silver and other metals inventory**

The cutlery set is made of different stainless metal, of alloy of steel and chrome, and in catering object of higher category is used silver and other expensive metals inventory. However, the inventory that is not so expensive and that is stainless is in most common use and that last long. Main and most used pieces form the cutlery set for eating in the restaurants are: fork, knife, spoon, tablespoon, desert knife, desert spoon. It is also an eating set of 3 numbers.

In special cutlery set is the prawns set, snails, seafood, set for filleting and other serving sets.

Silver and other metals inventory: oval plate for roasted meat; round plate; oval plate for fish, oval tray, sauce saucer (0,2); plate for boiled vegetables, soup bowl, pot for serving soup (0,3) pitchers for coffee; pitchers for tea, lemon squeezer, heater for butter; caviar plate; ice cream bowl, egg spoon; ice cream; lemonade; knife for filleting; spatula for serving cake; margarine knife; cheese knife; fish set; prawns; fork for shells and snails; tongs for meat; sugar; nut cracker, tongs for spaghetti

**Questions:**

1. What kind of material can the metal inventory be made of?
2. Which main cutlery set is used most commonly?
3. Which inventory is in metal and silver serving inventory?

**Exercises:**

- Carrying and serving in ovals and other metal inventory in restaurant, proper polishing and maintaining the set.

### Auxiliary inventory

The inventory that the waiter needs as an auxiliary set while serving is called auxiliary inventory.

Auxiliary inventory are: different trays, coffee heater, ice bucket for cooling wine, openers that serve for opening bottles, different knives for opening tins etc.

**Questions:**

1. What is an auxiliary inventory?
2. What are the trays for, the heaters for food and ice buckets?

**Exercises:**

- Maintaining and handling with the inventory in different occasions.

### Small table inventory ( fixtures and fittings)

The inventory which is set on tables in the restaurants-halls, and serves for all guests or is only decoration, is called small table inventory -fixtures and fittings.

In this group belongs: vase for flowers, ashtray, saltcellar and black pepper cellar, table number, and in pension restaurants the room number of the guest.

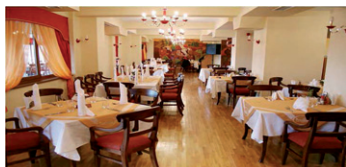
On the work table is the following small inventory: small machine for grinding pepper, set for vinegar and oil, industrial sauces, straws' shelves, beer heater, tooth sticks, spatula with brush for cleaning the table, finger bowl etc

**Questions:**

1. What belongs in small table inventory?

**Exercise:**

- Maintaining, setting the inventory in restaurant in different occasions.



### Technical equipment

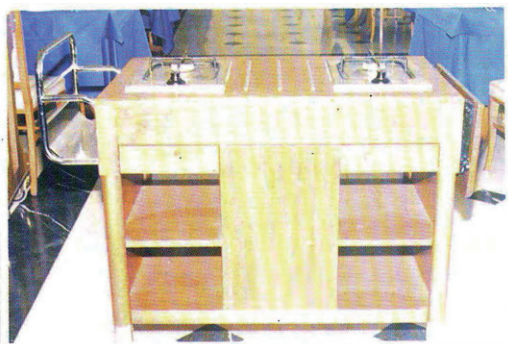
In the newer time in modern(contemporary) catering objects-restaurants is used different technical equipment and devices like accessories for serving.

In technical equipment as accessories for serving belong:

Gas trolley for flambéing and boiling(welding ), electrical heater for food heating, hotplate on gas for flambéing, electrical heater for frying and baking bread and toast, heater for thawing a margarine (butter), heater for tea) for serving, serving trolley, movable mini-bar, spirituous apparatus for preparing Irish coffee in front of the guests.



(Pic. 10) Appliance for preparing Irish coffee and heating cognac



(Pic. 11) Cart for flambé



(Pic. 12) Electric heater for warming the dishes



(Pic. 12) Rolling bar table

### Terminology in serving

**Lawyer**- Dutch liquor with eggs

**Admiral** –Dutch brandy made of wine distillate, in which cumin is added.

**A la belle veu** - French word that means good look.

**Pineapple-** south American and California fruit. It has a pleasant taste. It is consumed fresh or conserved, mostly for white and fruit salads. It is also known the pineapple juice, that is serves as aperitif.

**Angoustra-** comes from south America. It is a fruit that only its zest is used, and some herbs are added it. It is boiled with the herbs and is made brandy of 45 degrees. It is used more in the bars for mixing drinks- cocktails. It is also used for stomachaches in small quantity, a few drops on a sugar cube.

**Aperitifs-** kind of drinks that open appetite. Here are all kinds of brandy, whiskey, vermouth, bitters etc.

**Arak** – kind of rakia that is made of rice and sugar cane.

Armagnon –kind of wine destillate that origins from France, and it is most common in south France. It is made like cognac, but it is not called so, because it is sold before it grows.

**Asti sumante-** Italian sparkling wines.

**Nuts** – snacks for aperitif. They are: salt almonds, pommes-chips, pompai, olives etc.

**Bar mixer-** person in the bar that prepares cocktails and other bar drinks. He is called also bartender or mixer.

**Béchamel** – well known artist-chef and gourmet in the castle of Louis XIV, according to which name a sauce is called.

**Bitter** – alcohol drink, made of different herbs or of extract form fruit zests. It tastes bitter. It is served as an aperitif, with still or mineral water.

**Boarding-** folding a piece of meat in slim pieces of dry bacon before roasting.

**Graves** – common name for all types of white and red wines, produced in Gironde- France.

**Gasois** – black **currant** of which is made fruit juice, syrup and liquor.

**Gastronome-** gourmet who loves good meals and an expert in cooking dishes form all kinds of products.

**Grog** – hot beverage of rum, sugar, boiled water addition of lemon, and it can be made of whiskey, arak, cognac...

Decanting – carefully pouring the original old red wines from a bottle in a pitcher.

**Demi sec** – sparkling halfsweet wines

**Depo** – under this word is meant sweet old red wine residue

**Digestives-** drinks that are drunk after meal: cognac and liquor.

**Calvados** – Spanish or French brandy form apples.

**Canapés** – small sandwiches in different shapes.

**Kvas** – sour refreshing beverage, made of syrup, rye flour and water. This beverage is favorite in Russia.

**Kiantin** – well known Italian red wine from the same place.

**Mug** – glass for beer.

**Coup** –glass for Champaign.

**Napoleon glass** – glass for cognac.

**Over service**- serving again the guests with the same meal.

**Mizzen en platz** –everything to come on its place.

**Mix glass** –big glass that is also called bar glass, which serves for preparing cocktails.

**Molton** – **soya** that is put on the table before the table cloth to protect it from sliding and to keep the meal's heat.

**Porete** –a name of type of dark beer in England.

**Puni** – Indian beverage that means "five". It consists of rum or arak, tea, water, lemon or sugar. This drink is served hot or cold.

**Simple** – something simple(usual).

**Toast** – over baked bread.

–filleting.

**Tumbler** – glass for whiskey.

**Vorlieger** – **tongs** of spoon and fork which serves while serving meals,

**Filling** – filleting of fish.

**Frapping** –quick cooling of sparkling and white wines. Frapping is done and on glasses.

**Chablis** – name of a French wine.

**Chambering**- it means the wine to be cooled on room temperature

**Shaker (mixer)** – English term for mixing drinks .

**Cherry brandy**- cherry liquor.

**Sorbet** – sweet drink

**Exercises:**

- **Doing the functions practically to specific terms (frapping, chambering, filling, over service etc)**



## Cards for service choice in serving

In these cards belong: list of dishes, menu, wine card and beverage card.

### List of dishes

List of dishes is a list that the catering house offers to its guests. Job of the serving staff is to offer the guests with what is prepared with the list of dishes. Therefore, the list of dishes is called also a mirror in the catering object.

Today, the list of dishes is not handwritten anymore, and it is rarely typed on a machine, unless is a daily list of dishes.

So there is standard, daily, weekly and other lists of dishes.

The daily list of dishes must have a title that consists:

- Name of the catering object, place and phone number;
- Date:
- If the list of dishes is for breakfast, lunch or dinner.

Except the name of different kind of dishes, it is written and the quantity. In some lists of dishes, next to each dish there is a photo.

The shape of the dish list is different, depending on the category of the object, financial conditions, assortment etc.

The dishes in the dish list must be lined up according the way they are served.

The dish list can be written only in our language, only in those catering objects that are not marked with one of the categories. Good restaurants, restaurant with category, must have a dish list on foreign language, if foreign guest are coming sometimes. In newer time, the dish list is not put in a special cover, but is printed on fine paper. Every dish list has to contain "menu" according the arranged price, even two or more menus, so that the guest can choose. The menu is put in the dish list usually at the very beginning or in the middle, or at the end of the daily list.

The menu is placed on the list of depending on if it is for lunch or dinner. The menu usually includes soup, main dish with vegetable or boil-dish, sweets or fruit and bread. When compiling the menu, you must bear in mind the number of guests that are on a diet. If the object is of special type, which provides pension service in spas, then the whole list of dishes will be made according to with the prescribed diet for the sick that are treated.

Arrangement of the dishes on the list should be outlined so that guests have no difficulty in choosing. For all dishes, the list must be provided in time so that the client does not wait for the selection of dishes. Lists of dishes for lunch or dinner must be written at least half an hour before the start of serving.

You should always have enough lists of dishes, so the dirty ones can be replaced with clean.

Obligation on the personnel is to keep the lists of dishes. They should not be elastic, to carry in their pockets or in hand.

In compiling the list of meals must be addressed prior to the season, then you have to plan local specialties, but you have to take into consideration the customs and habits of the guests, as well as other moments.

The standard daily list of dishes is composed by the head of the hall and head of the kitchen. The format of the list of meals usually is 30x20 cm.

Each dish must be written with correct name. You should avoid foreign and unusual names that are unknown, and to use names that are known in the professional terminology, so that the client knows what dish he ordered. In the list of dishes are written only those dishes that the catering object can prepare.

Some catering objects list all kind of dishes, and when the guest orders, the waiter gently answers that dish is not available. Then the guest reacts.

Every dish list that is written in some foreign language must be written by a person that knows that language and the culinary terms

Paper on which is written the list of meals must be of better quality. Proper preparation of the list of dishes for lunch and dinner should have the following schedule:

1. Cold starters
2. Soups, stews and sadder
3. hot starters
4. fish and crustaceans
5. ready meals
6. fried - grilled specialties
7. meals to order
8. digest and garnishes
9. salads

10. cheese
11. dessert, sweet meals, cakes, creams
12. ice cream
13. Stewed fruit and fruit salads
14. fruit

An example of a list of meals prepared by students from the school-catering direction "Blagoj Strachkov", Veles:

**COLD STARTERS**

Gavrilovic salami

Dry throat

Sardine

Shunkova salami

Pate with butter

Dalmatian Prosciutto

Russian caviar, butter and toast

Chicken salad with tartar sauce

Cold roastbeef with tartar

cocktail of shrimp

Ham with horseradish

Eggs in mayonnaise

**Soups stews and sadder**

Soup with rice

bovine soup with dough

Buljon eggs

Soup with vegetables

Sadder mushroom

Veal ragout soup

Cream of mushroom soup

Fish stew

**Warm starters**

*Various Croquettes*

*Various Omelette*

*Ham and eggs*

*Poached eggs*

*Breaded Cheese*

*Breaded cheese*

*Spaghetti milaniise*

*Bacon and eggs*

*Artichokes in sauce hollandaise*

*Breaded chicken pancakes*

**Fish and seafruits**

*Ohrid trout*

*Fisherman's trout*

*Fried bleak*

*Roasted schrimps*

*Boiled trout on butter*

*Fried trout*

*Breaded fillet in tartar sauce*

*Boiled hake*

*Stuffed squids*

**Main courses**

*Egg plant musaka*

*Lamb stuffed cabbage rolls in cream milk*

*Stuffed pickled cabbage rolls*

*Pork goulash*

*Potatoes musaka*

*Beans and pork ribs*

*Goulash with puree*

*Vardar stew*

**Roasted meat and Grill**

*Veal loin*

*Burger with onions (10 pcs)*

*Garnished lamb*

*Broached pork chops (2 pcs)*

*Garnished pork*

*Roasted Chicken liver*

*Grilled chicken*

**Take away meals**

*Fried lamb liver*

*Bizmark beefstake*

*Roasted meat (several kinds of meat) Sultan beefsteak*

*Breaded chicken*

*Kiev cutlet*

*Vienna chops*

*Maribo beefsteak*

*Paris chops*

*Veal chops on butter*

*Natur chops*

*Beefsteak and eggs*

*Turnedo rosini*

**Boiled garnishes**

*Peas on butter*

*Potato puree*

*Green beans on butter*

*Boiled salty potatoes*

*Boiled rice*

*Potato sautes*

*Carrots*

*Chips*

**Salads**

*Cabbage, pepper, cucumbers*

*Tarator*

*Tomatoes, Ajvar, Serbian Salad*

*Potato salad*

*Beetroot, Mixed vegetables salad*

*Beans salad*

*Lettuce salad*

*Celery salad*

**Cheese**

*Cheese*

*Chester cheese*

*Emmental cheese*

*Pirot cheese*

*Trapist*

*Kaymak*

*Gorgonzola*

**Desserts**

*Various cakes*

*Various cakes and biscuits*

*Omellete*

*Pancakes (2 pcs)*

*Omellete soufflé*

**Compotes**

*Cherries and apples*

*Figs*

*Pears and plums*

*Sour cherries*

*Pineapple*

*Apricots*

*Mixed fruit compots*

### **Fruit**

*Apple, Pears, Plums*

*Cherries, peaches, strawberries*

*Mellon*

*Oranges, bananas*

### **Questions:**

1. What is in card for selection of services serving?
2. What is a list of dishes?
3. What is the purpose of the dish list?
4. Who compiled the dish list?
5. What should be paid attention to when compiling the dish list?
6. List by order what contains the dish list?

### **Exercises:**

**Make a list of foods and from each group write five types of dishes.**

## **MENU**

With appearance of the first professional chefs began planning in the kitchen, i.e. it was begun an order of what will be cooked in certain day, for certain meals and for special occasions, such as festive lunch; dinner, cold buffet etc. Predetermined part of a meal is called menu.

The menu in its composition should have at least:

- soup or appetizer
- main dish and
- dessert

With structure like this, menu is called a *simple menu*.

Complex menu contains:

- cold appetizer
- soup or stew, pottage or consume
- hot appetizer
- main dish
- desert and
- fruit

#### Making a menu

In the preparation of the menu should be selected light and heavy meals, with boil and garnishes. In the menu should not be repeated dishes with the same items or to be prepared in the same way. Also, should not happen in the same menu to have more dishes or sauces in the same colour. Dishes in the menu should be written with the same order in which they will be served. In daily list of dishes, menu is written in the beginning or at the end of the list of eating.

For formal lunches and formal dinners, menu is written on a card of a nice material. Usually the size of a menu-card is 15cm in long and 10cm wide.

Menu card is written in that way that text in rows is symmetrically according to the length. Coffee can, or cannot be entered in the menu.

#### Types of menu

There are many types of menu:

- simple menu
- complex menu
- expanded menu
- pension menu
- rich menu
- formal menu

Here is an example for:

#### Simple menu

##### **Menu**

*Bovine soup*

\*\*\*

*Veal with peas*

\*\*\*

##### **Menu**

*bovine stew*

\*\*\*

*potato mousaka*

\*\*\*



*Macedonian salad*

*green salad*

Complex menu

*Mixed snuck*

\*\*\*

*Soup*

\*\*\*

*Trout in Ohrid style*

\*\*\*

*Roast lamb*

*(chips, rice, salad)*

\*\*\*

*Cheese*

\*\*\*

*Baklava*

\*\*\*

*coffee*

**Menu**

*Beef noodle soup*

*Chicken cream soup*

*Turli tava (mixed vegetables fried and baked)*

*Veal goulash with puree*

*Mixed salad*

*Green salad*

*Hazelnut cream*

*Chocolate cake*

*Menu*

*Beef soup with vegetables*

*Roasted fish fillet*

*Green salad*

*Roasted chicken (with rice and spinach)*

*Tomato salad*

*Menu*

*Boiled beef with boiled carrots*

*Tomato salad*

*Peach compote*

*Veal loin (cauliflower on butter)*

*Salad*

*Hazelnut pudding*

*Menu*

*Parsley soup*

*Roasted veal (with rice)*

*Green salad*

*Tomato juice*

*Roasted veal steak (zucchini and potatoes)*

*Celery salad*

*Menu for people with heart and kidney disorders*

*Vegetables soup*

*Egg Omelet (potato puree)*

*Tomato soup*

*Rice with apples*

*Stewed apple*

*stewed fruit*

Menu for a slim figure

*Orange juice*

*Lemon juice*

*Roasted fish (spinach)*

*Roasted ramsteak (poached vegetables)*

*Celery salad*

*Green salad*

Menu for people with kidney disorders (unseasoned meals)

*Tomato juice*

*(Green salad)*

*Roasted potatoes (apple puree)*

*Mixed vegetables stewed*

*Stewed Plums*

Rich menu

*Rich appetizer*

\*\*\*

*Tortoise soup*

\*\*\*

*Flambé Lobster or shrimps*

\*\*\*

*Game birds(Pheasant or duck)*

*(chips, poached rice, season salad)*

\*\*\*

*Trappist cheese*

\*\*\*

*Baclava*

\*\*\*

*Coffee*

There are very different rules for the official menu. Today is usually to have no more than five ganges. It is very important composition of the menu and the menu card, and they are adjusted according to the ceremony (familial anniversary, public holiday, welcoming to some foreign delegation, and more).

On the right side of the official menu, dishes are written, and on the left, the drinks, depending on what kind of drink goes with the food (meal).

Formal Menu

	Salad langus	fish accessories
	***	
Aperitifs		
Riesling "Bovin"	Sadder florentin	spoon
	***	
	Trout cooked in butter	fish accessories
	***	
	veal frikando stefanie	
Riesling "Bovin"	(set of pottage)	knife and fork
Negotino seasonal salad		
	***	
	shpargli butter	
	***	pinceta
"Vardarski biser"	cake maraskino	small spoon
Povardarie	***	
Negotino		

	mixed south fruit	knife and finger bowl
	***	
digestive	coffee	
Maraschino, Courvoisier		

Here is an example of the Macedonian national menu - lunch on the First gastro competition of the catering and tourism workers in the Balkans, held from February 28 to March 2, 2008 in Belgrade.

Macedonian team of five members as follows: two cooks, a waiter, a bartender and a flambé, which according to the requirements of the BAHA (Balkan Hotel Association) the food in the menu was prepared and served before the jury of six members, composed of well known and renowned catering workers from the Balkan countries.

The flambé and the bartender had a performance in live.

Macedonian team on the First Balkan gastro competition of the CTW (catering and tourism workers) won first place and Macedonia was named the most successful country in the participating countries in the Balkan

#### **Macedonian national formal menu**

##### **Formal lunch**

##### **Menu**

<b>Aperitifs</b>	<b>Vardar or devour</b>
Yellow rakia	(kacamak, chvarki, mushrooms)
"Bovin" Negotino	Milk application
2007 Chardone	Vegetable potage
"Bovin" Negotino	Mariovo shirden
14% alcohol	Macedonian salad
2006 Hermes	Flambe fruits
"Bovin" Negotino	(peach, pear, plum, fresh mellon)
12% alcohol	
Digestive	coffee
Macedonian special cocktail	

**Questions:**

1. **what is a menu?**
2. **How many types of menu are there?**
3. **What should be paid attention to when compiling a menu?**
4. **How is the menu written?**
5. **What rules apply for the formal menu?**

**Exercises:**

- **Make simple and complex menu with drink that suits the dish.**
- **Make menu for formal lunch or dinner with drink that suits the dish.**
- **Make two special menus.**
- **Make formal menu for New Year's Eve.**



(Pic. 12) Different types of menu cards



(Pic. 12) Table served with national banquet menu

### WINE CARD

Everything that is said about the list of food also applies to the wine card. Wine card contains an assortment of various domestic and foreign wines.

Wine card is usually written on quality materials, labelled as wine card. The names of the wines are written according to the place of production, manufacturer, the taste, the alcohol percentage and price as well. Some restaurants have a special wine card and the wines are listed in the following order:

- 1<sup>st</sup> White table wines
- 2<sup>nd</sup> Red table wines
- 3<sup>rd</sup> Domestic white bottled wines
- 4<sup>th</sup> Domestic red bottled wines
- 5<sup>th</sup> Foreign bottled white wines
- 6<sup>th</sup> Foreign red bottled wines
- 7<sup>th</sup> Domestic sparkling wines
- 8<sup>th</sup> Foreign sparkling champagne
- 9<sup>th</sup> Domestic dessert wines
- 10<sup>th</sup> Foreign dessert wines
- 11<sup>th</sup> Foreign wines



At the champagne there are labels as cart, blanc, vert, sec, Bordeaux, dox, demisek, gordonrig, sec, demisek, dox etc. All labels that characterize a certain drink denote age and quality. These labels should be marked on the wine map.

**Questions:**

1. What is a wine card?
2. Which assortment of wines does the wine card include?
3. In which order are the wines listed in the wine card ?

**Exercises:**

- Compose and write a wine card of 5 types of wines from each group, with complete description (including the origin of the grape or wine, the year of manufacture, name of manufacturer, the percentage of alcohol and price).

## CARD OF DRINKS

The card of drinks is a written offer of the restaurant where are written all kinds of alcoholic and soft drinks available in the restaurant. In addition to alcoholic beverages and soft drinks in the card are written all kinds of domestic and foreign wines. A great attention should be given to the card of drinks especially to the look on the cover because it advertises the restaurant. Everything that has been said about the look of the cover of the list of dishes on the wine card, refers to the card of drinks as well. The card of drinks is written once a year and every drink is written separately, i.e. it is written the full name, the manufacturer, the percentage of alcohol, when is filled and the price of drink.

