



Hospitality and Catering

Buffet and Carvery service

Lesson 6

Gain knowledge and understanding of how to perform the service of offering buffet and carvery products in the hospitality and catering industry.





Refilling dishes

It is important to keep the look and standards the same throughout the service.





Refilling dishes

All of your customers should have the same choice from the buffet or carvery no matter what time they arrive at the table.





Customer service

Buffets and carveries can be very busy.

Remember:

- Smile
- Breath
- Politeness
- Helpful





Customer service

Buffets and carveries can be very social.

Remember:

- Be professional
- Listen first
- No chatting with staff





Extra portions

Make sure you know if you can allow people to:

- Have child portions
- Have larger portions
- Come back for seconds





Revision Activity 6

How do you refill dishes on a buffet?