



Hospitality and Catering

Silver service

Lesson 1

Become competent in delivering a silver service to customers correctly and safely by completing this course.





Learning Objectives

- Interpret what is silver service in the hospitality and catering industry
- Describe the advantages of silver service
- Compile the disadvantages of silver service
- Identify the best types of foods for silver service
- Summarize starters, main courses and desserts served using silver service
- Recognise the tableware required for silver service dining





Learning Objectives

- Understand what equipment is required for silver service dining and its function
- Define how to check an order before service
- Recognise how to present food correctly
- Describe how to serve food correctly during silver service dining
- State how to be professional and outline its importance





What is silver service

It is way of serving food directly to a customer's plate.

It is considered a high standard of customer service.





What else is silver service

Silver service can be considered 'old fashioned'.

This usually includes serving food at the table.





What type of food can you serve?

You can serve the following courses with silver service.

- Starters
- Main courses
- Desserts





Where will you see service in action?

This type of service may be old fashioned but it is still popular in various settings.





Weddings

This is popular way of serving large amounts of people in a way that looks impressive.

Usually serving individual portions from a large food tray.





Restaurants

Silver service can be smaller and more personal to the customer and table.

Usually found in high standard restaurants. e.g. Michelin Starred Restaurants.





Buffets and cruise ships

Serving food to the customer from a buffet is usually found in hotels and cruise ships.





Revision Activity 1

Where is silver service most commonly performed?