The drinks in the card are listed as follows:

- 1<sup>st</sup> Aperitif
- 2<sup>nd</sup> Gin and whiskey
- 3<sup>rd</sup> Cognac and Whisky
- 4<sup>th</sup> Brandies
- 5<sup>th</sup> Beer
- 6<sup>th</sup> Liqueurs
- 7<sup>th</sup> Non-alcoholic beverages
- 8<sup>th</sup> Mineral water
- 9<sup>th</sup> Hot drinks and potions
- 10<sup>th</sup> Table white wines
- 11<sup>th</sup> White bottled wines
- 12<sup>th</sup> Red bottled wines
- 13<sup>th</sup> Pudding wines
- 14<sup>th</sup> Semi-sparkling wines
- 15<sup>th</sup> Sparkling wines

**Questions:**

1. What does the map of drinks represent?
2. Besides drinks, what else is written in the map of drinks?
3. What should be taken into consideration when writing the map of drinks?
4. In which order are the drinks listed?

**Exercises:**

- Compose a map of drinks from each group and then write ten types of beverages.

## **Presentation of beverages and the way of serving**

### **Brandy serving**

The wine brandy (brandy, vinjak, cognac) are distillates of the wines which have different names in different countries. These beverages are served in different amounts: 20,30,50ml, according with the norms of the catering object. The temperature of the beverages until they are served must be equal with the temperature in the room they are served.

### **Serving fruit brandy**

The serving of the fruit hooch must be in amount from 30-50ml.

The temperature of the hooch must be from 6-10degrees Celsius. It is served in a glass which looks like a barrel. The hooch which is made from plumbs, grapes and other aperitifs may be also served as a kind of digestives.

All kinds of hooch which are served without mineral water, ice, tonic may be served with tap-water.

### **Serving of whisky**

Whisky is liquor beverage which is served like the "gin" in two ways. In some catering object the whisky is served in amount of 30,40,50ml. The whisky is not allowed to be served with ice.

In case the customer has a wish to drink whisky with ice, the waiter is obligated to bring ice in a special dish, and the customer serves himself. (he puts ice in the glass by himself).

### Serving vodka

Vodka is a beverage which is served cold in an amount of 30-50ml, in the same way the hooch and the fruit hooch are served.

### Serving vermouth

Vermouth is special aperitif drink which is served in high glasses of 100ml. The glass should be set on an under-lay patch. Beside the "liquor", water is also served, because it is sweet and thick enough. The "vermouth" is served in the following manner: we take special glass of 100ml, we put it on the under-lay patch, we pour the "vermouth" and a circle of lemon just for decoration and smell. We serve glass of mineral water with the "vermouth" in amount of 100-200ml.

### Serving of mastika

Mastika is liquor beverage which is served in a glass for hooch from 50ml. In other glass of 100ml we add water or mineral water with ice. Another empty glass may be served in case the customer wants to drink the "mastika" and mineral water together.

### Serving "Bitter"

The "bitter" is another group of beverages which is obligatory to be served cold with mineral water, with additional ice and some drops of lemon juice.

### Serving Beer

The beer is served in that way that the beer and the bottle of beer are put in the tray. Under the glass of 200ml we should put under lay patch. The beer may be served in different glasses but with the same amount.

Remarking : the strong alcoholic beverages are cooled by shaking of the glasses in that way that in the glasses we put 1/3 ice, then we shake the glasses, we take the ice out and pour the beer.

### Serving natural lemonade

Lemonade is soft beverage for refreshment which is prepared in the following manner: we put 50ml lemon juice in an empty glass, we put 2-3 spoons of sugar and we fill the rest of the glass with mineral water. The glass with lemonade is put under lay patch, on which is put a spoon for mixing the lemonade and a special glass with 2-3 straws.

### Serving vegetable juice

The most well-known juice made of vegetable is the juice made of tomatoes. It is very appreciated by the American guests. It is served in the same way as the fruit juices. Some guests put black pepper in the juice, so it is recommended a black pepper to be served together with the juice.

### Serving hot beverages

#### Turkish coffee

The Turkish coffee is served in a set of cups. In the coffee set there are: round metal tray, coffee pot, cups for coffee and saucers, table spoon, a dose with sugar and a glass of cold water (mineral). The Turkish coffee may be with sugar, medium or without sugar.

#### Serving milk

Milk is served in metal or porcelain jugs, and the guests are served from the right side. On the table are set hot cups with base, small spoon, sugar bowl and bowl with hot water.

#### Serving white coffee

A cup with base and spoon, small spoon with sugar bowl, hot milk and French coffee in a separate bowl and a glass of cold water are served in metallic tray. The tray is put in front of the guest.

#### Serving tea

The tea is served in metal or porcelain bowls. The bowl with tea, a cup with base and small spoon, sugar bowl, plate with lemon and bowl with hot water is served on the tray. Also rum and milk may be served with the tea, but that depends on the will of the guest.

#### Espresso coffee

Espresso is black coffee and is prepared in special coffee machines in which it is boiled and drained. The word espresso means quick serving of coffee to the guest.

#### Cappuccino

Cappuccino is a French coffee with little milk and cream. It is served in cups, on tray and with a glass of cold water.

#### Ice Coffee

It is a French coffee with an ice cream ball and cream. It is served in special metallic glass with spoon, straw and a glass of cold water.

#### Questions:

1. How are the alcoholic drinks brandy, whiskey and cognac served?
  2. Is whiskey served with ice?
  3. How are vodka, vermouth, mastika and bitter served?
  4. What is the difference between the serving of whiskey and the serving of bitter?
  5. What is glass frapping?
  6. How is tomato juice served?
  7. How is coffee, tea, milk, Turkish coffee, espresso coffee and cold milk served?
- Exercises: In the cabinet exercise serving of alcoholic and non-alcoholic drinks and hot drinks.
- Try to make glass frapping.

## **Restaurant serving**

### **Serving of cold appetizer**

Cafes and restaurants serve the same appetizers. Cold appetizers are snacks that include all kind of groceries (fruits, vegetables, salads, eggs, fish, meat, Dalmatian ham, beef tongue, Russian salad, salami, eggs with mayonnaise, filled eggs, sardines, olives etc.)

They are served in two ways:

1) Directly from the kitchen

The chef serves separately for every guest in dessert plate. The plate is put on the right side of the guest.

2) Indirectly from the kitchen

The meal is served in oval plate for many guests.

The waiter brings the plate in the left hand and puts it on the left side of the guest and serves the guest, actually puts the meal to the guest in the dessert plate. It is a big mistake if the meal is put in the middle of the table without any questions and previous offer.

### **Serving of soup**

Soup is served in :

- soup plate
- bowl for serving of soup
- tureen

Soup is always served heated and hot.

#### **1. Serving soup in bowl**

This method consists of the soup that is served in the kitchen in bowl, that is placed on a plate, or if it is for more guests, the soup is served in soupier, it is brought on the help table next to the guests. The soup is served in a bowl and the guests are served from the right side.

### 2. Serving soup from a serving bowl

Whilst in the kitchen, the soup is poured in a porcelain or metal bowl, which is brought to the guest on a serving tray in the left hand, and then it is put on the gueridon help table, but it can also be brought on a serving trolley, as well. At the same time, a bowl, previously warmed up, is put in front of the guest. The waiter approaches the guest's right side, takes the serving bowl with his right hand, lowers it to the bowl, and pours the soup; time taking care for the bottom of the bowl not to touch the soup plate and not to get dirty in the same.

The waiter puts the supplements and the spices (salt, pepper, vinegar, oil) in front of the bowl, and the guest serves himself.

### 3. Serving soup from a serving pot

The waiter brings the serving pot with soup to the guest's table, approaches the guest from his left side, takes the position for serving, lowers the serving pot to the bowl, and either the guest serves himself with soup or the waiter serves him.

The strong soups are otherwise known as bouillons, or consommés. They are served into a porcelain consommé cup with two handles on a saucer; the soup is put in the kitchen on the right side of a serving tray.

#### Questions:

1. How many ways are there of serving soup?
2. How is soup served in a bowl?
3. Which side is the soup served from, when it is served from a serving pot?
4. When is the soup served from the guest's left side?
5. How is bouillon, or consommé served?

#### Exercises:

- In the serving room, demonstrate serving of soups, broths, and consommés, in a soup plate, from a serving bowl and from a serving pot.

### Serving hot appetizers

Hot appetizers are meals with meat, vegetables, pasta etc. The manner of serving hot appetizers is the same as the manner of serving cold ones, with one rule applied here, that the hot plate fish is always served first.

### Serving fish

The fish can be cut on small pieces or can be cooked whole. If the fish is cooked whole, it is recommendable for the waiter to fillet the fish (filleting) at the table, to put the meat in the plates and to serve the guests. The table cover for fish consists of a big plate, a fish knife and a fork.

Smoked fish, for example the eel, are served as a cold appetizer.

### Serving roasted meat

When serving roasted meat, the waiter should always pay attention to serve it warm. Modern restaurants have metal platters with covers, which keep the meat warm. Each restaurant is supposed to have "likon heater" where the platter with meat is placed in order not to get cold.

The pieces of roasted meat are plated in the kitchen. The meat is put on the left side of the plate, the vegetable on the upper-right side, and the potatoes on the bottom-right side in the same plate. This rule is applied for all meals with meat.

For all types of roasted meat, a big plate, a big knife and a fork are set on the table.

### Serving meals by order (a la carte)

The dishes that the guest orders and which are cooked after the order is received by the waiter are called meals by order, or a la carte. To obtain the dish, the guest is supposed to wait for 10 – 20 minutes.

Examples of this kind of meals are: pork and veal ribs, Kiev chops, veal medallions, tournedos, and charcoal grille mixed meat, veal cutlet, Parisian and Wiener schnitzel, steak and others. Dishes like kidney flambé, veal fillet with mushrooms and others, which are prepared in front of the guests can be listed here as well, despite the fact that they are last on the menu.

### Serving cooked vegetables

Cooked vegetables are: braised peas and carrots, braised rice, boiled potato, fried potato, braised French beans and so on. The cooked vegetables are served as supplements to different



kinds of meat. They can be served directly on the plate together with the roasted meat. However, if they are placed on a platter, the waiter should serve the guests from their left side.

### Serving salads

Salads are always dressed in advance, so when they are served, they lose some of its freshness. Hence in luxurious restaurants, the green salad is always prepared-completed in front of the guest.

The salad, previously well washed and placed in porcelain or glass bowls, is brought on a gueridon trolley, and afterwards it is dressed according to the guest's wishes.

The usual spice for green salad in our country is oil, vinegar and salt. Some guests require lemon juice instead of vinegar, or olive oil instead of sunflower oil. Consequently the guest is always asked "how would you like your salad dressed".

The salad is served individually for each guest, on a dessert plate in porcelain or a glass bowl.

In our country, it is customary for the salad to be eaten along with the main meal, whereas the French eat the salad after the main meal.

### Serving cheese

The cheese is always served at the end of the meal, together with the wine. In luxurious restaurants, the guest is presented with all the different kinds of cheese they can offer, on a serving trolley or on a serving platter.

The cheese cover is a dessert plate and a dessert knife and fork. Along with the cheese, various types of bread and butter are offered as well.

### Serving fruit

The fruit is put in special glass jardinières, which are not left on the table in front of the guests. This rule applies only for group serving.

For individual serving, the fruit is served on a dessert plate, with a dessert knife and fork, only if the fruit is not eaten with fingers (for example, grapes). On the left side of the dessert plate, a fingerbowl is placed. This rule applies only for serving fruit.

**Questions:**

1. What are hot appetizers?
2. How are hot appetizers served?
3. How can the fish be prepared?
4. If the fish is whole, what does the waiter do?
5. What kind of cutlery is the fish served with?
6. What fish are served as cold appetizers?
7. When serving roasted meat, what should we always pay attention to?
8. What is the "likon heater" used for?
9. Which meals are considered by order?
10. How are the cooked vegetables served?
11. How is the fruit platted and served?
12. What is a finger-bowl?
13. When is the cheese served?
14. What is the cheese served with?

**Exercises:**

In the serving room, demonstrate serving hot appetizers, food by order, filleting fish, dressing salads and similar.



(Picture 16) Serving soup in a soup bowl – phase one



(Picture 17) Serving soup in a soup bowl – phase two



(Picture 18) Serving soup from a serving pot



(Picture 19) Serving meals on order



(Picture 20) Cabinet for serving fruit

## Wine

### Serving wine

It is very important the person that serves the wines to know the properties and the qualities of the wine. Because there are a lot of quality wines, it can be changed every year. That is why it is necessary the waiter that serves the wine to know which wine yard the wine comes from, different ingredients of wine, such as: alcohol, sugar, acid, extract, color, taste etc. all the information about the wine and the recommendation to the guest, which wine he will be offered, must be accurate.

In the past, feasts were prepared with ten and more different dishes and the same number of wine were served but today it is enough during the main meal (lunch or dinner) to be served 2-3 wines, and at the formal reception 4 the most.

### Serving and tasting wine

Wines are served at their proper temperature. It is not allowed if the guest is served with keg wine, to be cooled with ice cube.

If the guest wants ice, it should be brought to him separately. Wines are served in chair glasses for white or red wine. The size of the glass for white wine is 110ml, while the glass for red wine is bigger from the glass for white wine 130ml. the glasses for red wine are bigger, because the red wine has rich buke that should be kept in the glass. Boque in wine is aroma that means smell properties characteristic for certain grape types which the wine is made of.

Each wine, before it is served, it should be tasted by the guest. Degustation of wine is done in front of the guests, i.e. the guests.

This is how is done: the waiter brings the wine that the guest ordered and holds it in his left hand and approaches the guest from his left side. The label should be turned towards the guest so he can make sure that it is the wine he ordered and the waiter should show the guest the lips of the bottle so that the guest can see that the wine is well shut.

On the label it is written everything that the guest wants to know about the wine: name of the wine, name of the manufacturer, year of production, organoleptic properties of the wine etc. after the bottle of wine is presented in front of the guest, it is returned on the help table, the cover is removed of the bottle and it is wiped with cloth napkin so that the possible dust from keeping the wine in special places is removed.

In the middle of the cork, the corkscrew is turned, taking care the cork not to fall into the wine.

The removed cork should be smelled and checked from unpleasant smell, that can be sign of spoiled wine. The waiter wipes the neck of the bottle with clean cloth napkin, takes the bottle in his right hand, goes from the right side of the guest and pours a little wine in the glass (about 1/3) so that the guest will try the wine. If the guest, the host that ordered the wine, approves, then the waiter approaches the guests and starts with serving.

After all guests are serving, the waiter approaches the guest that ordered the wine and fills his glass with wine. Then the bottle is returned on the help table, so that the label is turned at the guest. If there are glasses for white wine on the table, and the guest ordered red, then they are switched with glasses for red wine. This applies if the guest is a man. If a lady brings guests in a restaurant, in that case the lady-host leaves the choice of wine to the oldest man on the table (or someone else), because it is supposed that men choose the most quality wines.

If the guest order same wine, then it should not be presented nor the whole ceremony of degustation to be performed, the wine is directly opened and the guests are served, i.e. the glasses are filled with wine.

However, if the guests order other wine, then the whole ceremony is repeated with the presentation and degustation.

At the banquets degustation and presentation on the table is not done. Opened bottles with wine are brought, which is put in the menu and in that case the head of the service should try the wine in the office to make sure if the wine is good.

Serving the guests with old, quality, red wines is done on the same way, the only difference is that the old red wines are served in a basket, and under the neck of the basket nicely folded cloth napkin should be put that will absorb every drop of wine.

Pouring wine from the basket is done on the following way: the waiter approaches the guest from his right side, in his right hand he carries the basket with red wine, and in his left hand he holds the glass and pours the wine very slowly, so that the wine stays clear, because these wines contain residue. Because of that it is recommendable before serving old red wines in front of the guest, the wine from the residue to be separated in a pitcher, so the residue will stay in the original bottle. This is called decanting.

It is recommended the bottle of old red wine that is served in a basket, to be served with dust and spider web (depending on where it was kept). Bottles of white and red wines without basket are wiped.

Usually, the corks of old wine bottles are put in a plate and shown to the guest from the right side. The plate is left so the guest can make sure if the wine he ordered has quality, if it is good and well preserved in the store.

#### **Questions:**

1. How and from which side of the guest is the wine presenting done?
2. Where and on which table is the wine bottle opened?
3. From which side of the guest is the wine for degustation poured?
4. What wine is served in a basket?
5. Why is the cork shown to the guest?

#### **Exercises:**

- In the serving laboratory make presentation of wine, proper opening of the wine bottle, pouring wine, of decanting wine and serving old red wines in a basket.

### Serving sparkling wines

Sparkling wines belong to the group of special wines, that are produced after the method of Champaign. The only country in which the sparkling wine- Champaign is produced is France. Production of Champaign is protected by the law and the only country that has the rights for production is France.

The Champaign- sparkling wine is served on formal reception, as well as during the daily meals in modern restaurants. When serving the sparkling wines, the waiter must pay big attention to opening the bottle (half sparkling wine, Champaign and sparkling wine). If the bottle is opened carelessly, the wine can be spilled and the guest can be poured. Because of that, the waiter must open the bottle on a specific way.

Half sparkling wines are served cold. Always while serving the wine, the waiter must bring icebucket (bowl with ice) for maintaining the temperature of the half sparkling wines. Firstly, the half sparkling wines are presented and put on the help table- gueridon, such as the quality and high quality wines. The bottle should always be in a diagonal position. The cover should be removed first, then the wire and the metal tape are removed carefully, that are above the cork. While this is done with the right hand, with the left hand the cork is handled so it would not fall quickly. In order to avoid the unwanted consequences, the waiter should be turned towards the wall or the pillar, but not towards the guest. It is known that the sparkling wines contain carbon acid. If the bottle is not opened carefully, the wine can be spilled on the guest.

The rules that apply for serving wines, apply for serving sparkling wines. With the wine a straw is brought always, in case the guests want, if they do not stand the carbon acid. The straw serves so that the guest can pin the wine, and in that way he will release the carbon acid. When pouring Champaign in a glass, the glass should never be full. It is filled until 2/3 of the glass.

### Temperature of the wines

Special attention is necessary for proper maintain of the wines in the store where they are kept, and for their cooling. Each catering staff has to know exactly what wine in what glass is served and in what temperature.

For proper serving of certain wines, as for keeping their properties, quality, color, taste it is very important to maintain the temperature of the wine while serving, which is characteristic for certain kinds of wines:

- White light wines for 8-10 degrees
- White quality sort wines 10-12 degrees
- Red wines 16-18 degrees
- Dessert wines 14-18 degrees
- Aromatic wines 8-10 degrees
- Sparkling wines 5-8 degrees

Red wines are never cooled. They are served on room, i.e. underground temperature. If the wine is cold it is chambered. And if the guests want the white wine to be colder then the waiter frapps the wine.

For each wine the waiter must bring new glasses, no matter if the color of the wine is the same. The glasses should always be perfectly clean, well polished should not be damaged.

While serving the guest with wine, the glass in which is the wine poured, should never be full to the top, but be need to stick to the following:

- White wines are poured in  $\frac{3}{4}$  of the glass,
- Red wines are poured in  $\frac{2}{3}$  of the glass.

The glasses should never be full to the top, because in that case the boque of the wine can be felt better.

If the guest ordered wine, but he does not know exactly the kind of the wine, then the serving waiter helps him with asking the guest fir the types: Chardone, traminec, Riesling, merlot, cabernet, vranec, chardone- Bovin, Povardarie, Tikvesh, Lozar etc. because of that the serving staff must know the wines and their details, such as: their properties, which wine yard are they from, year of manufacturing, with what dish what wine is served etc.

The original wines in bottles are brought to the guests the same way we got them from the desk. White wines are put in icebucket , and the red in a basket for red wines.

We open the in front of the guests (except for banquets). While opening the wine in front of the guest, it must be paid attention (original wines in bottles are expensive drinks) and by that the guest will see how much we respect the wine that we serve.

#### Questions:

1. What group does the sparkling wines belong to?
2. When is the sparkling wine served?
3. Why with the wine it served an icebucket to the guest?
4. Why with serving half sparkling wine, straws are served also?
5. At what temperature are wines served?
6. Why are the white wines cooled, and the red ones not?

#### Exercises:

- Open bottles of red and white wine. Remove the cover and the metal tape from the bottle. Practice frapping and decanting of wine.





(Pic 21) Presenting the wine to the guest



(Pic 22) Showing the guest that the bottle is sealed properly



(Pic 23) Opening the wine in front of the guest



(Pic 24) Wiping the bottle neck



(Pic 25) pouring the wine for tasting



(Pic 26) Wine tasting



(Pic 27) Pouring the wine



(Pic 21) Wine control

## RECEPTION, ACCOMODATION AND SENDING THE GUESTS

The staff for reception of guests begins with work at the moment when the guest appears at the front door and accommodates in the restaurant. There are persons –guides of guests in better restaurants, who the English refer to as captains. Their duty is to receipt the guest from the entrance door, to find out their wish and to bring the chief, who will show them to a free table or free seat. When there is no such person or chief, this duty does a waiter who is near the guest, because a guest will never sit alone. A polite and good waiter should not let the guest wait, but he will approach him greet and ask him what he wants. It happens very often in our locals a guest to come, to stay near the entrance door and wait for a long time, which will make him think that this is not the right place for him and will leave. Young waiters and trainees should pay attention to this because they are not used to approaching and greeting the guest. The greeting is usually made in their mother tongue and then is repeated in the guest language. It is ideally if the guests greets at once in his mother tongue. Choosing the table is especially hard thing, especially in pensions where guest stay for two or three weeks and want a seat by the window. All guests want a seat by the window with nice view, for example view to the sea. So it should be left hope that another time he will have the possibility. The success in further work depends on reception and accommodation of the guest.

### MAKING ARRANGEMENT WITH GUESTS ABOUT FOOD AND BEVERAGES

This part is very important and it should be paid more attention. In some parts of the world the staff is educated by studying psychology of sale. Receiving the order is a kind of written contract between the guest and the waiter. The guest orders and the waiter writes the order. That means, the entire process of serving from guest coming in the local until the serving it could be separated the following seven steps:

1. Greeting the guest
2. Asking about his wish
3. Discussion for sale
4. Any proposals and recommendations
5. Receipt of order
6. Giving the order at the proper place, kitchen, dramshop, coffee-kitchen and
7. Serving

After greeting and accommodating the guest it is due time to speak about sale. The waiter receives the order in the way that he previously bring the guest the dish list, menu and wine card, depending on the catering service. Dish list is given to each guest. In this way guest will decide quicker and will enlarge its choice. An aperitif is offered that makes bigger the guests' appetite. If the guest orders aperitif it should be served immediately.

After the guest is served aperitif, the waiter goes a bit aside so that the guest freely make his choice of dishes.

