



IPH Recruitment Ltd

Hospitality and Catering Staffing Solutions

...thinking outside the flock

IPH-Recruitment

FRONT OF HOUSE TRAINING GUIDE

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Booking Work

We will text or call you with our available shifts and you just tell us if you would like to do them or not.

We will tell you the following KEY INFORMATION;

- THE VENUE YOU ARE WORKING AT;
 - ✓ You'll probably work at a different venue every time you work, it's important to note specific staff entrance details, and plan your route in advance. When you arrive, ensure you know where guest toilets are located, and emergency exits.
- UNIFORM TO BE WORN - see page 11
- TIMINGS OF YOUR SHIFT;
 - ✓ We will give you a start and finish time, please arrive 10 minutes early.
- TYPE OF EVENT;
 - ✓ We will provide as much information as possible, so you know what to expect
- CHANGES TO JOBS;
 - ✓ Due to the nature of the job, things can change last minute with our clients e.g. cut in numbers, shift times etc. - please be understanding and patient. Just as we are flexible with you, please be flexible with us too.

Please try not to cancel a shift once you have said yes, don't book yourself onto a shift if you aren't 100% sure you can go!!!! We often need to give clients a list of names days before the events, so if you cancel last minute it will mean the client will be short-staffed.

DO NOT email to cancel a shift over weekends, you MUST text or call to make sure we know.

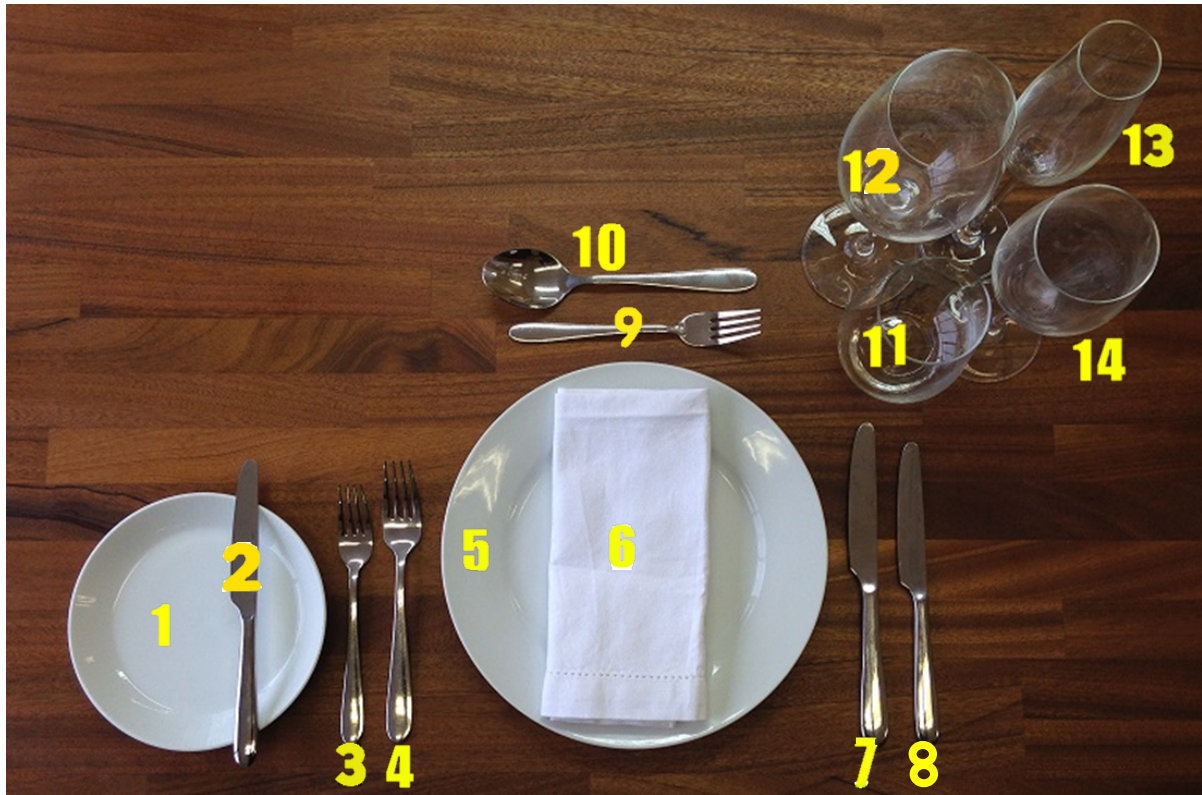
You must give us a minimum of 4 hours' notice before cancelling.



Events

On some shifts you will have to help set up a room before a function begins. You need to listen to the manager for setup instructions.

