



Hospitality and Catering

Silver service

Lesson 5

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





Things to consider when serving food

Before service you must check all of your service equipment is clean and polished and ready for use.

High standards are a must.





Double check your order

Make sure you double check you have
the correct food for your customers.

Check for safety and hygiene.





Check your order

Talk with the chef.

Read your food order and check it.

Listen to your food service manager.

Look and confirm it is what it is.

Communication is key.





Presentation is essential

When you are serving food directly onto a plate in front of the customer the food should be placed neatly onto the plate.





Presentation

Do not overlap the food.

The main dish is centre stage.

Do not over fill the plate.





How to serve

Traditionally most of the food items will be served using a spoon and fork.

This is a skill, and you must practice before you ever serve a customer.





How to serve

Sometimes it is more appropriate to use tongs or a slice.





Keeping clean and food safe

After every course you must return your used service equipment to the wash area and any spare or left-over food back to the kitchen.





Keeping clean and food safe

Do not leave any food or dirty crockery or cutlery in the dining area.





Keeping clean and food safe

Replace any dirty napkins if they have
been marked in anyway.





Serve to the left and clear to the right

This keeps things simple.

People who dine like this on a regular basis
know the routine.





Serve to the left and clear to the right

It helps to prevent accidents.

It also helps to avoid any confusion with staff at large functions.





Quiet as a mouse

Silver service is all about the customers experience.

The service staff should be seen and not heard.

Talking quietly to fellow staff is good.





Be professional

Minimum disruption is the key.

Professional skills carried out well with
no mess or noise.





Revision Activity 5

What is traditionally used to serve food?