### Speaking during the choice

If there are more guests at the table, the main guest is immediately attended to, who usually orders for all and he is immediately asked if specialties of the house can be recommended especially foreign guest are in question.

The waiter shouldn't be intrusive, because the guest could suspect his good will recommendation. The waiter must feel when the guest asks for that. For example if the guest doesn't like entrée, a soup to be recommended. Many guest are looking for surprises and often order dishes from the dish list which they haven't try until then. In that case it is necessary short explanation regarding the dish. It happens that they ask dish that is not on the dish list. The guest are satisfied with common dishes very often, but it depends of the skills of the waiter.

The waiter should be perfectly experienced recommending wines with any dishes. Good wines of which we are known in the world, may stay in the fridge or in the store. Our waiters are well known in this skill. Very often they recommend two- three types of wine that are at sight, not taking into consideration of many other that are available in the local. That is carelessness and not having enough culture.

If the guest doesn't choose wine, the waiter should recommend him a wine that suites the ordered dish.

When recommendation is finished, received order is written legibly on a paper in specific way. If the guest has paid pensions, on the paper his room number is written, his table number and the menu he has chosen. On another paper the drink is written. If it is a passing by guest and the method of payment is french, then it is written table number and chair number, if there are more guest paying separately. When the order is for a room then the hour when it is made is noticed.

#### Questions:

1. *Who receives and accommodates the guests?*
2. *Make short review of the schedule according to which the offer and choice of consummation in a restaurant is made.*
3. *What are the most important question when choosing dishes and beverages?*

#### Exercises:

*In a catering object practice accepting- receiving, greeting- accommodating guests from entering in the object until departure (receiving order, serving aperitif and food).*

## DAILY MEALS

More meals and snacks are served in catering depending on traditions and habits of people.

Meals in catering can be every day and exceptional.

In everyday meals are: breakfast, lunch, dinner and supper.

In exceptional meals are: formal dinner-banquet, cold buffet, cocktail party, tea party and intimate supper.

### Everyday meals

Middle-European peoples usually have small light breakfast, abundant dinner and light supper.

But English-American people have very abundant breakfast, simple dinner and abundant supper. Under "dinner room", the English understand the most abundant meal that can be both dinner and supper.

### Breakfast

Breakfast is the first meal because it is served in the morning and it is the first meeting of the guest and the waiter. It depends of the first meeting what impressions the guest will take with him about the local service etc. in order to get good impressions the room should be comfortable, clean, the tables should be set perfectly and covered with clean tablecloths (whether they will be uni or coloured depends on the category and character of the local).

Breakfast is served beginning in the early morning hours until ten o'clock. In more luxury hotels breakfast is served in the early morning hours and it often ends before nine o'clock when usually the working hours start.

In resorts, especially in hotels in which except accommodation, guests are offered only two meals (breakfast and supper- half board), serving of breakfast continues until eleven o'clock. It is usually for half board that breakfast consists of one dish that is egg or fruit juice.

Breakfast is usually served in the room for breakfast. Breakfast is very often (and other meals) served in hotel rooms. If the hotel does not have a breakfast room, for that purpose usually a part of the restaurant or the whole hall, is used, which depends of the number of the guests and the capacity of the hotel space.

For this purpose can be used another rooms also. Breakfast is served in transport means (train, plane, ship). Before serving breakfast it is necessary to make all preparations so that serving of guests will be in best condition.

### Dinner

Each people have their own habits. Dinner is the main daily meal and we pay most attention to it.

It consists of more kind of dishes: cold entrée, soup, main dish salad and dessert. With some people in Western Europe dinner is important daily meal, and for some people (the English) is completely subordinate.

### Snack

Snack is served between 16-18 o'clock. In most cases it consists of coffee, tea, chocolate etc, as supplement different cakes or sandwiches are served, with which beer or wine is drunk. The English have another tradition. They drink tea at 17 o'clock. Snack is served in saloons, on terrace etc.

Rich snack consists of cold entrée or sandwich and hot drink (coffee, tea, cocoa) or non-alcoholic drink.

The table for snack is set as for breakfast.

### Supper

In its composition the supper almost does not differ from dinner. We usually do not eat soup for supper, but dish on order or grill, that means almost the same dish as for dinner. Supper is served from 19-23 o'clock. Dishes are chosen from the dish list. They are prepared and served in the restaurant, summer garden etc. Instead of sweet items fresh fruit or stewed fruit is served for supper.

### Types of breakfast, composition and converting of breakfast

It is very important to mention that breakfast is served in time when guest hurry for work and because of this they can be little nervous. Waiters should bear this in mind and with nice and warm reception with smile on their face should create pleasant situation.

If the hotel is of a higher category, it must have list for breakfast also. If the guests are foreigners they can have everything that the hotel has so that their tastes will be satisfied.

Breakfast as regular meal is served on more ways and in different quantities. There are following types of breakfast:

- Simple;
- Complete;
- Vienna-style;
- Swiss and
- English.

### Composition of simple breakfast

Simple breakfast is the one when guests are served some hot drink (white coffee, tea, milk, chocolate milk or coffee), bread or bakery (white bread, black bread, rolls)

**Composition of complete breakfast**

Complete breakfast is the one when the guests are served hot drink, jam, honey, or marmalade, butter, bakery, bread or toast.

**Composition of Vienna-style breakfast**

Guests are served hot drink, butter, jam, honey, marmalade, egg- soft boiled (a la cock), bread, bakery or toast.

**Composition of Swiss breakfast**

Swiss breakfast consists of one hot drink, butter, jam or honey, one plate of different cheese, bread and bakery.

**Composition of English breakfast**

Guests are served fresh fruit, fruit juice, a kind of stew, some hot drink, egg-dishes (ham and eggs, omelets, bacon and eggs, fried eggs), meat dishes (lamb cutlets, veal cutlets, cold meat dishes, fried fish and so on), butter, jam, honey or marmalade, bakery, bread or toast and cold water.

**Couvert for simple breakfast**

Cloth napkin in bright colour, small plate, a cup for hot drink, a small spoon and a glass for water.

**Couvert for complete breakfast**

A desert plate, cloth napkin in bright colour, desert knife for butter, a cup and saucer for hot drink and a glass for water.

**Couvert for vienna-style breakfast**

This couvert is almost the same, but when serving Vienna breakfast a soft boiled egg is served in a cup and appropriate small spoon for the egg which is given additionally on a saucer. A salt shaker is set on the table and a glass for water.

**Couvert for Swiss breakfast**

A desert plate, desert knife, desert fork, a desert plate with desert knife for butter which is placed left above the fork. Cloth napkin in bright colour, saucer and cup for hot drink, small spoon for hot drink and a glass for water.

**Couvert for English breakfast**

A big plate, cloth napkin in bright colour, big knife, big fork, cup and saucer for drink, small spoon, desert plate with desert knife, salt and pepper shaker and a glass for water.

**Notice: a sugar shaker is set with all above types of breakfast.**

**Questions:**

1. Which meals are served in catering?
2. How are the meals divided in catering?
3. What is breakfast and where is it served?
4. What is served for dinner, snack and supper?
5. How many types of breakfast are there?
6. What does the simple breakfast, complete, Vienna-style, Swiss, English breakfast consist of?
7. What is the difference between Vienna-style breakfast and Swiss breakfast?

**Exercises:**

**Demonstration of different breakfast types in the laboratory. Setting and converting the tables for all breakfast types.**

#### ENGLISH BREAKFAST CARD

English breakfast is very rich compared to other breakfast that are served at our locals. That is why it has special card where a bigger choice of dishes and different drinks can be seen, which enables the guest to complete their breakfast.

There is an example of English breakfast card below:

<b>Fruit juices</b>	Apple (delises)
Pineapple juice	
Orange juice	<b>Stewed fruit</b>
Grapefruit juice	Stewed pineapple
Tomato juice	Stewed peaches
Apricot juice	<b>Cold dishes</b>
<b>Fruit</b>	English roast beef
Orange	Beef fillet
Banana	Pork neck
Pineapple	Eggs in mayonnaise



Veal fricando

**Hot dishes**

Ham and eggs

Bacon and eggs

Fried eggs

Different omelets

Small chicken medallions

Small beef steak on the grill

Cooked pike-perch on butter

**Cheese**

Stewed strawberries

Stewed mixed fruit

**Porridge**

Rice porridge

Semolina porridge

Porridge

**Hot drinks**

tea in set

white coffee in set

milk

cocoa in set

**cheese**

Ementaler

Trapist

Ajdamer

Gorgonzola

Kaymak

Butter

Shar planina cheese

**Bakery**

Toast

Milk plaits

Butter-rolls

Baked bread (peksimit)

## ORGANISATION SYSTEMS OF WORK- SERVING

There are four systems of serving that are known in restaurants:

1. Reviren system
2. Area system
3. French system
4. American system

### Reviren system

This system of serving is used in many catering object of lower categories. In this system the waiters are divided in areas, in which every waiter has an area. This system of serving cannot be used in modern catering object because the system itself does not guarantee the guests exceptional reception, attention and serving.

### Area system

Area system is more modern system of serving. In this system in one area there are two or three waiters (the area consists of 5-6 tables). One is the head waiter or chief of the area. He is also called "oberkelner". The second one is assistant and the third is waiter for drinks.

The head waiter does the following: receives the guests, accommodates them, serves them, pays and sends them. Assistant waiter helps the head waiter in serving. Assistant waiter cleans the table in front of the guests.

The waiter for drinks receives the order for drinks, order in dramshop and then serves the guests. if there is not waiter for drinks then the assistant waiter does his job. As we mentioned this system of serving is one of the best because the guests are always received, greeted, ordinarily served and the guests pay on time.

In this system the area is never without a waiter so that the smallest wish of the guest is fulfilled. The head waiter is almost always in the area so that at any time wishes of the guests are fulfilled with pleasure.

## FRENCH SYSTEM

In the French system of serving the work is divided in big hotel restaurant which have 400-500 seats. In this case we speak for restaurant brigade. Under this term we understand the whole staff for serving in restaurant. There is complete restaurant brigade only in first class restaurants.

The staff of restaurant brigade consists of:

1. Head of serving
2. Head waiter
3. Waiter for serving drinks
4. Waiter for filleting
5. Head of area
6. Assistant head of area
7. Trainee.

Head of serving organizes the whole work and control of everybody who gives catering service of food and drink in the catering object. He arranges and organizes different formal receptions. He cooperates with the head of the kitchen and head of the reception. Difficulties that may rise in everyday working he solves alone or with help of the director of the hotel.

## AMERICAN SYSTEM

This system of serving is used only in the biggest hotel object in the USA and in England.

Work places in the American system of serving are the following:

1. Director for food and drink
2. Director for banquet
3. Director of restaurant
4. Head waiter
5. Waiter for filleting
6. Drink server
7. Head of area
8. Assistant head of area
9. Trainee

In most of the hotels, the director for food and drink has an assistant for doing different technical things and training programme- education of serving and cooking staff.

Beside the director for food and drink there should be a banquet director also. His duty in order for director of food and drink, is to organize formal receptions (cocktail parties, cold buffet, tea parties) and to control the serving. Of course this work place director of banquets exists only in big luxury hotels where such banquets are held every day.

All hotels in Macedonia that are categorized with four and five stars should use the French and American system of work.

## METHODS OF SERVING

Different drink and dishes are served on different way. In what way some dish will be served depends on the way of preparing, type of ingredients, the look of the dish etc. Attention should be paid from which side it will be served. Place and category of restaurant determine the way of serving also.

According to that from which side the guests will be served, and according to other characteristics, there are five ways of serving in the catering:

- French
- English
- Russian
- American
- Vienna-style

### French style

French style of serving is mostly used in our restaurants. There are four different types, but basically they remain the same- the guest serves himself from the dish(oval).

**First variant** in the French way of serving is used when there are one to three guests at the table. The oval with food which is set with vorleger, is put on the table and the guests serve themselves with food.

**Second variant** is used when there are more than 4 persons at a table. The waiter brings the oval with food together with side dishes and salads and leaves them on the help table- gueridon, ask who is the main guest at the table, takes the oval with food in the left hand (on a cloth napkin), stands on the left side of the guest, makes a step backward with the left leg, he bows a little, will bring the oval closer to the plate and will offer the guest to help himself to the main dish. There is one vorleger (spoon and fork) on each oval.

**Third variant** of serving French style is used on following way: the head of the kitchen partly prepares the food, but head of the area completes in front of the guests. The head of kitchen serves the dish in silver oval, cuts the roasted meat or fillets if it is a fish, removes meat from bones, prepares sauce and adds side dish.

So prepared dish, the head of area serves equally in a plate, and the assistant serves the guests with the right hand from the right side. The third variant of serving French style is called difficult way of serving.

**Fourth variant is used** for exceptional meals- banquets, and the guest is offered with all dishes. French way of serving is always recommended for banquets because wishes and tastes of the guests are different and unknown for the serving staff.

There cannot be many combinations. Head of the area offers the main dish, and the assistant offers side dishes and salads.

The server stands on the left side of the guest, with the left leg steps forward bows a little and brings closer the oval to the plate of the guest.

The tong is always turned to the guest. It depends on the skills of the serving staff how successfully will be the serving and what will the oval look like after three or more guests will take from it. This way of serving will remain in use for long time, especially in France where always the rule in force is: leave the guests to eat slowly and to enjoy himself in eating and serving.

**Questions:**

1. How many ways of serving are there in catering?
2. How many variants are there in the French way of serving?
3. When is it used the first variant?
4. How is called the second variant of serving in the French style?
5. When is used the third variant in French style?
6. When is used the fourth variant in French style?

**Exercises:**

**In the laboratory of serving, under instructions of the teacher, practice the French way of serving in all 4 variants.**

### English style

English style of serving originates from the old classic English families, from the time when the father of the family shared the food to all from one side of the table or help table, that means it was tradition the host to serve the guests on the table.

The ovals with food and the necessary plates are near him, on the table or the help table and he serves the meal to each of the guests. This style of serving is characteristic because the guest isn't able to serve himself, and complex meals are served.

The serving is done with help table. For this kind of serving a heater is needed. The oval with dishes is put on the help table-on the right side, and the plates on the left side. Every dish before it is served, it is presented to the guest, then it is returned to the help table and after that serving can begin. If the serving is done by two, the head of the area serves the food in the plates, and his assistant serves the guest with food from the right side. The food in the plate must be served skillfully, neatly and clean. The plate or the oval must never be overfilled. This way of serving is sure more expensive and it is practiced in passing by types of restaurant, and sometimes in high category pensions. Well dressed staff is necessary, with good knowledge of gastronomy and serving.

**Questions:**

1. Where does the English style of serving come from?
2. Why is it called the English style of serving?
3. With what is the serving done?
4. From which side are the guest served when it comes to the English style?

**Practice:**

- Practice the English style of serving. Serving with gueridon.

### Russian style

Today the Russian style of serving in USA of Europe is often mistaken- they call it the French or English style, even though it is the most elegant way of serving in all modern restaurant and hotels in the world. The name itself says that the Russian style comes for Russia, and for the first time it is practiced in western Europe, in the reign of Napoleon. Until then only the old fashioned and hard French style was practiced. Because of its simplicity and efficiency, the Russian way of serving showed his good characteristics very quickly. It became the most popular way of serving in those royal castles, and it is now used in all modern and open restaurants. (English style of serving is used in Switzerland, in expensive hotels and in luxury restaurants only for special guests, and the French "difficult" could be found in some old fashioned but first class restaurants.)

Setting of tables, seats and couvert are the same as in French style, the difference is only that dishes are completely prepared and decorated in the kitchen. The dish is put on an oval- in the left hand on a cloth napkin. The plate is held in the right hand. The oval with the dish is left on the working table but the plate is set in front of the guest from the right side with the right hand.

After setting the plate the waiter goes back to the working table, takes the oval with dish in the left hand and with the right hand takes the tongs, with which he serves the guests from their left side.

Before serving the dish, it is recommended to show it to the guests. In this way will be able to see what will be served, i.e. what the chef has prepared and how it is decorated.

The Russian style of serving is characteristic that the guest choose himself a piece of roast meat or to ask the part that he wants.

Soups are served from the left side with soup bowl. Warm bowls are put on plates on which there is a cloth napkin (the napkin is between the bowl and the plate).

This set is placed in front of the guests from his right side.

Here are some good characteristic of the Russian style of serving:

- Only one waiter is enough to serve a bigger number of guests,
- Serving is quick, economical and cheaper than other styles of serving,
- Less food is thrown, because the guest is served only as much as it is planned or as much as he wants, the rest is returned to the kitchen,
- Free space is not necessary for help table, and there is more sitting space.

There is one more Russian way of serving which consists of the following: fish, roast meat and game are presented to the guest in a very original way, i.e. already prepared fish, game and other dishes are brought to help tables where they are cut or bones removed and are immediately served like in French style.

**Questions:**

1. Where and when does the Russian style of serving come from?
2. Which side is the guest served from in the Russian style of serving?
3. Explain the Russian style of serving.
4. How are soups served in this way of serving?
5. What are good characteristics of Russian style of serving?

**Exercises:**

- Demonstration in the laboratory: setting and serving in Russian style.

### American style

This style in the catering is not very well known as other styles. It is from newer time.

In the American style of serving tables are set in the following way: a big plate, silver cutlery (depending on the menu), a glass for water and glasses for white, red and desert wine, and if it is said in the menu white restaurant cloth napkin is put on a saucer.

The general rule of American style of serving is: all liquid dishes, soup, soup in pot, coffee, tea are served from the right side, while dense dishes, roast, fish, game etc, are served from the left side. The American style of serving has its own specifics some of which more important are: separate blue plates (separated in stalls), for roast meat, for side dishes and for salad, the dish is brought from the kitchen and it is set in front of the guest without any other plate.

It is usually in USA, with the ordered dish (or with the complete meal-menu) bread and butter to be served in separate desert plate, salad and snacks.

When the guest sits, a glass of cold water is filled, that is custom with the Americans.

Serving is fast and simple so that one waiter can serve bigger number of guests in shorter time.

**Questions:**

1. How are the tables set in the American style of serving?
2. What is the general rule of the American way of serving?
3. What plates are the dishes served in the kitchen and which side are guests served from?

**Exercises:**

- Demonstration in restaurant setting the table and serving the guests in American style.



### Vienna style

Vienna style of serving is one of the oldest. In catering school in some western countries is almost thrown from the program. We know this style under the name "sleper-system".

Many years ago guests respected those waiters who can carry through the hall a big number of plates and to serve the guests. Modern catering objects completely rejected this style from hygienic reasons. It often happens bringing the plates, they become dirty one from another, and when they are put on the table the bottom of the plate leaves dirty on the table. Waiters dirty their uniforms also.

In restaurant serving this style is not used. Vienna style is practically used in restaurants for social eating, in old fashion cafés, inns, buffets etc, places where a small number of meals is served. This style of serving can be completely used in dairy restaurants, self service, express restaurants etc.

#### Questions:

1. What style of serving is Vienna style?
2. Under what name it is known at us?
3. Why is Vienna style old fashioned?
4. Which objects is Vienna style served mostly in?



(pic.. 29.) French way of serving – first variant (with the oval dish is placed on the table and the guest serves himself)



(pic.. 30.) French way of serving – second variant (the guest is offered to serve himself)



(pic.. 31.) French way of serving – third variant (the head of the area serves in eating plates, and the assistant serves with the right hand from the right side)

French way of serving – fourth variant ( the head of the district serves the main course and and the assistant serves the side dishes and salad)



(pic. 33.) English way of serving – serving food from the right side.



(pic.. 34.) Russian way of serving – serving the dish



(pic.. 35) American way of serving

## **FORMAL RECEPTIONS IN CATERING AND WORK ORGANIZATION**

### **BANQUET**

#### **(FORMAL DINNER-SUPPER)**

Banquet is formal dinner or supper, which is held in different circumstances, visit of delegation, important conferences, congresses, symposiums, after making important contracts, state and national holidays, visit of foreign citizens and other important moments. It is also held for family parties: fiancée, wedding, celebrating silver and golden weddings, birthday etc.

Main characteristic of the banquet is that formal menu is served in more gang. tables are decorated with the best quality restaurant cloth inventory, porcelain, silver cutlery, crystal glasses, different decorative objects and flowers.

For every party a perfect preparation is necessary i.e. perfect plan for preparation and work. In this cases the skills of the serving staff and the kitchen staff are best shown. The success depends on the ability in charge of the organization for the event. The organizer takes the order very carefully and all minorities and details notes in a notebook. After receiving the order, the organizer is responsible for the organization of the event and the contract of the customer: for decoration, room, price, hours when it will be held, number of invited guests, makes the menu, aperitifs and other beverages, style of serving, plan for setting the tables, printing the menu, the moments when the speeches and greetings will be, music, method of payment, uniform of the staff etc.

The catering object should take those orders for banquets for which they are sure they can successfully organize so that the guests would be completely satisfied. Composition of the menu mainly depends on the wish of the banquet order, and possibilities of the object also. The menu is realized according to the schedule to which the banquet is composed.

## Order of Banquet

Anyone who wishes to put on a lunch or dinner (banquet) addresses to the director or manager of the catering facilities - restaurants, or Chief Hall for suggestions and proposals on the menu. In order to set menu, you need to know what works for lunch or dinner, whether it is engagement, wedding, a birthday, an official lunch, diplomatic meal, a hunting or fishing dinner.

Client after achieving agreement with the competent person will make a written order, making the contract valid. The written order will contain the following elements:

1. Day and time of the banquet
2. In which Hall the banquet will be held, if the restaurant has several rooms
3. Number of tables and chairs and their schedule
4. Whether a dancing space will be available
5. Flowers for decoration
6. Will the menu be printed and on whose account
7. Which aperitifs - nuts to serve
8. Whether to serve cigarettes and which kind
9. Ways of payment

The list of banquet still contains the following tasks: setting detail with the head of the kitchen with additional serving, how many bowls for soup will be used for the soup, reporting in the kitchen when you need to gather some cutlery from the guests, the manner of serving, (French, American, Russian, English) and what variant.

## Preparing

The head of the hall which is responsible for organizing the banquet or waiter makes an inventory of the required inventory according to the schedule banquet menu.

Cleaning and decoration of banquet Hall. Banquet hall is cleaned by support staff - cleaners, who are employed in the catering facility. The decoration will be entrusted to the person who is capable of it, or a specialized company which deals with the flower-arranging bouquets. Duty of head of the hall is to check the banquet hall and to ascertain whether it is clean and decorated

The inventory is cleaned the same way as for regular daily meals. Menu map should be formally aesthetic shaped. The menu card should not have spelling and typographical errors. Very often attractive menu card is taken by the guest for a good lunch or dinner.

