

Introduction to Food and Beverage Service

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(Designed as quick-reference study notes)

1. Core Concepts

Concept	Definition	Why It Matters
Food & Beverage (F&B) Service	The process of delivering food and drinks to guests, from order taking to final bill.	Directly influences guest satisfaction, repeat business, and profit margins.
Service Styles	• Table Service – waitstaff takes orders and serves at the table.	Determines staffing, layout, equipment, and pricing.
	• Counter Service – guests order and pick up at a counter.	
	• Buffet/Self-service – guests serve themselves from a spread.	
Front-of-House (FOH) vs. Back-of-House (BOH)	• Room Service – delivery to guest rooms (hotels).	Coordination between the two ensures smooth operations and timely delivery.
	FOH = guest-facing areas (dining room, bar, host stand). BOH = kitchen, storage, prep areas.	

2. Service Flow (The “Guest Journey”)

- Greeting / Reception** – Host/hostess welcomes guests, manages seating.
- Seating** – Escort guests to the appropriate table or area.
- Menu Presentation** – Provide menus, explain specials, answer initial questions.
- Order Taking**
 - Verify dietary restrictions/allergies.
 - Repeat orders for accuracy.
- Order Transmission** – Send tickets to kitchen/bar (POS system or handwritten).
- Beverage Service** – Offer water, wine, cocktails; pour and refill as needed.
- Food Delivery** – Place plates correctly (left/right, front/back), check temperature.

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8. **Table Maintenance** – Clear used dishes, refill drinks, attend to guest requests.
 9. **Dessert & Coffee** – Offer after main course, note any additional orders.
 10. **Check Presentation & Payment** – Deliver bill, process payment, thank guests.
 11. **Farewell** – Invite guests to return, handle any post-service feedback.
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3. Key Roles & Responsibilities

Position	Primary Duties
General Manager	Overall operation, budgeting, staff hiring, guest experience oversight.
Restaurant Manager / Floor Manager	Daily FOH supervision, scheduling, problem resolution.
Head Chef / Kitchen Manager	Menu development, kitchen staff leadership, food quality control.
Sous Chef	Assists head chef, manages line cooks, ensures timely output.
Server / Waitstaff	Takes orders, serves food/drink, maintains table cleanliness, upsells.
Host/Hostess	Greets guests, manages waitlist, seats guests efficiently.
Busser	Clears tables, resets settings, assists servers with beverage refills.
Bartender	Prepares and serves drinks, manages bar inventory, engages guests at bar.
Sommelier (if applicable)	Wine selection, pairing recommendations, wine service etiquette.

4. Service Standards & Etiquette

Area	Standard	Practical Tip
Appearance	Clean uniform, name tag, proper grooming.	Keep aprons spotless; change gloves when switching tasks.
Greeting	Acknowledge guests within 30 seconds of arrival.	Smile, eye contact, "Welcome to? [Restaurant Name]"