Place setting;



- | | |
|-----------------|--------------------------------|
| 1. Side Plate | 8. Starter Knife |
| 2. Butter Knife | 9. Dessert Fork |
| 3. Starter Fork | 10. Dessert Spoon |
| 4. Main Fork | 11. Water Glass |
| 5. Plate | 12. Red Wine Glass (larger) |
| 6. Napkin | 13. Champagne Flute |
| 7. Main Knife | 14. White Wine Glass (smaller) |

▪ Additional Items;

- ✓ Centre Piece
- ✓ Butter Dishes
- ✓ Salt and Pepper
- ✓ Bread Basket
- ✓ Menus/ Place names
- ✓ Candles
- ✓ KEY TO REMEMBER everything has a set place, tables must look identical, ASK if unsure



- **Breaking a napkin;**
Standing on the left side of the guest bend forward slightly and pick up the cloth napkin with your left hand

1. Take one step away from the table open napkin completely
2. With your right-hand thumb and forefinger holding one corner, grip the opposite side of the napkin with your left-hand thumb and forefinger. The cloth napkin will naturally fold over forming triangular shape.



3. Stand on the guest's left-hand side, place the napkin over the guest's lap and drop the napkin flat on the guest's lap.



Food Service;

When you arrive for a shift and the venue has been fully set-up, you will always receive a briefing of how service is to be run.

Kitchen;

You must be aware of the following:

- ✓ There will be an IN door and OUT door, you need to use the correct one
- ✓ You need find out and know where the clearing station is
- ✓ You must know which food pass to collect food from, or wait for the chefs to tell you which plates are ready
- ✓ Ensure you know where to collect dietary requirement plates and where to drop off
- ✓ Do not use your phone
- ✓ You should wear sensible flat black shoes

Carrying plated food;

Starters and Desserts are usually pre-plated and ready to collect. Make sure you hold the plates level at all times.

- Main Meals;
- ✓ Usually there will be a pile of hot plates. Using napkins, take 2 and slide along food pass. Each chef will plate food as you go
- ✓ Remain quiet and focused, the kitchen can be loud making it difficult for the chef to communicate with the team

Different Types of Service;

In the briefing, your manager will tell you what type of service is to be used.

- Snake Service:
 - Staff asked to queue in the kitchen and pick up 2 plates from the pass
 - With the 2 plates, leave the kitchen through the 'out' door and enter the dining room
 - Locate head waiter/manager/team leader
 - Walk straight to the table they're standing at
 - Manager will direct service until whole table served
 - NB put plates down in front of each guest, from their right (unless otherwise instructed)
 - Return to kitchen as quick as possible
 - Pick up 2 more plates and continue like before

It is very important to ALWAYS locate head waiter/manager/team leader and serve where they indicate.

- Special Dietary requirements;
If you come across a guest with dietary requirements, place your plates one space along to the next guest and immediately go to kitchen and pick up a



special dietary plate, to take to the guest, once they have been served, you can carry on with service as usual.

- **Team Service;**

- ✓ Staff divided into teams of approximately 5-7
- ✓ Each team has a leader
- ✓ This person is responsible for knowing which tables the team will be looking after, how many covers are on each table and will be made aware of any known dietary requirements on each of the tables
- ✓ Team leader decides which order to serve tables, you will be told in the briefing and do a practice run
- ✓ As with snake service, queue in the kitchen in your teams and collect 2 plates each, remain quiet and focused
- ✓ Once everyone in your team has their plates, follow your team leader into the dining room
- ✓ Once at the table, spread around the back of the seats leaving a gap between each guest
- ✓ Once your team leader gives you a nod, place plates simultaneously, ensure you keep the plates level so you don't spill any gravy/food on the guests

- Remember, the whole point of team service is to work as one!

- **Mezzanine Service;**

- ✓ Stand in-between 2 guests and place their plates simultaneously
- ✓ You may be asked to do Mezzanine Service during Snake or Team Service

- **Silver Service;**

- Food is transferred from a serving dish, which can be heavy, to a customer's plate by the waiter/waitress using serving spoon and table fork (or tongs/spoon only)
- Food is served from the left
- Order of service;
 1. Serve meat
 2. Serve veg/potatoes
 3. Serve sauce

(Please see example on the next page)

- Usually silver service is carried out in pairs, it is the most formal service and requires attention to detail;
 - ✓ One team member to serve hot plates and veg, the other meat and sauce
 - ✓ Take stack of hot plates, place from right of guest, starting at head of table, moving around in anti-clockwise direction
 - ✓ Return to kitchen and take platter of veg
 - ✓ 2nd Person then comes out with platter of meat, begin to serve from left
 - ✓ 2nd person returns to kitchen to get the sauce
 - ✓ 1st person serves the veg from left