### Placing of Banquet tables.

Banquet tables are set in different forms depending on the number of guests and the size of the banquet hall. Banquet tables can be set in the form of the letters T, E, P, O or in the form of the Latin letters I and U. As for the masses it is important the width and height are equal. If there is a difference in the amount of tables they align with cork or wood.

Today more banquet is set for a big table for the main guests, and around it are set smaller tables for other guests. Guests feel more comfortable on smaller tables. If you set a long table is recommended distance from one guest to be 70 cm. The distance between the wall and the table must not be greater than 1 meter.

The width of the banquet table is 120 to 160 cm. (sketch 1 and 2).

#### Placing of chairs

The chairs are made of quality material, upholstered seat, comfortable seating. The chairs are set by the number of guests and features of the room in which they performed the lunch or dinner.

#### Covering the tables

Once set up tables, covered with cloth that must be spotless and white of equal size and same quality. Setting cloth should be done professionally, and that work two waiters.

#### Tables decoration

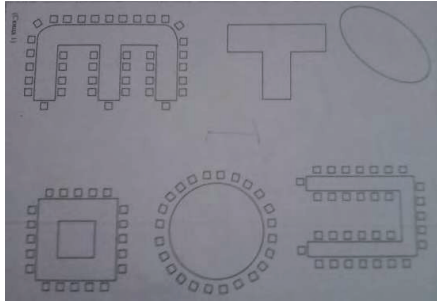
When the head of the hall will be assured that the cloth are well placed, the decoration of the table begins. The table should not be decorated with a lot of flowers, because it would have disturbed the guests. Flowers must be fresh, so you may put it later. It can be set in low vases, and not high.

Most practical is the table set with flowers pots because they are low and stable stand. Flowers should never be higher than 25 cm, because the intimacy is lost between the guests. Artificial flowers should not be set.

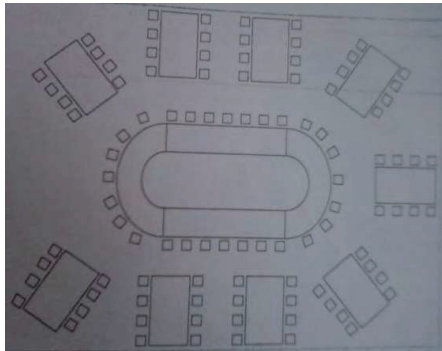
Particular attention should be paid to the decoration around the table that should be left to professional flower arranger.

Banquet table decorated with various items such as candlesticks. Around the table decoration is best to agree the outsourcer at a banquet, which will bear the costs of arranging fresh flowers.

In front of the newlyweds fresh white flowers is always set in a vase without water, because usually the newlyweds take that flower with them.



Sketch 1. Banquet tables for formal dinner or lunch



Sketch 2. Banquet tables for formal dinner or lunch.



#### Dinner set placing

The tables are placed according to the menu. Firstly, teller plate is set and over it a white napkin is set. On the right of the teller plate, are the knives, and on the left, the forks. Over the plate there is a dessert set. On the left, above the forks there is a dessert plate for bread, and if there is a cheese on the menu, than there is also a butter knife.

#### Glass placing

The glasses are set on the table after the dinner set. The first glass for water is on the right of the first knife for the main meal, and the others are arranged on the left or on the right from the first glass. After the glass for soda, the glass for white wine, red wine, or champagne are arranged. But there is one rule: if the Banquet is open, the glasses are arranged from left to right, and if it is closed, from right to left.

The glasses can also be set in oodles, which depends from the wide of the banquet table.

#### Duty roster

When the banquet arranger will ascertain that everything is okay, than he makes a casting list for the staff and gives commands. He is resorting the visit cards. The arranger is resorting the staff and gives these directions:

- who will serve aperitif, or canape;
- which waiter will serve wine and other beverages;
- who will serve the guests food, which way (with direct serving or offering);
- specifying the place where separate groups of waiters should start serving and where to stop;
- to arrange a sign for the start of serving;
- what the waiters should do during the speech and toasts;
- where will the coffee and liqueur be served.

### Duration of serving at the banquet

It is a custom the host to be first at the banquet to make sure that everything is set according to the deal and to arrange the last details for serving. The reception of the guests is in the saloon where the aperitifs are served. The manager of the banquet should keep an eye on a sign of the host in order to know if it is the time to start serving. The serving usually starts when the main guest arrives, which honor is the banquet held in. the waiters serve drinks, in glasses in silver platters. The main guest is served first, who usually is near the host. The other waiters serve the other guests with canapees or something else.

When the host is certain that everything is ready for beginning, a sign is given to the guests to take a seat. (the guests are already introduced with the seating plan, because a table is set next to the entrance in the saloon or next to the wardrobe).

The waiters that are responsible to serve the guests with drink, fill the glasses with soda, and other waiters set the bread in specific plates set on the left side of the couvert.

When the guests enter the banquet hall, each waiter should stand at that place where the serving starts, to make the chair behind the guest and to go near him when the guest will sit. This should be done for all of the guests, of course if they have not sit already. Group of waiters, at the same time, set the serving of entre, and because of this and the other waiters go out of the banquet hall. When the waiters start serving, they go all in at the same time. Then everyone goes to the place where he should start serving and waits on a sign from the manager of the banquet. When the sign is given, the waiter goes at the guest, putting the plate on his left side and the serving starts. If there is a sauce with the dish, other waiter serves the sauce, but he waits until the first waiter has served the third guest. The waiters that serve the beverages start right after the serving and they start with the honored guests.

For the next dishes, usually potages, serving is done by the following way: the soup is at the help table in bowls, and each waiter takes two of them that are set in plates. The waiters go in and out all the time to the tables where they have just finished serving.

Those waiters that serve the honored guests, attend to them again and on a sign they serve them. So it goes all the time, and some of them start serving from the right side, and another from the left side. The second route is changed, left to right and right to left. Only those waiters that serve the honored guests do not change.

Such as early starts serving on a sign from the head, is the same with getting the plates and cutlery from the tables.

When the waiter serves meat and side dish, he should keep an eye on it to put the meat in the middle of the plate, and the garnish to set symmetrically on both sides. If there is a sauce, it is not put in the middle, but on the edges of the plate. If there are two kinds of meat, the client is asked by the waiter if he wants white or black meat.

When the guests are served with the main dish, is taken that, which is unnecessary from the table, the crumbs are cleaned, and than the plates for dessert are put on the table. While the desert is served, immediately the waiter brings champagne or desert wine. It is the right

moment to start a toast, unless if is otherwise agreed. If the toast begins immediately after the main meal, the champagne is served with the main meal and they are not waiting for desert. It is called an extraordinary moment.

The cognac and the liqueur are not placed in advance in the glasses, but they are brought with the bottles in a tray. One waiter brings, and other approaches to the client on right side asking him which is optional, cognac or liqueur.

When the guest leave the room where the banquet was held, everything is set in place. The entire inventory is returned to the former place, the tables are cleaned and consequently placed. Flowers which are not taken by guests, are collected and placed in water not to be faded.

**Questions:**

1. What is formal reception – banquet and in which occasion is organized?
2. Which elements should contain a written order?
3. Who cares about hygiene and arranging the hall with flowers?
4. How should the menu be composed for the banquet?
5. In which forms are placed banquet tables?
6. What tables, except square can be set for banquet?
7. Describe the setting of the table respectively, from setting the sheet, to setting the glasses.
8. In which case the glasses are placed from right to left and from left to right?
9. Who makes the roster of the serving personnel?
10. Describe the sequence of serving.

**Exercises:**

Draw a scheme with various forms of setting the table for 22, 27, 33, 45 and 60 people. Make a menu for a banquet celebrating the annual operations of the Mountaineering Association.



(Fig. 36) Round banquet tables set for eight guests



(Fig. 37) Decoration of the banquet table

## Cocktail party

Cocktail party is a formal reception, where the number of the invited guests is very high and it is not possible to secure seats for all, and the duration is limited. Cocktail party comes from America, and today is used in Europe.

Catering distinguishes three types of cocktail parties:

- a) Aperitif cocktail at a formal meal (lunch or dinner), where are served aperitif cocktails and other aperitif drinks with nuts;
- b) Cocktail party between two meals (between lunch or dinner), with serving aperitif drinks, cocktails, fruit juices, nuts and small sandwiches;
- c) Cocktail party that replaces a daily meal, usually dinner (an extended cocktail party). It served a variety of cold snacks, canapei of ham and prosciutto, cheese, pate, hot dog in batter, hot tapas meat, medallions, sausage, hot dog, fish eagles, white chicken meat, small cakes, fruit creams or ice cream and in the end is served a coffee.

### RECEIVING ORDERS FOR COCKTAIL PARTY

The order for a cocktail party is received by the director of food and drinks or the head to the hall. The firm or individual who wants to organize reception with cocktail, addresses to the catering object and its agent agree about the type and quantity of meals and beverages.

Contract for arranging a cocktail must contain the following elements:

- 1. company name, street and number of the place and location;
- 2. the day and the exact time when it starts;
- 3. the number of guests who are attending to the reception;
- 4. the number of accompanists and chauffeurs;
- 5. assortment – nuts;
- 6. assortment of drinks;
- 7. assortment of dishes;
- 8. calculated prices for each consumption and summary recapitulation;
- 9. signature of authorized person and certify by signature and stamp;
- 10. method of payment.

According to the client in the memo – contract, catering organization prepares a written offer. Special attention should be paid to the number of ready canapei - tiny sandwiches, because guests serve themselves. How much food would a guest eat or drink will drink it can never be estimated.

## Preparing the room

Preparation of the room is the task for the serving staff. Given that there is a large number of guests, for the reception could be used one or several rooms. If you use more space, it is important that they are connected with each other.

The tables provided for serving the cocktail - parties should be covered with sheets in bright colors, in which are set: vase with flowers, nuts, napkins and toothpicks (for olives).

Next to the masses that are usually placed against the walls or pillars is brought one chair or two that are intended for elderly persons or invalids.

Beverage is placed in glasses right before the arrival of guests. When everything is finished, the head of the hall calls the waiters and once again leads the way in serving and gives all necessary instructions and explanations. The duration of the cocktail - the party is one to two hours.

## An assortment of nuts

In nuts are included: salted almonds, Indian nuts, hazelnuts, peanuts, olives (black, green or stuffed with almonds and peppers), fried potato leaves (chips) and cheese crackers.

## Serving the nuts

Nuts are served in desert dishes and also could be fit on the table. The dish of nuts can be placed to a tray along with the drink to serve. Nuts are always taken with your fingers, while the olives are taken with toothpicks, placed in a cup or in a small bowl.

## Assortment of cocktail drink – Party

For a cocktail party are usually taken 10 to 15 types of beverages, which is quite enough.

For this opportunity you should first take aperitif cocktails, then other drinks such as manastirka, komovica, Badell, chewing, lincura, Bitter, Campari, extra Buiter, Alpina vermouth, Scotch whiskey, vodka, beer, wine, gin with soda or with tonic, diyabone, grapefruit, lemon juice diluted with a little soda or water, tomato juice, orange juice, blueberry juice, banana juice, soft drinks, mineral water and soda - water.

### Serving beverage and food on a cocktail – party

The invited guests are served in standing position. An exception is made by placing a few chairs for the elderly people. Serving is done in two ways.

Food and drinks are placed on one or more tables. Guests serve themselves and on their own wish. Waiters offer food and beverage on a tray. At first is served aperitif and aperitif cocktails. Then are used prepared foods, pastries, some drinks and at the end is served coffee. Cocktail party is organized in hotel rooms, lounges, halls, social rooms, restaurants, depending on the number of invited guests.

Serving at a cocktail party is very simple. It does not require any great expertise, but only a good organization. Cocktail party is served by hand or it is set to buffet table. With the arrival of the guests all waiters are offering aperitifs. Immediately after half of waiters go after snacks and meals, and the other half for beer and wine, which is rolled in glasses and offered to who have already taken food.

The collection of glasses, cleaning gueridons is job for one waiter from each group. While serving coffee, the work is divided in the following way: the waiters who serve food bring coffee and waiters, who are responsible for drink, bring cognac, liqueur and vinjak.

#### Questions:

1. What is a cocktail party?
2. How many variants of cocktail party exist?
3. What meals are served at cocktail parties?
4. What drinks are served at cocktail parties?
5. What should the agreement include on arranging a cocktail party?
6. Which places can cocktail parties be hosted in?
7. Where are the tables set for a cocktail party?
8. What are nuts?
9. Which nuts are served at a cocktail party?

#### Exercises:

**Assemble an extended cocktail– party menu, that replaces a main meal.  
Make a plan for preparatory work in organizing a cocktail party.**

## **COLD BUFFET**

Cold buffet is organized on the occasion of various ceremonies, cultural and sporting events, jubilees, anniversaries, when for a short time are served a large number of guests with snacks and refreshments, and the time and space are limited. Cold buffet can be arranged in the hotel rooms or rooms of the client, such as in the municipal assembly, enterprises, social facilities etc.

The name itself suggests that on this admission is served cold tapas set on beautiful trays- ovals and on the buffet table. In preparation of meals, catering staff shows their skill and expertise in culinary.

Serving staff need to demonstrate its technical readiness for the serving dishes and drinks that are provided for this type of reception.

Note: the official cold buffet can be served hot meals which are placed on a special table in a warm bath ( baiumarie ) or in a special car for hot dishes.

According to the way of preparing and charging there are two kinds of cold buffet: commercial – French or exhibition – Russian cold buffet.

### **Commercial – French cold buffet**

This kind of buffet is best known in America. There are special restaurants exclusively oriented on buffet – service. Meals are served in large ovals, with a various combinations (fish, crabs, baked meat, cold snack, game, pate, poultry, eggs, salads, delicatessen products etc.). At the entry guests pay, take a plate which is placed on the cold buffet table and serve themselves. However, the serving staff should take care to avoid the confusion around the cold buffet table. So there are attended several waiters and chefs who help to the guests in self catering. It takes about the same serving when it comes to the beverages. This type of cold buffet in Europe is

known in some resorts which organize games, parties, balls where there are provided refreshment for the guests in the breaks.



### Exhibition – Russian cold buffet

Is not given to the catering companies, but by order of the various socio – political, sporting and business organizations.

The name itself tells us that it consist cold dishes that are nicely decorated on silver rostfrei ovals, which are placed on the buffet in first class hotels, which are always attractive to capture by the guests.

The main feature of Russian cold buffet is that on the table are set ovals with uncut pieces of meat, whole fish, game, feathered animals. And that is why there are around the table are waiters and chefs who are well trained for filleting.

Buffet table is placed in the middle of the room or hall and usually has a step shape for the guests to have a good overview of exposed cold buffet.

The guest chooses the separate dishes, and they do not serve themselves, but waiters put the dishes in the plate.

### PREPARATORY WORK,

#### SETTING TABLES FOR COLD BUFFET

The cold buffet is formally required to perform the following preparatory work: to arrange and decorated the room, to set the table, to prepare the necessary inventory (plates, cutlery, glasses, ashtrays, tablecloths, etc.), to decorate the table with flowers and more. Tables of cold buffet can be set in the form of a square, rectangle or in type of the letter "U".

They are placed in the middle of the hall, and from all sides should be available for the guests to serve themselves.

The tables should have the following dimensions: width 120, 160 to 240 cm and the length depends on the number of guests, the size of the hall and the assortment of dishes. If, for example, the length of the table is 6 meters, width 160 cm, then the dimension matches for 100 guests.

In the middle flower pots are set and between ovals with dishes are put other decorative flowers.

For each guest one plate is reserved. Plates are arranged one after another, about 15 to 17 plates. Placed in the middle of the table, but should be at least 5 cm away from the edge of the table.

On the left of the plates are placed desert plates, arranged just like plates. Between the plates and desert plates, napkins are set.

On the right of the plates are placed 6 large knives in the first line, then in each line one less is put so in the end to remain one knife.

on the left of the desert plates are placed large forks, so the needles can be turned to dessert plates.

Left of the dessert plates are placed large forks, so the needles can be turned to desert plates.

Over the plates are placed desert knives, and over desert plates are placed desert forks.

Between desert knives and forks, dessert spoons are placed. To the right of the large knives are put fish knives, and to the left of the big forks are set fish forks.

In the hall for cold buffet are formed bar boards and the number of bar boards depends on the size of the hall and the number of guests.

Each bar board is covered with white sheet, that should be equal from three sides, by 5cm above the floor, and the fourth side is free and is used for packing and for work for the bartender.

Glasses are put on the bar boards for beverages, bottled drinks, openers, trays, mixer, ice buckets and other necessary materials – inventory.

Next to the walls in the hall can be set and tables (geridoni) that should be covered with white sheets. On these tables with a vase of flowers, nuts, etc are set.

#### SETTING THE DINING TABLE

Plates and cold tapas is enough to put on the table half an hour before guests come for them to receive room temperature.

As I said in the first row line up the plates and then line up those meals consumed at the beginning and to the very edge of the table, such as dry throat, Prosciutto, fish dishes and more.

Then the on the cold buffet table are set sweet dishes (fruit).

Salads are placed on the ovals with food (roast). Sauces are set next to the ovals with food, that are supposed to be eaten with sauce.

Plates and baked goods - bread are placed on the table by the end of the edges. Dishes that are nicely decorated are set in the corners of the cold buffet table. These are dishes of fish,

crabs, pheasants, deer, rabbits and others.

Each oval should have one cutlery set. Cakes for cold buffet are made bigger in order to make a bigger impression.

### **SERVING GUESTS WITH COLD BUFFET**

For successfully serving the guests need a good organization and proper division of labor. There should be engaged for waiters offering aperitifs and nuts. The ones that are offering nuts collect the used glasses. Some of the waiters are assigned at the board of the bar. Immediately prior to serving, the head of the hall makes the work schedule of the personnel, who serve.

Ten waiters are necessary to serve 100 persons. Two of these (one older and one younger) will be deployed at bar board, four will be required to assist guests, and to bring full plates and to take away empty plates, while four waiters are assigned for serving drinks and clearing tables. They take care for bringing clean glasses etc.

Serving the guests with a cold buffet can be done in several ways. Which way will be applied depends on the number of guests attending the reception. I would mention 3 ways of serving, which are mostly practiced today.

At the first way of serving the guests take their own plate, cutlery and food and they eat. This way is called selfservice. Serving staff assists guests with serving dishes.

In this style drinks are served as at cocktail party. The second way of serving is applied when the table is set for a certain number of guests.

Also on the table are set glasses for mineral water, white and red wine.

Guests take food from the table of cold buffet and sit at the other tables as they are set.

Guests are served with wine in French style, by offering.

The third way of serving is applied where special tables are set for all guests. For every guest it is set a plate, napkin, cutlery (usually are served two sets and one for dessert).

Also on these tables are set glasses for mineral water, white or red wine. The guests sit at the set tables, or as it is assigned.

The serving staff takes the ovals for eating, go to the cold buffet table and guests are served in French style, by offering. Wines are brought in bottles, are presented to guests on the left side and then guests are served from right side with white or red wine on their wish.

#### **SERVING STAFF FOR COLD BUFFET**

In the first way of serving a cold buffet is required one waiter for fifteen guests.

In the second way one waiter is necessary for ten guests.

In the third way of serving three waiters are necessary for ten guests.

#### **DIVISION OF DRINKS AND DISHES**

Division of beverages:

1. Aperitifs
2. Beer, white and red wine
3. Cocktails (white and sparkling wines)
4. Digestive drinks (cognac and liqueurs)
5. Coffee

Division of dishes:

1. Snacks
2. Cold tapas (ordeveri)
3. Fish dishes (or shrimp)
4. Sauces
5. Feathered poultry dishes
6. Cold roast
7. Game dishes
8. Cheese
9. Salads
10. Sweet dishes
11. Ice cream
12. Fruit

Names of dishes	Number of servings	Total servings
Dalmatian Prosciutto	2x6	12
Winter salami	2x6	12
Gavrilovic salami	2x6	12
Uzhichka Prosciutto	2x6	12
Cold snack	4x5	20
Swedish hourdevoir	4x5	20
Stuffed eggs"A"La Casino	2x6	12
Stuffed tomatoes	2x6	12
Beef tongue	2x6	10
Bovine roastbeef (turban)	2x6	12
Spaghetti with vinaigrette	4x5	20
Chicken galantin	2x6	12
Stuffed mushrooms	4x5	20
Pular ala Neva	2x6	12
Pork roast	4x5	20
Roast chicken	4x5	20
With pheasant feathers	2x4	8
Turkey ala Neva	2x8	16
Lamb roast	2x6	12
Roast beef	2x6	12
Roe spine	2x5	10
Beef Stefanie	2x6	12
Stuffed ham	2x6	12
Boneless pork	2x6	12

Curd	2x5	10
Chicken in mayonnaise	2x5	10
Langust" candy"	2x4	8
Trout"Bellevue"	4x6	24
Trout in jelly	4x6	24
Trout"eagles"	2x6	12
Shrimp turban	2x6	12
Eel with sauce	2x6	12
Zubatac"Bellevue"	2x6	12
Trapist	2x5	10
Gorgonzola	2x5	10
White cheese	2x5	10
Cheese	2x5	10
Ajdamer	2x5	10
Cucumber salad	2x5	10
Tomato salad	2x5	10
Salads peppers	2x4	8
Lettuce	4x5	20
Beet salad	4x5	20
Cake	6x10	60
Mignon	4x5	20

Pies	4x5	20
Oranges	2x5	10

Apples	2x5	10
Bananas	2x5	10
Pears	2x5	10
Pastry	6x5	30

<b>Nuts</b>	
Roasted salted almonds	1 kg
Asst chips	30 piece
Hazelnut	1 kg
Indian nut	1 kg

#### Quantity and Assortment DRINK

Names of dishes	Quantity
Martini	3
Vodka	2
Campari	2
Vinjak	2
Maraskino (liquor)	2
Sherry brandy	2
Grapefruit	5 cans
Tomato juice	5 cans
Orange juice	5 cans
Blueberry juice	10 liters
Lemonade	10 liters
Beer (domestic and foreign)	60 bottles

Demirkapijsko white wine	15 bottles
Zilavka	bottles
Kavadarka	15 bottles
Kartoshija	15 bottles
Cingano	3
Mineral water	20 bottles
Soda - water	20
Coffee	100

## RECAPITULATION

1.Food

2.Drinks

3.Nuts

The offer of cold buffet provides three to four servings of food for each guest.

This average does not include fruit.

For each guest provides half portion salad and one serving of fruit.

Nuts are reserved as for a cocktail party.

Beverages are served one to 2 aperitifs, on to 2 cocktails, 3 to 4 dl wine or beer. For each guest there is a coffee.

**Questions:**

1. What is cold buffet?
2. Which foods are served in cold buffet?
3. How many kinds of cold buffet are there according to the organization and charge?
4. What is Commercial-French cold buffet?
5. What is Exhibition-Russian cold buffet?
6. What is the difference between French and Russian cold buffet?
7. Which preparations are made, and how is the table for the cold buffet laid?
8. What should be laid on the middle of the table set for cold buffet?



9. Where are the large and desert plates, desert knives, forks and spoons for cold buffet set on the table?
10. What is bar board, where is it located, and what is it used for?
11. How and where are the oval plates with food in cold buffet set?
12. How are the guests served in cold buffet?
13. What drinks are served with cold buffet?
14. How many styles of serving are used for cold buffet?
15. How many waiters are necessary for 10-15 guests according to the styles of serving cold buffet?

**Exercises:**

- Make a menu for formal reception- cold buffet. Make a calculation how much food, drink, nuts and inventory are necessary to prepare cold buffet for 50 guests.
- Set the table for a certain number of guests in the laboratory and practice serving.



Serving drinks on a cocktail party



(Pic. 39) Table set up for a cocktail party



(Pic. 40) Cold buffet



(Pic. 41) Cold dishes for cold buffet



(Pic. 38) Cakes prepared for the cold buffet

## TEA PARTY

Tea party is actually morning breakfast. Formal reception, which is rarely held in catering objects, where certain number of guests are present. The tea party is organized for small number of guests and it is called *Intimate tea party*, while the tea party which is organized for more guest is called *Closed tea party*. The third type of tea party, which is organized for special occasions, is called *tea party for amusement*.

### INTIMATE TEA PARTY

The intimate tea party is held in special lounges in hotels, in lounges of diplomatic representation, in club premises.

For this type of tea party the inventory should be made of first class material, and the colors must be in harmony with all of inventory.

Tables should be round, and the seats should be comfortable half-armchair.

For a decoration of the table are used small pots. It depends on the guests what assortment of dishes and drinks will be offered.

If the guests are only women, tea or some other hot drink should be taken in consideration such as cold milk, lemon, sugar, vermouth, cherry brandy, liqueur and some fruit juices (cocktails).

The intimate tea parties are held for 6, 8, 10, and most for 15 persons.

The preparation of the room, tables and chairs will be set according to number of the guests.

For small number of guests the best is to set one table where 8 persons can seat at the most, and if number of the guests is bigger, then another round table is set.

The regulation planned for intimate tea party is: For one person is planned 3dl tea or hot drink, 1dl milk, 5 pieces bakery dish, one dish of cake with two average pieces of cake and one or two glass for drink.

### CLOSED TEA PARTY

This type of tea party is made for more guests, and usually is organized from some clubs of different associations (of journalists, writers), diplomatic representations etc.

These kinds of tea parties are held in bigger halls with number of seats according to the guests, and there is music for entertainment. The tea parties last 2-3 hours and are usually held in the afternoon from 15 to 19 o'clock.

In closed tea parties can be recommended all types of hot dishes, alcoholic and non-alcoholic drinks as well as different types of dishes: cakes, pies, mignons, creams, fruit salads, stewed fruit, cold snacks, sandwiches and different kind of fruits. Guests are served with the inventory which is available at the catering object.

### Tea Party for amusement of guests

These kind of tea parties are held in resorts and tourist places where the guests don't have enough amusement.

Bigger hotels organize tea parties for their guests and for other guests. At entrance they charge tickets and a consummation is obliged. These incomes partly compensate the costs for the sound system, etc.

The guests get for the entry fee tea and rum, milk, bakery products and some cakes. The guests are allowed to choose among some sandwiches, appetizers, canapé etc.

They are also served with various drinks such as vermouth, whiskey, jinn fizz, liqueurs and cocktails.

At this type of tea party the serving staff should show their skilled knowledge.

### Exercise:

#### Example 1. Tea Party for 6 persons

Representatives from the Macedonian Red Cross arranged tea party for three members of the International Red Cross Organization From Geneva. For this tea party is planned: tea with lemon, cream, tea bakery, pineapple juice, fruit cocktail, chocolate cake with cream, sour cream etc.

**Requirement from the chief of the kitchen:** 2 tea pots with tea, 2 buckets of sour cream, 500 gr. tea-cake, 6 slices of lemon, 6 portions of chocolate cake, 6 fruit cocktails which are served in a champagne glasses, 2 boxes of pineapple juice and 1 liter lemonade.

**Notice for the waiter:** you should set a round table, table cloths and napkins in bright colors. The glassware must be crystal. The teacups must be warmed before serving. Serving is in this order: teacups are placed and tea is offered. The cake is then served. After that cocktails are served. Pineapple juice and lemonade are offered after 15 minutes break. Because the bill is paid with barred cheque it is necessary that it will be signed on time. When clearing the bills, the waiter gives the cheque as cash.

**Example 2: tea party for 10 persons**

.Ambassador XX with his wife who are currently in one of our hotels order tea party for his colleagues and their wives. The ambassador through the chief of the restaurant ordered the following things: tea with lemon and sour cream on choice, 25 canapés. tea-cakes, mixed fruit, beer and whiskey with soda.

**Requirements from the chief of the kitchen:** 2 tea pots with strong tea, 2 buckets of sour cream, 2 small bottles of rum, 1 kg tea cakes, 1 sacher cake, 10 pears, 10 apples, 25 canapés with caviar, 5 bottles of beer, 1 scotch whiskey, 2 bottles of soda, 1 bunch of flower and green for decoration.

**Notice to the waiter:** closed table to be set in the lounge on the first floor, table cloths and napkins in bright colors to be asked from the host. Before serving the tea cups must be warmed in hot water.

**Questions:**

1. What is tea party and where is it organized?
2. What food is offered at tea party?
3. How is called tea party for smaller number of guests and how is called tea party for bigger number of guests?
4. Which tea party is called tea party for amusement?

## FORMAL BANQUET

This type of banquet is the most formal kind of reception in catering. Mostly, it is organized in catering or other objects that have the necessary conditions for making this kind of receptions.

The reason for preparing and organizing a banquet could be different, but mostly it is about a visit from foreign delegation. Apart from catering objects, the banquet could be organized in public places, diplomatic representatives, clubs etc. If some catering organization does not possess the necessary conditions for organizing a banquet it should not accept the request for it.

The most important is to possess a hall for lunch and dinner. The equipment has to be modern. Also the banquet hall must have all necessary spaces- departments, preparation department-office, lounge for receiving the guests and serving them aperitifs, lounge for serving coffee and digestive, sanitary block, wardrobe etc .

Every catering work organization should have qualified stuff, because without the staff a banquet cannot be organized. The whole inventory must be first class. The cutlery set should be made from silver or stainless steel, the glass inventory from crystal and tablecloths, napkins and the cloth inventory should be made from quality white material- damast, which will suite the category an the name of the house . The banquet table should be composed of few other tables depending on the length of the table, and the chairs should be dressed and with armchairs.

Serving the guests of the banquet is very complicated, so it must be paid a lot of attention for preparation not to miss something, because it will be too late to fill the missing preparation.

This type of banquet has these characteristics:

1. **Special hall for serving the banquet guests(banquet hall), that means the banquet cannot be held in the restaurant were serving the other guests is held;**
2. **Lounge for reception and serving aperitifs, because aperitifs cannot be served on the dining table, but there must be a special space(aperitif lounge);**



3. The table width should be 120 to 160 cm;
4. Chairs must be comfortable;
5. cutlery set should be first class;
6. The stuff uniform should be elegant, and in the most formal occasions white gloves should be worn;
7. More than 6 persons should not sit on one banquet table;
8. Serving is done under high specific protocol;
9. There is always a toast, that requires champagne;
10. The orchestra should play music during the event.

These important characteristics are for making a difference between private dinner and formal banquet.

### **Taking order for formal banquet**

Before receiving the order, a person from the organizers speaks with the director of the house or with the chief of the service- the head of the hall, who, on the behalf of the house leads the negotiation.

The negotiator should know all the details the organization of the banquet. After the liable deal and consulting about the preparation of the banquet, a written offer is delivered to the person that ordered

The offer must contain these elements:

- The name of company which delivers the offer, with accurate address;
- Menu, one or more options;
- Aperitif drinks;
- Nuts;
- Drinks with the menu;
- Digestive drinks;

- **Date of the banquet and start of serving;**
- **Price of the menu (because the price of the menu is set for complete menu, not for gangs);**
- **Payment for the beverages is done according the spent, because it's hard to foresee how much it will be spent;**
- **Date of making the offer, signature from the person in charge and accurate address of the catering company.**

The offer should be written on a special document which contains all the elements. The document despite these elements, should contain number of bank account, telephone number, fax etc.

The person that makes the order is responsible to accept the offer and to confirm it with a granted letter. This person can change or add something else in the menu or in the assortment of beverages. When the agreement will be given for the offer, the manger of the catering object gives orders to the departments for making the preparations in time.

### **Organization of formal banquet**

For better organization of banquet more elements should be taken in consideration, that have great meaning as for the person that makes the order so for the catering organization.

The organization for the banquet is the following:

Chief of the protocol of the Republic of Macedonia

Skopje

## OFFER

Dear sir/madam

With reference to our conversation for organizing a formal banquet on 23rd of October 2007 at 13:30 h.  
for 30 persons and 12 drivers, we present this offer to you:

### MENU

National light meal

\*\*\*

Cauliflower cream potage

\*\*\*

Pancakes filled with brain

\*\*\*

"Panorama" steak and chicken wings

Fries, mushrooms and green salad

\*\*\*

Chestnut puree

\*\*\*

Mixed fruit

NUTS:

-Baked almonds 0.500 kg

-Indian nuts 0.500 kg

APERITIF DRINKS:

- Whisky "Jonnie Walker"
- Vodka extra Russian
- Campari bitter Italian
- Mastika
- "Rakija"
- Grapefruit juice
- Tomato juice

WINES:

- "Traminac" – Negotino 2006
- "Kratosija" – Negotino 2006
- "Premier Bovin" – Negotino 2007

BITTER DRINKS

- Cognac "Kurvoazie"
- Liquor "Maraskino"

Chicken soup

\*\*\*

Grill

\*\*\*

Salad

\*\*\*

Roll

\*\*\*

Fruits

We hope that you will accept our offer and we are looking forward to hearing from you.

Faithfully yours

Skopje, October 8 2007

CLUB

REPUBLIC ORGAN ANN ORGANIZATION

MANAGER

CHIEF OF PROTOCOL OF R.M

SKOPJE

We received your offer for organizing formal banquet for 30 persons and 12 drivers for October 23, 2007, at 13.30 o'clock with complete menu and assortment of drinks.

We accept the offer completely, and hope that everything will be done perfectly.

The payment will be done right after receiving the invoice of your account.

Skopje, October 12 2007

Chief of protocol

After receiving the written confirmation, the director of the catering object gives order to the staff to each department for making the preparations.

**Kitchen order**

I ask you to make all the necessary preparations and to provide food for the formal banquet (formal dinner) for 30 guests and 12 drivers which will be held on the 23<sup>rd</sup> Oct.2011 at 13:30.

The following menu is confirmed: national appetizer, cauliflower cream pottage filled pancakes with brain, steak "Panorama", chicken meat, fried potatoes, mushrooms, carrots, green salad, mashed chestnuts with whipped cream and coffee.

The menu for the drivers consists of: chicken broth, different kind of roasted meat (pork-veal) with garnish, roll and fruit.

Skopje 13<sup>th</sup> Oct.2011

Chief of service

**Order for the dramshop for drinks**

I ask you to provide enough drinks for the banquet which will be held on the 23<sup>rd</sup> Oct.2011 at 13:30.

The drinks will be served for 30 guests and 12 drivers.

The following drinks are suggested : whisky Johnnie Walker, Russian vodka, extra campari, mastika from Strumica , home made brandy from Negotino , grapefruit juice and tomato juice.

Wine: "Traminec" Negotino, "Kratoshija" Negotino, "Premier" Bovin, Negotino and mineral water "Pelisterka".

Chief of service

#### Laundry order

I ask your department for October 23 2007 to provide everything for the banquet for 30 guests, a table cloth 12,60m long and 2m wide, 35 napkins the same quality, 6 table clothes for the help tables and 15 white cloths for the waiters.

Skopje, October 13, 2007

Chief of service

#### Department of decoration order

For the formal banquet which will be organized at our place on October 13,2007 at 13:30, I ask your decorating department to provide flowers for decorating the banquet table and the aperitif lounge: six jardiniere for the tables in the banquet room and 8 vases for the aperitif lounge.

Skopje October 13, 2007

Chief of service

#### Preparation for the formal banquet

After the received instructions, the service staff starts with the preparations. The waiter to whom are given all the instructions should start specifying all the things necessary for the banquet preparations. The head of the hall must know everything about the preparation and to control everything to be done properly.

The inventory is planned according to the confirmed menu from the person that makes the order and special attention must be paid to its correctness and cleanness. After wiping and polishing the whole inventory must be checked again by the head of the hall.

According to the confirmed menu the following inventory is needed.

Table long 12 : 1,43m.	Fingerbowls 30
White table cloth 12,60 : 2m	Tablemats for the fingerbowls 30
Napkins 35	Plates for dessert and fruit 70
Towels 15	Tea spoons 36
Chairs for the guests 30	Set for fruit 36
Subsidiary chairs 6	Four-legger 32
White table cloth for the subsidiary tables 6	Aperitif trays 3
Glasses 36	Water glasses 30
Plates 130	White-wine glasses 30
Salad plates 35	Red-wine glasses 30
Appetizer set for pancakes and steak (knife and fork)	Plates for almonds and Indian walnut 12
Spoons for the cream pottage 36	Salt and pepper set 6
Whisky glasses 15	Bottle opener
Compari glasses 10	Jardiniere for flowers 5
Brandy and vodka glasses 15	Paddles and brooms for cleaning the tables 6
Juice glasses 15	Cognac glasses 20
Toothpicks glasses 6	Luquor glasses 15



Vases 6

glasses for paper napkins 6

**Inventory for escorts and drivers**

Restaurant tables 5

Fruit plates 12

Chairs 12

Big set (Knife and fork) 12

Table-cloth 4,60 : 1,40m

Broth spoons 12

Table-cloth for the subsidiary tables 2

Cake spoons 12

Subsidiary tables 2

Knives for the fruit 12

Cloth napkins 12

Glasses for beer and mineral water 12

Plates 12

Bread plates 4

Dishes 12

Salt and pepper set 3

Plates for salad and cakes 12

Toothpicks glasses 3

When all of this is done, the authorized person chooses the waiters and gives them the task for further preparation.

## PREPARING THE HALL FOR RECEPTION AND SERVING the Aperitif

The hall for serving the guests with aperitif must have formal look. The tables in the reception room should be placed against the walls or pillars. If the cocktail party is organized in club and instead of tables there are club sofa tables (tables with low chairs) then the tables will not be covered with cloths, but decorative cloth is set. When all that is finished, then on the tables are set with vase with fresh flower, glasses with napkins, desert plates with nuts and toothpicks. All this should be set to the tables so that there is symmetric and practical use.

In the serving aperitif lounge chairs are not needed, since the guests stay shortly. The chairs can be placed in exceptional cases, when guests make conversation. In that situation seats should be provided for all guests.

The tray with aperitif plates should be prepared earlier, so when the client will come it will be ready for serving. The glasses are placed on a tray so that each drink is available to guests, for easy selecting and taking the desired drink. The glasses must be set according to height, color and flavor of drinks.

## PLAN FOR THE SITTING SEATS

At the entrance of the reception and serving aperitif lounge is placed the plan on a table where the table with the guests name and surname is marked. The point of a plan on the table is to see who sits where. Therefore it is necessary when the guests are arriving to get the card where the plan is drawn and checked the place where they sit.

With one arrow is marked the front door and on the opposite side of the card is written the name and surname of the client.

For finding the place where the guests sits easier, the visit card for ex. SON EXCELLENCE MONSIEUR X.Y. MONSIEUR X.Y. MADAME X.Y. DRUGAROT X.Y. should be put on the napkins of on the desert cutlery set. The host place should not be marked.

## PREPARATION OF THE FORMAL BANQUET TABLE

The banquet table needs to take a central place in banquet hall. The table is made up of special tables designed for making banquet tables. They should be fixed, and then covered with white cloth matching the size of the table. So given the length of table, cloths should be set by two or more waiters, so that the edge of the cloth will be exactly in the middle of the table.

When the cloth is set, setting the table is next. Firstly the seats need to be placed on one side of the table for proper and equal distance between couvert that should be at about 80 centimeters.

When the seats are arranged, stacking the plates is next. The emblem of the plate has to be turned at the guest. When the plates are set, the seats are removed from the table so we can easily move around the table setting.

The other side of the table is ordered contrary to the established inventory. The inventory that is already set it is lined so that the edge of the plate is equal with the blade of the first knife that serves for the main menu. Next to the knife for the main meal is raised knife pancakes with brain in the same line with it, then a large spoon and sadder is placed at the end knife for cold breakfast. When we have set the right side, we start setting the left side. The cutlery set for fruit and dessert should be set so that next to the plate a knife is set with the handle right, and besides the knife and the forks is placed small scoop for mashed chestnuts and cream with the handle right. On the right side next to the last knife a menu-card is set. If there are foreign guests, menu-map should be written in their languages.

On the left side at the top of the fork bread plate is set. The napkin is placed on a plate, of which can be made a simple shape.

The glasses are placed on pile, because that way is the best for us. We set up the glasses so at the top of the first knife is placed a glass for water, slightly to the right from the glass for water a glass for white wine is placed, and on the left side a glass for red wine is placed and on the top among the glasses for white and red wine, a glass for champagne is set. Finally we set floral decoration on the table. The seats are settled with the fall of the table cloths, after the table is completely set.

#### Setting the help table

The help tables should be set symmetrically and elegant compared to the banquet table. Setting the banquet table differs from the setting of the help table.

The help tables are set according to the banquet menu in these situations. They are covered with white table cloths that are next to the walls or the pillars exactly the same as the restaurant help table. Instead of the bowls there are plates, and the bowls are put on the warm table, next to the plates (from right to left) is the plate for salad, for desert and fruit. On the help table there are plates that are counted for serving the banquet. The plates that are for hot meals together with the bowls must be warm and to be put on the warm table (bain-marie), and they are brought when they are needed.

From the cutlery set on the help table, forleger is necessary and some small reserve from the set. The counted number of reserve plates should be shared equally to all help tables according to the number of the guests.

On the help tables fingerbowls should be prepared.

At the end, when the dinner table is set and when the help table is completed, form the right side the menu should be put and the address-cards above the desert cutlery set. It is not a mistake if the menu card is set on the left side above the forks, of course, if there is a space.

### Serving the banquet

As for the serving to be successfully done by the rules, 12 waiters are necessary for the main table, 2 waiters for the help table, 2 waiters for the accompanied guests and drivers and one chief who will be responsible for everything about serving the banquet. To sum up 14 waiters and 1 chief need to be hired.

Six waiters will be chief assistants of the area I two waiters for serving the drivers and the accompanied guests.

The chief of the service must set exactly for every waiter from what guest will the serving start. The chief of the service is responsible to give complete instructions to the waiters for serving. The chief assistants of the area are responsible for serving aperitif, and the chiefs of the area are responsible for setting bread and serving mineral or sparkling water. Before the serving starts, the waiters check their personal hygiene and cleanness of their uniform.

The drink is put in the glasses before the arrival of the guests and a sign, approval form the host is waited, for serving the aperitifs. According to bon-ton, the serving should start at the very moment when the host received all the guests. When a sign is given for the serving to start, the waiters take the prepared trays with drinks and enter the aperitif lounge, so that two waiters approach to the main guests and the host, or their wives, if they are there, and after that other guest are offered, while the third waiter serves the other guests. The waiter should pay attention especially to the gender, age and the function of the guest.

Serving the aperitifs is short, but the waiters still have to serve them properly.

The waiters with the trays approach to the guests and they serve themselves. The trays are carried in the left hand, and the right is bend slightly or the tray is held a little with that hand so a surprise is avoided or glass pouring.

The waiters must know all kinds of drinks that are on the tray, because a lot of guests do not know what drink is in the glasses due to the color similarity and the shape of the glasses where the drink is served, so they ask the waiter to explain to them. Serving the aperitif is short, about 15 minutes, guests are served only once, but sometimes they are served twice, so enough glasses for aperitif should be prepared always.

When serving the aperitif is done, the host should be offered to enter the dining hall. This is usually done by the chief of the protocol or by the chief of the service. Waiters help the guests

when they take their seats, who previously checked the sitting plan on the table that is at the entrance in the aperitif hall with specific sitting place for each guest.

#### **Serving the guests table for formal banquet**

When all guests are settled at the table, serving the first Ganges starts, which is on the menu card. The chiefs of the areas take the plates with cold starter and bring them in the dining room. Each waiter with a plate in his left hand comes behind the guest's back who he should start serving from, waiting for the signal that is previously arranged with the head of service. When the head of the service will give the sign, all waiters approach from the left side of the guest, lower the plate with starter with previously prepared forleger, to the guest and the guest serves himself, taking a piece of cold starters that he likes mostly. Here, only the second variant of the French way of serving is practiced, which was previously told that is called formal way of serving.

When the chiefs of area serve the guests with a starter, their assistants put white wine which is arranged in this gang. When serving the starter is finished, we should wait all guests to finish eating and then we take the bowl with the sadder (washer). This shift to perform on the way that we take a plate in the left hand and bowls is put above, and we approach the guest on his right side. With the right hand the waiter takes the used plate with the cutlery, and with his left hand he sets the bowl.

When all of this is done, each guest, the chiefs of area bring the potage in the dish for soup and with sadder for soup guests are offered same as at the first meal. The assistants of the area control the bread, glasses of mineral water and white wine, for that time, and prepare hot plates for the next gang.

When the guests have eaten the potage, the waiters are put away the bowls with the right hand from the right side and with the left hand from the left side hot plate for pancakes with brain is set.