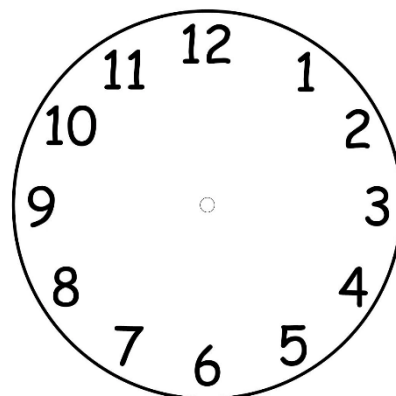
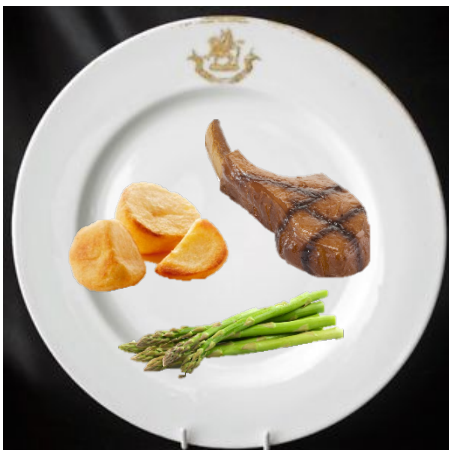


- ✓ Spoon and fork used to serve in pincer motion;



- ✓ To use cutlery efficiently place spoon in right hand, place little finger under the handle, next finger above and middle finger below handle. Forefinger should be above the handle - then use forefinger and thumb of same hand to hold fork above spoon.

- Golden rules;
 - ✓ If unsure, ask
 - ✓ Don't say yes if you don't understand
 - ✓ When placing plate, ensure whole plate is on table 2 fingers above edge
 - ✓ Serve from left and clear from right
 - ✓ Crest of the plate goes at 12 o'clock
 - ✓ Make sure you serve food in well of the plate
 - ✓ Meat/fish goes at 3 o'clock
 - ✓ Veg at 6 o'clock
 - ✓ Potatoes at 9 o'clock



Carrying Plates and Clearing:

- ✓ Ensure napkins are used to carry plates and platters to the guests as they can be VERY hot (don't use napkins when clearing)
- ✓ Make sure platters are carried as low and close to table as possible
- ✓ Make sure you have a firm grip before leaving kitchen as it gets very heavy
- ✓ Carry platter in left hand, try to cover maximal surface area under the platter, use the length of your arm
- ✓ Make sure you are able to clear and carry 3 or more plates at a time safely and controlled
- ✓ Neatly stack the knives and forks onto one plate. Do not pile plates on top of cutlery, they will fall out
- ✓ Clearing should be done from the right of the guest
- Usually carried out in pairs;
 - ✓ Position yourselves around the table so you're opposite each other
 - ✓ Pick up 1st plate in right hand and transfer to left
 - ✓ Plate placed so pinky finger and thumb are on top of plate rim, with the remaining fingers supporting the plate underneath
 - ✓ Using cutlery, scrape waste food onto edge of plate
 - ✓ Arrange cutlery on plate so knife sits under arch of fork
 - ✓ Pick up next plate and place onto left forearm, resting on your thumb and pinky and wrist
 - ✓ Scrape food onto first plate collected and place cutlery as before
 - ✓ Repeat until you've cleared as many plates as you can, usually 5 plates, but be careful as they can be very heavy
 - ✓ After clearing mains, you may need to clear salt, pepper, butter etc, listen to instructions from manager



Coffee Service;

- At some point between serving and clearing dessert, coffee will be served. Listen to your manager for serving instructions. Usually, it will be in one of 3 ways;
- **Coffee/Buffer Station;**
 - Should be laid out with the following;
 - ✓ Coffee cups, tea cups, saucers and teaspoons
 - ✓ Sugar bowls, white and brown sugar
 - ✓ Milk jugs
 - ✓ Pots of coffee and tea
 - ✓ Biscuits/petits fours

You will stand at the station, serving and replenishing

- **Coffee cups on table;**
 - Serving at the table will involve;
 - ✓ Taking milk and sugar to tables
 - ✓ Taking a selection of petits fours/biscuits to tables
 - ✓ Serving coffee/tea at tables - be careful not to spill as it is very hot
 - ✓ Always serve from the right, take cup from table and pour behind guest, then place cup back on table
 - ✓ If special request (tea), finish coffee service and then return to the kitchen to retrieve it
- **Coffee served in pairs**
 - This service is when cups are NOT laid out on tables
 - ✓ A tray must be laid with as many coffee cups and saucers and spoons as possible
 - ✓ Milk and sugar is taken to table and placed in the middle
 - ✓ One staff member carries a tray and the other pours the tea/coffee
 - ✓ After table service, petits fours/ biscuits are placed on the tables



Drinks Service;

Drinks service varies from client to client, so listen closely to your manager's instructions. Always pour from the guest's right-hand side.