The chiefs of the area bring the pancakes with brain and their assistants tartar sauce with a teaspoon of table and when the head of the service gives sign serving the guests begins, as with previous gang.

When guests have finished with eating, a plate for steak and for the chicken is set (main course).

The work procedure is the same as in previous gang, except that here from the left side plate for salad is set. When all that is done, all waiters withdraw in front of the kitchen. The chiefs of the area take the plates with the main course, and their assistants take plates with salads. When they take all the dishes, they go to the place where serving the guests starts.

When head of service gives a sign to start, the chief of the area approaches the guests from their left side, lowers the oval to a certain height above the plate and offers the guests with food to serve themselves. The guest takes the forlegger that is on the oval and takes food (meat pottage).

Assistant chief of the area awaits his chief to approach the third guest with food and after that begins with serving the salads, as well as with other dishes. Given that the chiefs of the area serve the guests with food first, they take red wine which is scheduled for this gang and they put wine in glasses of the guests. In this gang guests can be offered food once again, because this is the last gang with salt dishes. This should be done while the guests are still eating. Because of this we should always have dishes prepared with food so that guests can be served right away.

For all time attention must be paid to the glasses for wine and mineral water, which must be filled always, because it's not pleasant the guests to remind the waiters to fill wine or water.

When the guests finish their meal, up-serving (to collect used inventory) is next and setting plates for desert (puree from chestnuts with whipped cream). Here is the same way as the other gang, with a difference that here we put away everything that is in front of the guests, except the glass for a drink, that stays until the guests leave. After putting away the used inventory from the table, we take tiny broom shovel to clean the crumbs from the table.

The cleaning we are doing manually with a white cloth. When all of this is done, the chief of the area serves the guests with puree from chestnuts with whipped cream and his assistant is filling the glasses with desert wine which previously was opened at the office.

While the desert and the desert wine are served, we usually perform a toast, and we must keep an eye on the glasses to be filled with desert wine.

While performing a toast it is better to summon the waiters in the office, and a few to stay beside the major guests who would assist in getting up and sitting because of the withdrawal of the seats or possible refill of desert wine in the glasses.

When all ceremonies are done and after the desert is eaten, fruit plates are served and the fruit set is put closer to the plate. The chief of the area serve the guests with fruit that they take with hands, and their assistants serve previously prepared fingerbowl, for washing fingers, on left site of each guest, because the fruit is consumed with hands mostly, which depends of the kind of fruit that is served. When everything is done, the guests are invited to enter the lounge where they will be served with coffee and digestive.

Coffee is served in a way that two waiters take trays with coffee cups and carry in the lounge, and two other waiters take trays with coffee and serve the guests. Right after the waiters that serve coffee, other waiters come with digestive. Digestive is served in that way that a waiter carries a tray with glasses for digestive, that are lined and bottles with cognac and liquor, and another waiter offers the guests with digestive and serves by wish.

In the same time, while guest are served on the head table, some waiters should serve the drivers and assistants with lunch according to arranged menu. The table will be clean after all the guests has left the banquet hall.

Despite the guarantee letter, we attach the prices of the menu and specification of the spent liquor, witch we give to the administration for making an invoice for the implementation of payment by the customer.

The price of the menu is 1600 denars for one person.

$30 \text{ persons} \times 1600 = 48000 \text{ denars}$

The price of the menu for drivers and assistant is 900 denars.

$12 \text{ persons} \times 900 = 10800 \text{ denars}$

### SPECIFICATION OF THE USED BEVERAGE

<b>APETTIZERS</b>		
1. Fried salted almonds	0.5kg x 1200 den =	600 den
2. Indian nuts	0.5kg x 2000 den =	1000 den
	<b>Total denars:</b>	<b>1600 den</b>
<b>APERITIF</b>		
1. Whiskey "Johnnie Walker"	0.2l x 6000 den =	1200 den
2. Extra vodka	0.1l x 5000 den =	500 den
3. Campari bitter	0.2l x 5000 den =	1000 den
4. Mastika Strumicka	0.1l x 1200 den =	120 den
5. Yellow Brandy - Negotino	0.1l x 1200 den =	240 den
6. Juices	10 boxes x 400 den =	4000 den
	<b>Total denars:</b>	<b>7060 den</b>
<b>WINES</b>		
1. Traminac	8 bottles x 700 den =	5600 den
2. Kratoshija	8 bottles x 500 den =	4000 den
3. Premier	8 bottles x 2100 den =	16800 den
4. Mineral water	12 bottles x 80 den =	960 den
	<b>Total denars:</b>	<b>27360 den</b>
<b>DIGESTIVE</b>		
1. Conac	1 bottle x 1600 den =	1600 den
2. Maraskino	3 bottles x 1400 den =	4200 den



<b>DRINKS FOR ASSISTANTS AND DRIVERS</b>		
1. Beer	10 bottles x 80 den =	800 den
2. Juices	5 boxes x 400 den =	2000 den
3. Mineral water	3 bottles x 80 den =	240 den
	<b>Total denars:</b>	<b>3040 den</b>

<b>RECAPITULATION OF THE COST</b>	
1. Food for the main table	48000 den
2. Food for assistants and drivers	10800 den
3. Appetizing	1600 den
4. Aperitif	7060 den
5. Drink with the menu	27360 den
6. Digestive	5800 den
7. Drink for assistants and drivers	3040 den
<b>Total denars:</b>	<b>103660 den</b>

## **Picnic**

This term is explained as serving food in nature. The picnic is usually prepared and served out of the hotel object, outdoors in nature, by a river, lake, stream, spring, mountain and similar objects and environments. It is common to organize a picnic during lunch, and it can last several hours.

Picnic can be organized by catering organizations for their guests. This is typical of those catering organizations that work with pension guests, and who want to go on a picnic. But the picnic is organized when the weather conditions allow. The guests are offered an alcoholic and refreshing beverages, hot drinks, cold and hot starters who are preparing there, i.e. grilled meat, fish on grill, lamb on grill, pork and more. As for sweet foods, here prevails fresh fruit and dry cakes.

In exceptional cases, on a picnic musical composition can play, mostly with guitar, harmonica, clarinet, violin, trumpet, and guests celebrate, sing, play different songs, dance, due to moment of entertainment, leisure and amusement.

All necessary preparations must be made before guests arrive. It is desirable before guests arrive a nice surprise to be made. To make preparations properly, the inventory is important. It is very uncomfortable if you forget something, especially if you organize a picnic in a place that is far.

When the guest come, all preparations for the picnic must be done. This way of organization leaves special impression at the guests, so they are offered make the grill themselves, to take a photo etc.

Serving the guests on a picnic can be done in three ways. The first way is self-service. The guests take plate, approach the table where the food is set, and the cooking staff shares the meal in the plates, taking care to be good set- arranged.

Also, guests serve themselves with drink.

According to the second way, the food is set in ovals and it is served on the Oilers, where previously cutlery and plates are set.

Broth is offered in chorbacali. Guests are served on their own wish. It is called Russian way of serving.

The third way of serving a picnic is more complex. It requires big preparation, a lot of inventory and an adequate number of people for serving. This variant is organized only in exceptional occasions. It is usually applied for delegations that visiting our country. In this way of serving tables and seats should be brought, that are set according to the menu is arranged in advance.

The guests will be allowed to play with some sports games, while preparations for lunch are made. This is practiced for not to be considered that the guests came just to eat.

An example of organization and organizing a picnic for 100 people:

**Assortment of Food**

- 10kg cleaned fish
- 10kg pork roast meat (whole pig roasted on embers)
- 15kg lamb roast
- 15kg of meat roasted turkey
- 1kg salt
- 2 kilograms of tomato paste
- 10kg clean leek
- 10kg tomatoes
- 10kg peppers - babushki
- 30kg bread
- 30kg pears and apples
- Spices are taken according to the quantity of dishes and soup.

**Drink**

- 100 bottles of beer
- 50l wine barrel with faucet dispensers
- 5l brandy
- 100 bottles of juice
- 30l Mineral Water

**Inventory**

- 5 grills for grilling
- 3 kitchen knives
- 1 pot of soup
- 1 large spoon for mixing
- 2 tablespoons for pouring

- 100 plates (5 in reserve)
- 100 bowls (5 in reserve)
- 100 cutlery sets: forks, spoons and knives (10 in reserve)
- 120 napkins (cloth or paper)
- 10 salt shakers
- 10 pepper shakers
- 1 package of tooth sticks
- 5 trays
- 100 glasses for wine or beer (20 in reserve)
- 2 boards for cutting meat
- 2 scissors for cutting meat
- 1 table for cutting and setting the meat
- 5 bottle openers
- 1 board for cutting bread
- 10 buckets for bread
- 1 truck for inventory and supplies
- 1 van for the staff

#### **Staff**

- 2 drivers
- 4 cooks
- 4 waiters
- 1 assistant worker
- 1 chief of the reception organization

Apart from this, ten pitchers for pouring the wine, ten pans for the cut meat and 10 forlegers should be brought.

After the picnic is over, staff must be careful to collect the entire inventory. It is best if the person in charge of inventory has a list of the brought items, according to which he will check whether the whole inventory is returned.

### How to prepare and serve

The person who carries out preparations should light a fire and put the meat on the barbecue. The cauldrons in which the broth is cooked are also prepared..

When guests arrive, all preparations must be completed. Such organization leaves guests with good impression, but usually they are offered themselves to make the grill, be around the food, to take photos etc.

All this should be available to the guests. The wish of the guests is from such well organized picnic to keep the beautiful memories. Incoming guests should be offered a drink like komova rakija, slivova or prepečenica.

The serving staff sets the waterproof cloth on the ground and serves bread. On the waterproof cloth glasses for drink, cutlery set and the napkins should be set. The barrels should be available so that each guest can serve himself in pitchers and cups. Serving guests at a picnic can be done in three ways.

The first way is a system of self serving. The meat is cut and arranged in pans by staff for cooking. Nearby are the plates. Guests approach a table where food is served, and cookery staff shares the food in the plates, taking care the food to be good set – arranged.

The guest takes the plate with food and goes to his place, and sits at the waterproof cloth. Drinks are self served also.

Guests put their own drink and serve themselves.

According to the second way, the dish in the oval is served on the waterproof cloth, which previously cutlery set and plates are set.

Broth is offered in soup bowls. Guests are served on their own wish. It is so called the Russian way of serving.

The serving staff brings the dish in ovals and put it in front of guests. In the same way drink in bottles and pitchers are brought, and the guests serve themselves in glasses. At each oval must be put two vorliger, and in soup bowl one big spoon, with which the guests will serve themselves.

The third way of serving a picnic is more complex. It requires big preparation, a lot of inventory and an adequate number of people for serving. This variant is organized only in exceptional occasions. It is usually applied for delegations that visiting our country. In this way of serving tables and seats should be brought, that are set according to the menu is arranged in advance.

The guests will be allowed to play with some sports games, while preparations for lunch are made. This is practiced for not to be considered that the guests came just to eat. If at the picnic place, wood for fire cannot be found, they should be brought. After the picnic is over, the staff should pay attention to collect the whole inventory. It is best if the person in charge of inventory has a list of the brought items, according to which he will check whether the whole inventory is returned.

### **Garden party**

Garden party is a formal reception, as the cocktail party, which is organized often in the summer months, outside in terraces and restaurant gardens. At these receptions the fresh drinks of fruits juice are most consumed and different alcoholic drinks, such as quality beer, whiskey, cognac, wines and other. From eating meals, most represented are the canapés, which are made with caviar, sardines, ham sausages and etc.

From the deserts, mignons and fresh fruits are consumed most. At these receptions tables and chairs are set. Usually the tables are set for different guests in groups. The tables are covered with table cloths in bright colors, which most suits with the outside atmosphere.

The drinks in the garden party are served in the same way as at a cocktail party, but it depends on the number of the guests and an improvised bar board might be set.

At these receptions guests are entertained with serious music with good organized program.

### **INTIMATE DINNER**

It is characteristic for this meal that is organized at the late night hours. It starts at 20 o'clock and it lasts long. The guests often stay until 23 - 24 o'clock.

The occasions for these dinners might be different .

The guests of intimate dinner are married couples. It is not a rare case, the intimate dinner to be organized for some foreign visitors from our country. In this case, the purpose of the intimate dinner is to make more comfortable atmosphere so that the guests meet each other better.

#### **TAKING THE ORDER**

The order taking for the intimate dinner is almost the same as the banquet, cocktail party, cool buffet etc. While the preparation should be done in time, because it's properly complicated and huge. At first, it is necessary to be prepared a special room. This means that, the intimate dinner cannot be organized in restaurant hall, where the other guests are present. That's why it is a big honor for this meal to be organized in diplomatic representatives, in luxury clubs, (which have special hall and lounge with first class furniture and inventory), in villa for presentation and etc. The intimate dinner can be organized also in catering house, only if there are all conditions inside.

Despite the special hall, the guests should have in position, reception lounge and serving coffee and digestives.

It is desirable the intimate dinner to be reserved for 24 persons and the following menu and drinks to be arranged:

Nuts: hazelnuts, Indian nuts, salt almonds.

Aperitifs: scotch whiskey, jinn- tonic, cocktail "white lady", commove, grapefruit.

#### **MENU**

Langouste nice view

\*\*\*

Consommé with a cup

\*\*\*

Burek with cheese

Turkey on grill

(Mushrooms)

Session salad

Fruit ice cream, Fruits

WINES: Riesling, Disan, Hermes, Mineral water "Pelisterka"

DIGESTIVES: Courvoisier, Maraschino.

The preparation is divided to each waiter to have its concrete duty.

### SETTING THE TABLE

For these formal receptions, round and oval tables are suitable the most. The board on the table must be polished, cause for the intimate dinner there are not table cloths, but sets. At the middle of the table board, left and right there is one set to the same distance from that at the middle of the table.

At these three sets we put a basket of flowers.

After that, in front of every guest we put one set and appropriate cutlery set. The length of the table is about 9 meters, the width it cannot be less than 120 cm. the intimate dinner table can be closed. That means that from every side of the table couvert will be set where the guest will sit. In western countries, it is usual for these kind of receptions, chandeliers are set in different colors. Chandeliers with the flower pots give a nice look of the table. The cutlery set should be silver, the glasses crystal. The menu card should be made of nice carton and to flip.

Preparation of the aperitif serving lounge and reception should match the atmosphere. Chairs that are mentioned for the preparation of aperitifs for formal dinner should not be used. Here it is used complete sitting set. That are polished low tables with chairs that are not covered with table cloths, but napkins are put in the middle and in the bowl with nuts. Nuts are put on the tables same as at cocktail parties. Armchairs in the lounge are usually lined up by the wall. During the reception and serving, guests do not sit. Armchairs are placed by the wall so as not to interfere with guests and when serving nuts.

In the lounge for serving digestives seats for all guest should be provided. Only complete seating sets are required (low tables with comfortable armchairs), small vases with flowers should be put on the tables. Upon request of guests candies and chocolates can be put in special bowls.



## SCHEDULE OF THE GUESTS AT THE TABLE

This large complex work is not performed by the serving staff. The schedule, who sits where at the intimate dinner, is done by the host. In the aperitif lounge at the entrance a small table is prepared and on the table are written the seats of the guests, for each guest where to seat. This protocol enables the guests while serving aperitif, to see where they will seat for supper. In the lounge where the table is set for an intimate dinner, at every couvert (usually at the glass for water) a business card with title and name of guest who will sit there is placed.

When giving the schedule spouses should not sit next to each other. In this occasion attention should be paid to function in society, the title, rank and so on. Special attention should be paid to the importance and speaking of language so that people can understand each other.

Host usually sits on one, and his wife on the other side of the table.

On both sides of the host ladies sit, and left and right from his wife men sit. You should always take into account that at the table should sit alternately men and women.

## SERVING GUESTS

Because guests are received in the reception lounge, the waiters from protocol, or from the host, start serving the aperitifs. This serving does not last longer than 15 minutes. Guests are offered aperitifs twice. Among waiters a schedule should be made so that one waiter serves and another collects the used-emptied glasses.

During that time a group of waiter distributes bread on the plates and brings mineral water. When guests begin to enter the lounge, waiters should be in their places and should assist them to take their seats at the table.

For 24 guests there should be at least 10 waiters. One is head of service, four are head of area, four are assistants and one or more who will specially take care about serving the wine. Waiters should be formally dressed. When it comes to such occasions, it is necessary to wear black clothes-tux.

Once the guest is served first gang, then wine is served. Then attention should be paid to put the wine that is designed for each gang. In such occasions special person cares about serving wine. He will be assisted by assistants if they are not busy carrying another side dish to the main course, which brings head of area.

At the end, when digestive and coffee are served, it is the best for waiters to be divided into pairs. Two waiters with the assistants will bring coffee, and two others will bring digestive. First you need to serve women and then men. This rule applies also in serving the dinner.

is served last. With coffee and digestive guests can be offered more times and that depends on how long the guests will stay.

Waiters help guests standing up from the chair. This is important, because these armchairs are heavy and the guests need help in these situations.

We have already mentioned that for an intimate dinner it is used very valuable inventory, which after finishing the supper should be carefully collected and put in place.

## **LATE DINNER**

This dinner is served in the late hours (usually from 22 to 24 o'clock). Guests are mainly spectators of movies, performances, lectures and so on. They are usually served from the card of dishes, which usually consists of ragout, fish stew, beef stew, paprikash, grilled meat, fried eggs, omelets etc. These dishes are served with light wines.

Late dinner is organized on order or it is organized by the catering organization itself.

### **Completion – Preparation in front of the guests- flambé**

The one who wants to know the craft of filleting and flambé of some products, first he must be familiar with the anatomical structure and composition of meat, fish, animals and feathered animals and haired game. In that way he can get the part of meat he wants in one elegant move, but this way of preparing meat dishes is recent, in fact before the Second World War, when for the first time in the list of dished it was introduced in Switzerland.

All these things are executed before the guest, on auxiliary table - gueridon or on a special cart for flambé.

For filleting and flambé, it is necessary the following inventory: smaller boards, and more with engraved grooves, knife for cutting smaller pieces of meat, fork with two pointers, spatula for pieces of fish, fish set, shallow pan for flambé, several shallow fireproof containers, strainer of lemon and other fruit, spice inventory(salt, pepper, red pepper, sweet and sour cream, ketchup, Worchester, tomato puree, Tabasco etc) and a flambé cart.

As it is necessary to know the anatomy of animals and types of meat that are cut in front of the guests, so the staff should be trained to prepare meals or to flambé.

Flambé is an attraction for catering objects and a real event for guests. It should be taken in consideration that flambé orders are ordered by gourmets. Therefore any flambé must be performed by skilled experts who have studied this technique. In flambé attention should be paid to the following rules:

1. The room in which flambé is performed must be well ventilated,

2. To complete the dishes in front of the guests there must be good recipes, according to which flambé will be properly and professionally done;
3. Inventory in which flambé is performed must be perfectly clean.

### Flambé of sweet dishes

Among the most popular sweet dishes that are prepared in front of the guests are pancakes, so called "crepes suzettes". These pancakes should be thin in size from 12 to 14 cm. In some restaurants instead of 4 small pancakes are giving big 1-2. But no matter how many pieces, in what size, pancakes must be always thin.

Among all the activities that are carried out in front of the guests, most important are the preparatory works. For "crepes suzettes" There are more ways of preparation, but in principle they do not differ one from another. All are based on the basic recipe (Larry, Edonardo).

Here are some examples of flambé dishes:

#### Flambé pancakes "crepes suzettes" - for two persons

##### Kitchen Preparation

Eight small pancakes, 6 pieces of butter or margarine (40gr.), two tablespoons of crushed nuts or roasted almonds, 1dl orange juice, 0,25 dl lemon juice, 0,25 dl fresh cream, basket with oranges and lemons.

##### Restaurant preparation

Flambé cart or gas plate, pan for flambé, fiber heater, plates, desert utensils (spoon and fork), vorleger, a plate of crystal sugar bowl with sugar cubes, vinjak (cognac) 0.5 dl liqueur (tripise curacao).

##### Preparation

Before the guest arrival, control of the "mizeen Platz" should be made. The flambé pan after it is heated put 6 pieces of butter to melt, add 6 tablespoons sugar and two cubes of sugar and orange zest. Mix everything together, taking care that sugar should not corrode (become black).

Then add orange juice and lemon juice. Pancakes are put one by one in the overheated fat, then the already made sauce is poured over the pancakes and ground walnuts or almonds are sprinkled over the pancakes.

The stuffed pancakes are folded in halves and then, these halves in another halves, and so we get a triangle or a quarter of a pancake.

The prepared pancakes we put at the end of the pan.

When all pancakes are ready, we put them in the pan, pour triplise Curacao or maraschino and vinjak or cognac later.

The pan should be pulled towards us at once so that alcohol will burn. With a flat pan movements combustion is accelerated, so that the flame of the alcohol is extinguished. Pancakes are taken out and put on the prepared plates and arranged in four in the form of a pancake. The rest of the sauce is mixed with sweet cream and it is spilled over pancakes.

#### Flambé bananas with ice cream

For two persons

Kitchen Preparation

Two cleaned and sliced bananas lengthwise, crystalline sugar, orange juice, lemon juice, ice cream, vanilla, melted chocolate.

Restaurant preparation

Flambé cart or gasoline plate, pan for flambé, two large cold plates, desert utensils (spoon and fork), forleger, or kvantró or triplise vinjak or cognac.

#### Preparation

Preheat the pan, add butter, two teaspoons sugar, it is left to caramelize, then add orange juice and lemon juice. Bananas should be gradually pinned so as to become completely soft. Spill with triplise vinjak and flambé. When the fire is extinguished, on the cold plates ice cream and vanilla is put, then the bananas are put on the plate and previously made sauce and melted chocolate are spilled over the bananas. The guests are served with so prepared served bananas.

#### Pineapple flambé for two persons

Kitchen preparation

Four canned pineapple circles or fresh pineapple about 1 cm thick, 4 teaspoons sugar, 4 pieces of butter, 0,5 dl orange juice, 8 cherries (fresh or canned).

Restaurant preparation

Gueridon with cart for flambé, flambé pan, warm plates, desert cutlery set (teaspoon and fork), vorleger, a bowl with sugar and 0,5 dl kirsch (cherry) liquor.

Preparation

Put butter on the pan for flambé, add sugar and heat. Then add orange juice and wait to reduce, then add four pineapple circles and cherries. Leave it to 2-3 minutes to boil, pin occasionally the pineapple, turn and pour. .