- **Wines;**
 - Poured predominantly at table
 - Pour with label facing towards your guest
 - Don't let neck of bottle rest on/touch the glass
 - White wine; approx. $\frac{3}{4}$ of the glass
 - Red wine; approx. $\frac{1}{2}$ the glass
 - If a guest asks for more, do NOT say no, go around the table and make sure everyone has some wine, then go back and fill his/her glass
- **Champagne**
 - Served during receptions, circulate the room with tray or a bottle to top-up glasses
 - Label must face towards the client when pouring
 - Before filling a champagne flute, you must first 'wet down' the glass by pouring approximately 1cm of champagne into the bottom, before filling when required.
 - Where possible, tilt glass when pouring
- **Opening champagne bottle;**
 - Remove foil
 - Place thumb on top of cage, and loosen with other hand (do NOT remove)
 - With one hand on cage and one at base of bottle, twist bottle and apply downward pressure on cork
 - Keep your thumb on the cork
 - Bottle should be held at approx. 45 degrees when opening



Trays and Canapes;

Most jobs you do will include carrying drink trays and canapés, usually as part of the reception drink stage

○ Trays;

- Ensure you have a firm grip, your forearm runs underneath the tray whilst your other hand hold the tray steady
- Pay attention, when glasses are lifted off as the weight distribution will change and glasses may fall off
- KNOW what you're carrying if a guest asks
- If you drop a tray, fetch the hazard sign and let the manager know. Find a dustpan and brush and clean up the glass carefully

○ Canapés;

- Canapés are held in one hand and napkins in the other
- Maintain a good upright posture and make eye contact with guests and smile
- Ensure you know EXACTLY what you are carrying before you leave the kitchen
- Make sure you know which are vegetarian/contain allergens. For food allergies you must know if it contains nuts/fish/gluten
- Offer by full title, e.g. instead of 'would you like a canape', 'would you like a salmon blini'
- Make sure you walk around the whole room
- Don't attempt to pick up dropped canapés whilst holding a tray, alert a colleague or return the tray to kitchen
- Once you're running low on canapés, return to the kitchen and fetch more, do NOT wait until they're all gone



Uniform;

You must always look smart and presentable, you are the first person a guest sees, and you must represent both the client you're working for and IPH-Recruitment as best you can.

- For your shifts, the standard uniform that we ask you to have is:
 - Black flat leather shoes (not trainers, not open toed)
 - Black socks
 - Black suit trousers/Pencil skirt
 - Black full length sleeved shirt and White full length sleeved shirt (for ladies, we recommend men's' shirts)
 - Black tie (not a skinny one but a normal size)
 - Black waistcoat
 - Black bowtie
- It is imperative that all uniform is ironed, and that you look 100% smart and presentable.
- You must wear your hair neat/tied back, and only small stud earrings and a plain wedding band
- Visible tattoos need to be covered
- Only clear nail varnish to be worn



General information;

Please remember you must print off a timesheet before every shift and take it with you to get signed by your manager on the job. This is YOUR responsibility!

You must then return your timesheet to us by 10am Monday mornings.

If we don't get a timesheet, or it is late you may have to wait another week to be paid

- **Money, Money MONEY!!**
 - Signed Timesheet
 - Always paid on Fridays
 - Payslip sent weekly by post, usually on a Friday
 - Please send any pay queries you have via EMAIL
 - The more you work - the better impression you make - the more shifts you get - the more money you make - WIN WIN WIN!!
- **Valuables;**
 - There will always be somewhere for you to place your belongings, however the rooms may not be locked, so don't take any unnecessary valuables with you
 - If you take a phone make sure it is on silent at all times, or switched off. If you get caught using your phone the client can send you home
- **Breaks and food;**
 - On a 4 hour shift it is unlikely you will be fed, so take a sandwich and fruit with you
 - On longer shifts you may be fed and will be allowed at least one break, so take something with to eat just in case
- **Alcohol;**
 - You must NEVER drink when working - if you do, your employment will be terminated
 - Always ask for ID if someone you are serving looks as though they could be under 18
- **Important to remember;**
 - Each client does things their own way, listen to the manager and follow instructions
 - Never say 'no' to a guest - always find a solution or a manager
 - Be well groomed for every job
 - If you say 'yes' to a shift PLEASE don't cancel, unless in absolute emergencies. We are more likely to use reliable staff members.
 - Don't forget to take a timesheet along to every shift and get the manager to sign off your hours
 - Stay off your phone