When the pineapple is ready, sprinkle with kirsch and flambé. Take from the pan and put on warm plates.

#### Flambé peaches for two persons

##### **Kitchen preparation**

Four stewed halves of peaches, juice from stewed peaches, one teaspoon sour cream, orange juice, sugar, butter.

##### **Restaurant preparation**

Gueridon or cart for flambé or gasoline plate, pan, plates, desert cutlery (teaspoon and fork), forleger, maraschino, vinjak or congac.

##### **Preparation**

Heat butter and sugar in the pan to get light brown color, put the peaches, little orange juice, sprinkle it with juice from the stewed peaches.

Sprinkle the peaches with liquor and cognac and flambé. When the flame is extinguished, take out the peaches and arrange on plates. Decorate with sweet cream on top of peaches.

**Notice:** peaches can be sprinkled with melted chocolate.

## TARTAR BEEF

### Kitchen preparation

Take 160-180 grams beef steak, a yolk of an egg, slightly minced onions, slightly minced salty fish or brislings, butter, lemon juice, red pepper spice, pickled cucumbers, pepper, caraway seed, salt, toasted bread, tomato puree, ketchup, Tabasco sauce, Worcester sauce.

### Restaurant preparation

Gueridon, a glass bowl to mix mayonnaise, two big forks, oil, mustard, black pepper and salt shakers, frying pan with oil, serviette, plates and cutlery set according to the number of guests. If a guest wishes, cognac or brandy can be served either.

### Preparation

First, put the yolk in the glass bowl and mix it with half teaspoon of mustard and two drops of lemon juice. Then, add the oil, drop by drop, and mix the mixture as long as it becomes very thick. Next, if the guest wishes, mix some red pepper, pepper, salt, minced onions, minced fish (brislings) and cut up pickled cucumbers. This is called "dressing" for tartar beef. Then add one half of the meat, mix it with the dressing and add the other half of it. Mix it well with two big forks about 5-7 minutes. Take some of this mixture and make a shape of a beef on a clean plate.

Leave the salt and the pepper on the table beside the guest to spice it according to one's taste.

Serve butter and toasted bread with the tartar beef.

## VEAL CHOPS FLAMBÉ

(for two people)

### Kitchen preparation

Six pieces of grilled chops, three lumps of butter, about 20 gr of champignon (mushroom) sauce, sour milk cream, lemon juice, rice stew or boiled spring potatoes.

### Restaurant preparation

Flambé cart or a gas ring cart, a flambé frying pan, two hot plates, a pair of warm plates, vorleger-tongs, Worcester sauce, ketchup, salt, mustard, black pepper, Tabasco, cognac or brandy.

### Preparation

Before the guests arrive, everything has to be checked. Then heat the frying pan, put the butter inside and after it melts and becomes brownish put the veal chops, fry them only for a while, pour the cognac or brandy all over the frying pan and flambé them. After that, put away the flambé veal chops, add the mustard and mix it with a little Worcester sauce, mushroom sauce, a teaspoon of sugar, lemon juice, salt. If the guest wishes, add black pepper and Tabasco.

## MUSHROOM OMELETTE FLAMBĚ

(for two people)

### Kitchen preparation

Omelet of two eggs, 50 gr of stewed mushrooms, 25 gr of butter and 50 gr of Madera sauce.

### Restaurant preparation

Flambé hotplate or gas ring and a frying pan. Put the butter and the mushrooms in the frying pan and stew them. Then pour the brandy all over the frying pan and flambé them. After they are done, put them carefully in the fried egg omelet and pour over the Madera sauce. Roll it and serve it instantly.

### Groceries for preparing dishes in front of the guests (FOR TWO PERSONS)

#### Flambé fruit with ice cream

- |  |                               |
|--|-------------------------------|
| - butter, 4 pieces                     | - peach, 2 halves             |
| - sugar, 3 tablespoons                 | - small, 4 numbers            |
| - lemon juice, 30 ml                   | - candied cherries, 2 numbers |
| - orange juice, 70 ml                  | - maraskin, 30 ml             |
| - peach juice, 60 ml                   | - rum punch, 40 ml            |
| - sugar- cube grated of rind of orange | - ice cream, 6 balls          |
| - finely chopped pineapple, 80 g       | - icing                       |
| - banana, 2 halves                     | - fresh melon, 2 halves       |

Decoration: kiwi fruit, grated chocolate



**Note:** the way of preparing flambé fruit with ice cream is the same as in flambé bananas, pineapples, peaches, etc.. (Picture 44, 44 a).

This flaming fruit ice cream is served in half a melon, and the ice cream balls are put on the top.

#### Salad " Adam and Eve "

- Ham, diced chopped	60 g
- Boiled egg	1 nb.
- pickled cucumbers	40 g
- boiled potatoes	70g
- Canned crustaceans (shrimp)	40 g
Mayonnaise-ready "KIM"	
- Spice	

Decoration: radishes and four apple halves



(Pic. 43) Room for making flambé dishes



(Pic. 44) Fruit ice cream flambé



(Pic. 44 a) Flambé peaches

## **Bartender (Mixer of drinks)**

Personality and appearance of the bartender is very important. He must be neat and spotlessly clean. Bartenders must be professional, well educated, with knowledge of foreign languages, because guests gladly discuss it with bar-end board (Figure 45.).

The clothing consists of black pants, short jacket in one color (red, blue, white) and butterfly tie matching the jacket.

Is it allowed to carry only the necessary jewelry, watch and wedding ring. Every bartender should have appliances for preparation of cocktails. For example, a shaker, different openers, openers for beverage, accessories for opening cans of fruit juices and canned fruit, bar cup measuring drinks 20, 30, 40 and 50 ml, strainer, bar spoon, bar blender, marsh pliers, Randy, bar fork with spring, marsh knife for cutting zest and oranges, plastic forks (the fruit), lemon, pineapple, fruit candied, brake machine for ice, ice.

### **Basic recipes**

How to prepare a recipe? As a merchants measure their goods in kilograms and grams, and bartender measure various fluids, ie 1 liter = 1000 ml. For each cocktail to be made after a recipe taken from an expert book, it is required to use measuring stick, precisely defined. For example, if the recipe is: 1 / 3 lemon juice 1 / 3 brandy, kantero, it means that one third is always 1 / 3 cup-50ml. In barmanship are accepted following measures:

Even the most skilled merchant will not allow himself to sell goods measured approximately, not even the bartender before he measures the liquid correctly.

Before making the cocktail, be careful of every line of the measure because one line up has the value of, for example one kilo of potatoes.

The generosity, from any reason, is either too expensive or can cause big problems when there is a shortage. Not less important, is the fact that during inaccurate measurement the cocktail may not have the same taste and smell corresponding to European standards. The guest is accustomed to the specific smell and taste and will not want to drink a mixture made randomly. Practicing mixture of cocktails is first made with water. Only with a lot of practicing you can become a cocktail master bartender.

## Cocktails in general

Cocktail means a tail of a rooster. For the origins of this name there are several stories. According to one of those stories, the name is given due to the rooster fights still ongoing in America. It is a tradition, at the end of the fights, in honor of the owner, to drink something. The owner of the rooster winner had the right to rip off the tail of the defeated rooster and to wear that trophy. The drink was paid by the owner of the defeated rooster.

The cocktails belong into the group of "Short drinks" and are prepared in different ways:

- shaking in a shaker
- mixing in a mix glass
- mixing in an electrical mixer
- directly in the serving glass, for example cobbler

The glass should be decorated with a slice of lemon or orange.

The cocktails are divided according to:

- the temperature: cold and hot
- the amount of alcohol: alcoholic, mixed and nonalcoholic
- the content of sugar: sweet, dry and semi-dry
- the character: aperitifs, digestives and refreshing
- the way of drinking: short which are drunk with one sip and long which are served in tall glasses softened with water, tonic, bitter lemon, coke and so on, and are drunk with a straw.

Some cocktails are drunk before the meal and we call those *aperitifs*, and some after the meal and we call those *digestive cocktails*. During the meal it is not recommended to serve cocktails.

## Proper cocktail mixing

All the necessary ingredients for the required cocktail are being prepared and should be close.

We put three cubes of ice, we shake the shaker, we shock, remove the water from the melted ice and we put the previously measured ingredients of the cocktail according to the recipe. Then we wrap the shaker in a clean clothed napkin, we hold it in both hands at shoulder height and we shake it fast and strong. The time of shaking depends on the cocktail. Then we pour the mixture through a strainer in the already prepared glass. At the end we add olive, cherry, slice of lemon, pineapple and so on, according to the recipe.

It is not recommended to shake the shaker in the rhythm of the music or doing various acrobatics. The bartender is not an circus acrobat but an educated master of this trade.

### Mixing in a glass

A lot of cocktails are prepared in so called mix glasses. Most often this is the case with cocktails that have not a lot of alcohol in them. We put three cubes of ice in the mix glass. Then the ingredients for the cocktail are being prepared. We remove the melted water from the ice and we put the ingredients. All is being mixed fast and strong with a big bar spoon. The mixture is being filtered through a strainer in the previously prepared glass.

### Cocktails prepared without mixing or shaking

For these kinds of cocktails the recipe for preparation is not defined. Due to the various ingredients, each cocktail is being prepared differently. Actually, the common name of this kind of drinks is cocktail. Because in this group there are only a few drinks, each of them is easily remembered. For example, the soda cocktail. To prepare this cocktail we need ice. On each recipe the way of preparation is being marked. For mixing of some of these cocktails we use an electrical mixer, and for others mix glass. For most of these cocktails we use decoration with olives, slice of lemon, cherry, and so on. The cherry and olive are put whole, not in slices. The lemon and the orange can be put in slices, which zest previously is cut in size of a coin of 1denar. So cut pieces of zest are folded above the glass in order to put their content in the glass. In this way the cocktails are given specific aroma. The zest can be put at the edge of the glass, for decoration.

For different types of cocktails, it is necessary the glass that is served to be decorated with sugar that looks like ice. All sweet cocktails must be served in glasses with sugar at the edge.

The decoration at the edge of the glass needs the following decoration: the middle of the zest is cut once with sharp knife. The lemon is in the left hand, and the glass in the right so that the edge of the glass is turned upside down. The glass is put in the lemon cut and it is moved slowly around the whole edge. With this the edge is in lemon juice equally. Then the glass is put in crystal sugar. The sugar sticks on the edge of the table in height of 1 cm. this way decorated glass should be carefully turned on the other side and the cocktail is poured in the middle of the glass, paying attention the decorated edge not to be damaged. The edge of the glass should keep the sticky circle.

### Technical terms and their meaning

What is in the kitchen and in the restaurant a French expression, that is English in the bars. The most basic things that the future bartender needs to learn from the beginning are the technical terms which are used in the bars all the time and they can be seen in various recipes.

The bartender in time gets familiar with the technical terms for all those objects that are used for mixing drinks.

Further below we have the most commonly used expressions:

1. **Shaker** – is a metal mixing pot that is composed of 2-3 parts. In this mixer the cocktails are mixed by hand with a firm shake in which period they are cooled too. After the use, the shaker should be washed and it is left unclosed on the bar board. If you have closed it by mistake it will

soon take on an unpleasant smell. The most used is the two part shaker since it is easier to work with and also for maintenance. (picture 48)

2. **Mixing glass (bar glass)**-is used when the cocktail is not shaken with the ice but is directly made in this bar glass in which we have previously put ice. It is used for making simple cocktails. The mixing should be more energetic so the cocktail is mixed well and cooled at the same time.
3. **Strainer (bar sifter)**-it is used to sifter of the pre prepared cocktail right before serving. It is composed of metal plate and wire spiral. It serves to hold the pieces of ice from not falling in the glass.
4. **Bar spoon**-it is a long spoon and in measurement size is like coffee spoon. With it the cocktail is mixed and for decoration we serve the cocktail with the spoon in it but we don't leave it to the guest (the spoon is removed after serving).
5. **Dash bottles**-it is a glass or crystal bottle closed with metal tap and tube. It is known by the name of spraying bottle. A bar can contain one or more of them. In these bottles it is kept some bitter liquid flavors, like maraschino, Tabasco etc. it is used that with a quick movement of the bottle we insert a small dosage in the glass. It is called spray.
6. **Jigger-a pot**- for precise measurement of the quantity of the drink used in the cocktail. They come in different sizes and for different quantities such as: 20, 30, 40 and 50ml.
7. **Nutmeg-grater** -is used for grating walnuts and other nuts as well as grating nutmeg and chocolate.
8. **Swizzle**-mixer for serving Champaign and it is given upon guest's requirement.
9. **Tumbler**-a glass without stool. It is a whiskey glass without stool and its most common use is for serving whiskey.
10. **Juice bottle**-bottle for keeping fruit juices
11. **Before diner drink**-aperitif cocktail, the one you drink before meal.
12. **After diner drink**-digestive cocktail, the one you drink after meal
13. **Short drink**-short drink such as vermouth
14. **Long drink**-long cocktail (whiskey, soda, gin, fix etc)

## Creating cocktails and their composition

Every bar mixture or drink must have their own basis. If we want to compose a recipe for so called "dry" cocktail, the basis includes: gin, dry vermouth, lemon, Bacardi rum or some other fierce drink. The liqueur should never be mixed, it is better to be used for composing a sweet cocktail, which it is the best basis, or some juice(not lemon). Here is another example: the basis is gin. Gin is harmonious with vermouth, that is how a dry cocktail is made. The addition of orange juice and two flavors(gin and vermouth), give the drink kindness and sweetness, which means that drink is drinkable.

For example, make analysis of a cocktail that contains 1/3 gin, 1/3 vermouth try it! Then add 1/3 orange juice and then try it!

Or for the basis of the cocktail take rum. The rum has good flavor with lemon. But it can be hard for drinking. It means that grenadine pomegranate syrup needs to be added(for taste and color). The color will be great, but the taste of the cocktail will be like eating without salt. Add "grenadiers", the result is: prize for the effort.

This is a quarter cocktail: 1/4 rum, 1/4 lemon juice, 1/4 grenadiers and 1/4 grand marniera. Try it! Add one sugar candy cherry in the cocktail, pull it out from the drink, take a bite and drink through it(like coffee through sugar). The result is great.

This principle applies to every creation, to which the bartender must comply if he wants success. This means that the mixture for the cocktail has to be composed correctly, and that means that the measure for the drink has to be flawlessly precise. This leads to the conclusion-always measure. The thing is-not even a bartender with 20 years experience can't afford training. The safety at the experienced bartenders is that with spilling the drink three times, he will get the same amount three times, and that is not training.

The bar mixture (Martini, Manhattan, Cide-King, Mona Lisa ,Carusso) became European and American standard, and that means that in New York, Paris or Skopje, they must have same color, flavor, taste, amount and to be drinkable.(pic. 50)  
It's important to know that the guest won't consume randomly composed drink with doubtful taste.

## Other bar drinks

Besides the listed cocktails there are others that are mixed with alcoholic beverages, fruit, soft drinks, milk products and etc. This kinds of cocktails are mostly fresh and they are always favorite among the consumers. They are:

### Fizz cocktails

Gin fizz is the most popular bar mix drink-cocktail. There are a few types. It is very appreciated as a refreshment drink.

#### **Apricot fizz**

1/2 lemon juice, 1/2 orange juice, 1 dose apricot brandy. All of that needs to be shaken well.

#### **Crean fizz**

Juice from one lemon, three bar spoons sugar, one dose of gin, one dose whipped cream. Needs to be shaken.

#### **Egg fizz**

Juice from one lemon, one whole egg, one spoon whipped cream, two spoons sugar, one dose brandy. It mixes a lot, the add water. It is served in a big glass.

#### **Gin fizz**

Gin fizz with martini cocktail is the most popular American drink. Juice from one lemon, three spoons sugar, one dose gin, a bit of soda. All of that shakes, it strains into a tumbler and add water.

#### **Holland fizz**

One egg white, lemon juice, three spoons sugar, one dose genevera. All of that shakes good, the add soda.

### **FLIP COCKTAIL**

Flips are favorite bar drinks. They are served in special bar flip glasses (tall and stick). They consist: fresh yolk, sugar and alcoholic liquor by which we get the name: brandy flip, flip rum, sherry flip and more.

When preparing flip, the bartender needs to be more careful and not to shake the flip a lot. If the drink separates from the yolk, it will have a bad taste. When preparing bigger and stronger pieces of ice should be taken. The carefully prepared flip is served as a refreshing drink and is recommended in the morning hours. It is best served right after preparation.

#### **BACARDI FLIP**



A yolk, two tablespoons sugar, one dose of brandy rum. Add a little grated nutmeg to the finished flip. Mixing is done slowly.

#### **BANANA FLIP**

A yolk, half cream, ½ banana liqueur, one tablespoon sugar. Add a little grated nutmeg, when ready, and gradually mix it.

#### **CAFE FLIP**

One egg yolk, two tablespoons sugar, ½ port wine, ½ vinjak. Mix it gradually. Add to the finished flip a grated nutmeg.

#### **BRANDY FLIP**

A yolk, two tablespoons sugar, one dose vinjak. Add to the finished flip a little grated nutmeg.

#### **COCOA FLIP**

One egg yolk, one tablespoon of whipped cream, a dose cocoa liquor. Add to the finished cocktail a little grated nutmeg and slowly mix it.

### **COCKTAIL SAUERS**

Sauer cocktails belong to the category of long drinks. They are prepared in the same way as fizzes. Shake-mix them long ( two minutes) in a large tumbler glass. This cocktail is quite a favorite among with men. it is little sour. Most are prepared when it is hot and always served in the afternoon.

#### **BRANDY SAUER**

Two bar spoons sugar, lemon juice, a dose of cognac, mix it as fizz, and decorate it with fruit. Soda is added also.

#### **GIN SAUER**

Two tablespoons sugar, juice of one lemon, one dose gin. Mix it longer always. It complements with soda and it is decorated with cherries and lemon pieces.

#### **WHISKEY SAUER**

¼ orange juice, ¼ lemon juice, two tablespoons sugar, one dose of whiskey. Mix it as fizz. It is decorated with two slices of lemon and three orange slices. Complements with soda.

#### **VODKA SAUER**

Juice of one lemon, ¼ pineapple juice, two tablespoons sugar, one dose of vodka. Mix it as fizz. It is decorated with cherries, two slices of orange and two slices of lemon. Complements with soda.

#### **COCKTAIL KRUSTOS**

This cocktail has a very good appearance, flavor and aroma. It is recommended for men. It does not contain soda, or water. It is usually drunk after a meal at night.

#### **BRANDY KRUSTOS**

Juice of one lemon, one tablespoon sugar, ¼ sherry, 1/3 maraschino, a dose of cognac. Mix it strong, strain it in a glass with sugar rim and with a bigger lemon zest.

#### **GIN KRUSTOS**

A spoon full of sugar, juice of one lemon, two tablespoons angostura, 1/3 maraschino and gin. Strongly mix it. Strain into prepared glass.

#### **WHISKEY KRUSTOS**

Juice of ¼ lemon, two doses angostura, 1/3 maraschino and a dose whiskey. Mix it strong and strain into prepared glass.

## **VODKA KRUSTOS**

Juice of ¼ lemon juice, ¼ pineapple, a bitter and a dose of whiskey. Mix it strong and strain it into glass.

### **Cobbler Cocktails**

Cobblers are drinks which are prepared in the same glasses from which they are drank. While preparing, you should pay attention to the decorations. They are prepared in wide Champaign glasses with crushed cobbler ice. They are decorated with fresh or stewed fruit. For an attractive look you add a small amount of alcohol. Cobblers are a favorite drinks for the female population.

#### **Champaign Cobbler**

You fill in the glass with 2/3 cobbler ice. It is inlaid with fruit, pineapple, bananas, oranges and cherries, 1/3 maraschino, 6 pieces of triple, complemented with Champaign.

#### **Coffee cobbler**

The glass is filled with ¾ cobbler ice, inlaid with fruit and whip cream, a dose of brandy, complemented with cold black coffee. It is served with a spoon or a straw.

#### **Diana Cobbler**

The glass is filled with ¾ cobbler ice, inlaid with forest strawberries, blueberries, two doses of malinoec, one measure of maraschino, one measure of angostura, complemented with wine. It is served with a spoon or a straw.

#### **Vermouth Cobbler**

The glass is filled with ¾ cobbler ice, inlaid with different fruit, 1/3 kirsch, 1/3 maraschino, 1/3 brandy, complemented with vermouth, and served with a spoon or a straw.

### **Dansue Cocktails**

Dansue is a very tasty drink. It is popular in the summer, when the heat is high and this drink is mostly consumed by the female population. It consists of lemon juice, raspberry and defined amount of alcohol. It is served in a wide Champaign glass, spoon and a straw.

#### **Brandy Dansue**

Juice of a lemon, one malinoec, one dose of cognac, decorated with cherries and complemented with soda water.

#### **Gin Dansue**

Juice of a lemon, the juice of an orange and one dose of gin. It is decorated with cherries and is complemented with soda water.

#### **Whiskey Dansu**

Juice of a lemon, orange juice and one dose of whiskey. It is decorated with cherries and complemented with soda water. It is served with a straw and a small spoon.

#### **Apricot Dansu**

Juice of a lemon, one raspberry, one dose of apricot brandy, decorated with cherries and complemented with soda water. It is served with a small spoon and a straw.

### **Fix Cocktails**

Fixes are refreshing bar drinks. They are served in tumbler glasses. They are recommended for men, because of the alcohol level. By rule, they are served in the morning between 10 and 11 o'clock, and in the afternoon from 18 – 19 o'clock.

#### **Gin Fix**

Lemon juice, ¼ cherry brandy, one spoon sugar, one dose of gin. You decorate the fix with a slice of lemon.

#### **Rum Fix**

Lemon juice, one spoon of sugar, ¼ cherry brandy, one dose of rum. You decorate the fix with a round slice of lemon.

#### **Whiskey Fix**

Lemon juice, one spoon of sugar, ¼ cherry brandy, one dose of whiskey. You decorate the fix with a slice of lemon.

### Grog Cocktails

These cocktails are in the group of hot beverages. They are consisted of hot water, sugar, suitable alcohol: gin, whiskey, arak, rum and a slice of lemon. They are served in a fervent glass on a stool. They got the name from the English Admiral Vernon, whose nickname was "GROG".

#### Grog from Gin

Two spoons sugar, juice from one lemon, add a little cinnamon and a dose of gin. In the glass with grog, add a lemon slice.

#### Grog from rum

Two spoons sugar, juice from one lemon, add a little cinnamon and a dose of rum, put a slice of lemon in the glass.

#### Whiskey grog

Two spoons sugar, juice from one lemon, add a little cinnamon and one dose of whiskey. And put a slice of lemon in the glass.

#### Grog from Kirsch

Two spoons sugar, juice from a lemon, add a little cinnamon and a dose of kirsch. Put a slice of lemon in the glass.

### COCKTAIL PUNCHES

The punches are prepared in two ways: hot and cold, depending on the season.

In the cold punches instead of boiled water, we add ice, sugar, lemon, alcohol, pineapple juice, cobbler with ice, a little stewed fruit, pineapple and three cherries for decoration. They are served in large glass with a spoon and straw.

**ARAK PUNCH-** three spoons sugar, juice from one lemon, a dose of arak, supplemented with water. Heated until boiling starts. It is served hot.

**COGNAC PUNCH-** three spoons of sugar, juice from a lemon, and a dose of brandy.

**RUM PUNCH-** three spoons of sugar, juice from one lemon, a dose of rum. It is supplemented with hot water.

**WHISKEY PUNCH**- three bar spoons of sugar, juice from one lemon, a dose of whiskey. Add a hot water and serve it very hot.

#### **BOLAS**

It belongs among the most famous mixed drinks, especially in countries rich with class wines, where they are called "gup". BOLA is a drink which is used in big companies and celebrations. Its recommended throughout the year because it consists of white, red and sparkling wines, sugar, fruit, soda and some aromatic liqueurs. There are many recipes for BOLA.

When they are prepared we must be accompanied by the following principles:

1. The wine that is used should be quality and cold before use. ( previously well-chilled)
2. The fruit has to be raw or if it is conserved not to be went off.
3. It should not be added a big piece of ice in BOLA , for a good taste you should put in a tiny ice because of the taste.
4. A plate with BOLA should be covered with a clean clothed napkin.
5. When you make a BOLA with champagne you should avoid long mixing. It is enough just one mixing with the spoon that the BOLA is served with
6. Always, every wine, before to be put in the BOLA, first should be tasted just in case to avoid the BOLA to be spoiled, because sometimes the wines have different tastes.

#### **"BOVIN" BOLA**

300 gr. peach, 300 gr. banana, 300gr.pineapple, 100gr mandarins, 250gr ground sugar, 200gr liqueur maraschino, 2 bottles white wine SHARDONE BOVIN I SAVINION BLANC.

Cut the fruit on tiny slices. Put them in a glassed container, add the sugar and the liqueur. Cover the container with a clothed napkin and leave it in the refrigerator for one hour.

Then add the wines and mix them until the sugar is melted. Turn back in a refrigerator, for one hour and then add a dessert wine HERMES and serve it.

#### **BOLA FROM APRICOT**

1kg apricots, 250gr sugar, 2bottles white wine, 1 bottle champagne.

Clean the apricots and cut them on four pieces, than add two spoons sugar on them and add wine.

Leave it in a refrigerator for an hour. In porcelain container put 250gr sugar and a bottle of wine. Mix it with a spoon until the sugar is melted, add wine in the fruit and leave it in the refrigerator for an hour. Then add more wine and Champaign and serve it.

#### **Pineapple bola**

A tin of preserved pineapple, two deciliter glass of Malaga , one Curacao liqueur, 25 grams of sugar, two bottles of white wine and one bottle of champagne. The pineapple is cut on smaller pieces and is put in a dish. The Malaga and the liqueur are spilt on it. It is put in the fridge for two hours. Sugar and a bottle of wine are put in the bola dish and it is stirred until the sugar melts. The fruit with the juice is added in the bola dish, some champagne is poured and it is served immediately.

#### **Sorbet cocktails**

The sorbets are similar to coblers. The difference is that instead of ice it is used ice cream (more fruit). It is recommended in the afternoons or at banquets with a menu with more gangs.

#### **Champaign sorbet**

A champagne glass is filled with 2/3 of ice-cream. Then it is garnished with fruit (peaches, pineapple, strawberries) and some more champagne is added.

#### **Brandy sorbet**

A champagne glass is filled with 1/2 of ice-cream, then it is spilt with malinoec, brandy, it is garnished and more champagne is added. It is served with a spoon and a straw.

#### **Sling**

Sling is a drink similar to punch. There are two kinds of it. It is not much known in our country. It is mostly famous in England and America.

#### **Brandy sling**

In a glass, a tablespoon of sugar is dissolved and a few pieces of ice are added and the juice from one lemon, a tablespoon of malinoec and a measure of cognac or brandy. It is stirred well and water is added.

Besides the above named cocktails prepared with alcohol, soft drinks and fruit, there are also cocktails based on milk drinks.

#### **Raspberry frappe**

2 scoops of vanilla ice-cream  
1 glass of milk  
1 glass of raspberry juice  
½ glass of water  
Stir well.

#### **Chocolate frappe**

1 scoop of chocolate ice-cream  
2 glasses of milk  
1 glass of raspberry juice  
Grated chocolate is added on the prepared drink.  
Stir well.

#### **Oriental cream**

2 scoops of ice-cream  
1 glass of whipped cream  
1/3 orange syrup

#### **Cream cocktail**

¼ glass of orange juice  
¼ glass of raspberry juice and  
1½ glass of whipped cream  
Stir well.

1/3 raspberry syrup and  
1/3 lemon juice  
Stir well.

The drink is put in a mixer and must be mixed well.

### Zooms

Zooms is a less known specialty. It is consumed mostly in Paris, and it is recommended in the afternoon hours.

Thorough recipe  
Ice, a tablespoon of honey, a tablespoon of whipped cream, a dose of recommended alcohol (rum, whiskey, cognac, brandy) is put in the mixer. Stir it well and strain it in a cocktail glass.

Brandy zooms	Whiskey zooms
1 tablespoon of honey	1 tablespoon of honey
1 tablespoon of whipped cream and	1 tablespoon of whipped cream and
1 part brandy	1 part whiskey
Stir it intensively	Stir it intensively

### Recipes for mixed drinks – cocktails

Alaska	Katinka	Astoria
¼ liquor	½ vodka	1/3 red vermouth
½ vodka	1/6 cognac brandy	2/3 gin
¼ cream	2/6 lemon juice	A little of bitter and 1 olive for garnishing. Stir together
Stir together	Stir together	
Kangaroos	Healer	Banana
¾ vodka	1/6 malinoec	½ banana liquor
¼ vermouth	1/6 rum punch	2/3 vinjak
¼ cream	2/6 lemon juice	Stir together
Stir together with lemon zest	Stir together	



Alexandra  
1/3 cocoa liquor  
1/3 gin  
1/3 cream  
Stir together

Angeles  
½ plum brandy  
½ cocoa liquor  
A little cream  
Shake and stir together

Brandy  
1 dose of bitter  
1 tablespoon sugar  
Stir together

Mimi  
  
1 egg white  
  
1 raspberry  
A little lemon juice  
  
¼ cognac  
  
¼ liquor  
  
¼ gin  
Stir together

Magi  
  
1/3 orange juice  
  
1/3 liquor  
1/3 cognac brandy  
  
Stir together

Mona Lisa  
  
1/3 red vermouth  
  
2/3 cocoa liquor  
  
Stir together  
  
The glass is garnished with  
sugar and add a cherry

Moulin rouge  
  
3 raspberries  
  
¼ gin  
¼ lemon juice  
¼ cognac brandy  
  
Stir together

Miss Yugoslavia  
  
¼ cream  
¼ maraschino  
¼ cherry brandy  
¼ cocoa liquor  
  
Stir together  
Add grated chocolate

Crème  
  
1/3 kirsch liquor  
  
1/3 raspberry  
1/3 cream  
  
Stir together  
Add one cherry

Karioka	Charlie Chaplin	Doctor
1/8 malinoec	¼ lemon juice	1/3 lemon juice
1/8 lemon juice	¼ cognac brandy	1/3 orange juice
¾ rum	½ gin	1/3 punch
Duplex	General cocktail	Gin orange
¼ gin	½ pineapple juice	3 ice cubes
¼ red vermouth	¼ cognac brandy	1/3 orange juice
¾ rum	½ gin	1/1 gin
½ white vermouth	1/1 white wine	2 doses orange juice
A little bitter	Shake well and strain in a glass	Shake well and add a straw
Gin soda	Napoleon	Panama
3 ice cubes	3 ice cubes	½ cream
1/1 gin	½ liquor	¼ cocoa liquor
1 slice of lemon	½ citron juice	½ rum
Fill with soda	Fill with water and put bigger slice of lemon	Stir together
	Stir together	

Paris	Perfect	Ping-pong
1/3 gin	1/3 white vermouth	1/3 lemon juice
1/3 cognac brandy	1/3 red vermouth	1/3 orange juice
1/3 apricot brandy	1/3 gin	1/3 gin
Stir together	Stir together	Stir together and garnish with cherries

## Specific weight of beverage

The specific weight of the drink is very important for some drinks that are mixed. However, for the so-called multicolored drinks the specific weight has huge importance, because, incorrect pouring of the drink in the glass can bring to mutual mixing of the different drinks, and the wanted effect cannot be reached. In this group of multicolored drinks are puss-coffee, cocktails named “fantasy”.

For making colored (multicolored) drinks in suitable glass, first the drink with bigger specific weight is carefully poured, and then the drink with lower specific weight. At the top of the glass is poured the drink with the lowest weight. When preparing this kind of drinks, the barmen, beside the knowledge of the drinks’ specific weight, should also have steady hand and sense for accordance of colors. If these drinks are accidently mixed, they shouldn’t be served.

For orientation and coping with the percents of the specific weight, there is data of some drinks in the table (for 1 liter):

-pure alcohol	793 ml		-Curacao blue	1065ml
-cognac	940ml		-Curacao orange	1075ml
-whisky	940ml		-Curacao triple-sec	1083ml
-angostura	940ml		-maraschino	1094ml
-gin	941ml		-anisetette	1117ml
-vodka	950ml		-mint cream	1125ml
-klekovaca	952ml		-mint	1130ml
-orange bitter	953ml		-cocoa cream	1135ml
-water	1000ml		-vanilla cream	1150ml
-curacao green	1020ml		-grenadine	1269ml
-cherry brandy	1051		-syrup	1270ml



(Pic. 45) Bartender-preparing cocktails in the aperitif bar



(Pic. 46) 1. Measuring glass 30 ml and 50 ml; 2. Stirring glass; 3. Barmen's sieve; 4. Barmen spoon; 5. Bar knife; 6. Ice cube tongs; 7. Peeling knife; 8. Bar fork; 9. Can opener; 10. Bar grater; 11. Bar pliers; 12. Bar hammer



(Pic. 47) Electric mixers for fruit and preparing milk cocktails



(Pic. 48)Shaker 2 parts and 3 parts shaker



(Pic. 49) Creating-decorating cocktails



(Pic. 50) Fruits used by the barmen

## **Barmanship in the Republic of Macedonia**

By initiative of group of enthusiasts – catering staff from all professions, in 1988, in the hotel “Continental” – Skopje was formed the Society of barmen in mixing drinks in Macedonia.

Recently this Society consists of over than 60 restaurant workers, that have participated in tournaments at state degree, international degree, and cup-shows over the country.

For the past period, the Society of barmen in Macedonia has reached solid results in promotion and development of the work of restaurants, especially barmanship.

In 1997, due to the big interest of the members, the Society changed its status, and deregistered in Association of flambé and barmen in the Republic of Macedonia, placed in Ohrid.

In Macedonia also is established another Association of barmen of Macedonia (ABM) registered on 10.10.2005 in Skopje by a group of young, but experienced professionals, with clear vision for the profession of a barman.

ABM is unprofitable organization with an aim to raise the cocktail culture in our country and affirm the profession of a barman, which in later time was neglected in our country.

The main task of ABM is education of barmen. For that purpose are organized courses for basic training of barmen. At this courses future barmen are introduced with the basis of the profession and the most important elements: work at a bar, introduction with drinks and bar tools, the technique for

preparation of cocktails, selling technique, way of serving, maintenance and preservation of inventory, hygiene of bar... They also learn the seven international cocktails according the program of the International barmen association.

After the application in IBA (International Bartenobers Association) in November 2007 at the World congress in Taiwan, ABM officially became a member to this most popular and oldest organization which unites all the barmen in the world. IBA is established at the historical meeting in Grand Hotel in Torquay - west England, on February, 24<sup>th</sup> 1951. Only seven European countries were present at the foundation council: Denmark, France, Italy, the Netherlands, Sweden, Switzerland and Great Britain.

The first world championship in preparing cocktails was organized in 1995 by IBA.

In 1975 IBA has made a revolutionary step by acknowledging female members. In 2000 except of the compulsory competition in cocktail preparing, IBA introduces another attractive competition in FLAIRTENDING (preparing cocktails in an attractive way, by juggling , and acrobatic movements with bottles and shakers ). Today IBA has more than 50 country members throughout the world, among them is our country.

### **Cocktails from the most successful barmen- awarded by "AFBM"**

#### **Macedonian Rose Cocktail**

1/3 - strawberry liqueur  
1/3 - „Smirnoff " vodka  
1/6 - Gin „Larson"  
1/8 – martini „Dray"  
1 bl - syrup (grenadina)  
garnish: Strawberry

#### **„Casino" Cocktail**

1/3 - Russian vodka  
1/3 – liqueur „Curacao"  
1/3 - martini „Rosso"  
Addition: tonic  
Garnish: a piece of lemon

#### **Cocktail „Badel flower"**

1/3 - krushkovac „Badel"  
1/3 - „Vigor" vodka  
1/5 - martini „Badel"  
1/6 - vodka from melon  
Garnish: a piece of pear

#### **Cocktail „Vardar Valley"**

1/3 - Kiwi liqour  
1/3 - „Vigor" vodka  
1/3- gin  
1b.l - lemon juice  
Addition: Vardar cherry pearl  
garnish: a piece of kiwi



**Cocktail „South Nar“**

1/3 - whiskey „Balantine“

1/3 - „Smirnoff“ vodka

1/6 - Gin „Gordon“

1/6 - grenadine

addition: tonic

garnish: a piece of lemon

**Cocktail „Maya**

5/10 - bourbon whiskey

2/10 - Red Vermouth

1/10 - white Vermouth

1/10 - bitter Campari

1/10 - Gilliam liqueur

Garnish: Cherry

**Cocktail Chocolate Symphony**

4cl syrup - Monin Cinnamon

1cl - Balantine `s Scotch

2cl - Mozart Chocolate

4cl - Half & half cream

garnish: roller, orange zest and grated chocolate

**Cocktail Blue Moon**

3,5 cl - Finlandia Mango Vodka

1 cl - Ballantine `s Scotch

2,5 cl - Marie Brizard Blue Curacao

1 spoon brown sugar

1/4 - Lime

garnish: piece of lime and orange

**Cocktail „broken heart“**

1/3 - Campari

1/3 – martini „Dry“

1/3 - whiskey „Bilantine“

1 b.l - grenadine syrup

orange zest juice

addition: tonic

garnish: slice of lemon

**Cocktail „Kid's Delight “**

2/2 - peaches

2 - pineapple slices

2 - strawberry ice cream balls

50 ml - orange juice

50 ml - pineapple juice

30 ml – lemon juice

1 b.l. - powdered sugar

1 b.l. - grenadine syrup

addition: pasteurized milk

***Cocktail Flamingo Jack Pot***

4 cl – Finlandia Mango Vodka  
2 cl – Marie Brizard Blue Curacao  
2 cl – Merlot special selection Tikves  
10cl – orange juice  
garnish: orange and grapes

***Cocktail „Spring Love“***

4 cl – Finlandia Lime Vodka  
2,5 cl – Marie Brizard Trip – sec  
1 cl – Marie Brizard Wild Strawberry  
10 cl – 7 Up  
garnish: lime and strawberry

***Cocktail „ Ohrid Pearl ”***

1/3 - Curacao blue liqueur  
1/3 - Gin  
1/6 - „Vigor“ vodka  
1/8 - lemon vodka  
one egg white  
1 b.l. - lemon juice  
addition: tonic  
garnish: piece of lemon

***Cocktail „Jolly Night“***

1/3 - whiskey „Balantine“  
1/3 - liquor „Cahula“  
1/3 - chocolate liqueur  
Addition: grated chocolate

***Cocktail „ Happy New ”***

1/3 - „Finlandia“ vodka  
1/3 - Curacao liqueur  
1/3 - martini „Bianco“  
1 b.l. – squeezed lemon

***Cocktail „ Flamenco ”***

1/4 - kiwi syrup  
1/2 - banana juice  
1/4 - peach liqueur  
1/3 - squeezed lemon

1/10 - mineral water

1/3 - squeezed orange

Addition: tonic

***Cocktail Paradise Taste***

***Cocktail La Bondeguida Dream***

2 cl - „Finlandia“ vodka

4 cl - vodka Marie Brizard Bannana

3 cl - Malibu

1 cl - Malibu

1 cl - Marie Brizard Vanille de Madagascar

1 cl - Half & half cream

2 cl - Monin Grenadine

3 cl - pineapple juice

8 cl - Sprite

Garnish: pineapple

garnish: pineapple, lime and red cherry

## **SOME RULES, NOTES AND TIPS ABOUT SERVING THE GUESTS AND BEHAVIOR OF THE STAFF DURING THE WORK**

1. Don't be late for work, always show up 10 to 15 minutes before the working time, for personal training in the workplace.
2. You should take care for waiter's preparation (office) of the dramshop of beverages, kitchen room, breakfast room and also all rooms always should be quiet during serving the guests. Each uproar, noise, noises or falling inventory reduces the reputation such as renown of catering object, and employee personnel.
3. You have to think constantly of your reputation, yours colleague's reputation and catering object in which you are employed.
4. Don't chew gum (chewing) or sweets during the work when serving.
5. During the work don't be unshaved, don't wear long sideburns, long moustaches, or long hair.
6. During the work do not keep your hands in pocket, find something to work because in the restaurant there is always something to do.
7. Do not touch your nose with your fingers while making conversation, because it is impolite.
8. Remember that: pure body, work suits and clean workplace leaves the best impression on visitors - consumers.
9. Remind young colleagues for personal hygiene and hygiene in the workplace everyday.
10. When you change the ashtray (you should replace it when it has at least one cigarette end in the ashtray) before throwing the cigarette in the trash designed for that purpose, check if the cigarette is extinguished, to avoid unwanted consequences.
11. Behave human (consciously and gently) to the inventory.
12. Save wherever you are given the opportunity, because proper behaviour on the job in the catering object is an important prerequisite for economic performance or the progress of the organization in which you work.
13. The waiter should be quick, flexible, imaginative, honest, hospitable, social, and always capable of successfully completing their daily work and tasks.
14. Be aware that you are at work (in his area) for the client, not the client for you.
15. You must always have in mind that the client is a major figure in the catering object, so therefore and in your area.

16. When you come to work and come into the serving room, ask yourself, what guests expect from you and are you capable to please them. You should give the best of you, because that is the only way to succeed.
17. While chatting with a client, hold upright, and specifically look into the eyes. Improper to rely on a chair, desk, wall, etc. With its decent movement before the guest leave the impression of diligent man.
18. Keep your white cloth placed over the left hand always be clean and tidy. Do not wear on your shoulder, in your pocket or under the armpit.
19. During the work-serving, you are not allowed of making any private conversations with the client, especially when the client does not like it.
20. Do not be annoying with the client during the conversation.
21. Be equally courteous to each guest.
22. Never overhear the conversation of the guests.
23. For each query, kindly answered to your guest.
24. The client is provided only with correct answer.
25. A good waiter, already at the first meeting with the client, knows how he wants to be served.
26. If a guest from another region call you, approached him, hear his wish and tell it to your colleague who serves in that region.
27. Before receiving the order to eat and drink from the guest, well consider the list of food, wine card, card of drinks and a menu.
28. Get accustomed to foreign guests and always first offer our local (national) specialties.
29. 29. Never serve alcohol to drunk people and minors.
30. 30. When you are serving the drink, never touch the edge of the glass with your fingers, than hold the glass on the bottom , your finger prints to not be visible.
31. 31. When you are serving the guests with a bottle of wine or other drink in its original bottle, you should show (present) to the guest the closed bottle and then open the bottle in front of the guest and serve in a glass.
32. 32. Do not allow the ordered meal to get cold on the kitchen desk, serve it as soon as possible.
33. 33. Prior to serving the guest, check if the table is clean.
34. 34. Before you serve the meal, show it to the guest, everyone wants to see the meal, how it looks how is decorated.
35. 35. When you are taking out the used cutlery and plates from the guest's table, be careful knife, fork or other thing not to fall on the ground.

36. 36. During your working hours, you shouldn't seat on the working place.
37. 37. Until there are guests in your area for serving, you shouldn't leave your working place.
38. 38. If you want to charge earlier to the guest (if your shift ends or you are closing), kindly excuse to the guest and explain that you are leaving and your colleague will replace you.
39. 39. Always give the guest a written bill. Everyone can make a mistake, but mistake done by the waiter is not recognized as a mistake. Written bill will show who has right.
40. 40. The guest not always has right but if we want to proof that it will cost us a lot. Therefore we need to give him an advantage.
41. 41. If something is not clear, ask the one that knows. Only smart person asks for advice.



42. (Photo 51a) Cocktail preparation on improvised bar desk.



(Photo 51b) While mixing the cocktail, it is necessary to prepare the decoration, in this case it will be made a parrot form from fresh pineapple and carrot attached to the glass.



(Photo51c) In the blender for cocktail preparation we put strawberry, vanilla & orange ice-cream



(Photo 51d) We add Jin and we turn on the blender. We mix till we get smooth liquid.



(Photo 51e) After the process is finished



(Photo 51f) The glass is filled with dessert wine with cinnamon aroma Bellini di Canella. We mix the cocktail. Sparkling wines and drinks are always added at the end of the mixture..



The Cocktail is ready. Cheers!





Cocktail "Happy night"



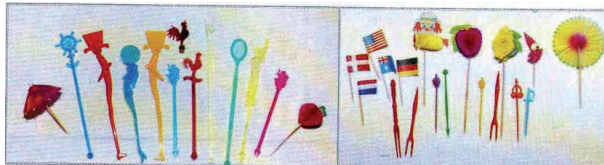
Cocktail "Macedonian Rose"!



Cocktail "Almond Flower"



Cocktail "Broken Hearth"



Decoration used in Bartending

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