



BARISTA

The barista course focuses on the basic knowledge about coffee and a hands-on application in making coffee concoctions. It is a forming part of Beverage Service and it is essential in the continuous progress of the Coffee Industry (Coffee Mixing).

It is commonly mistaken by many people that Barista are same as Bartenders, however this two have a big difference. **A Bartender mainly handles any beverage operation, while a Barista is purely concerned with coffee.**

By the end of this training, we aim that the role of a Barista would be realized and the learning be achieved empowering the trainees to value basic knowledge and skill in making coffee.

OBJECTIVES

- To differentiate a Barista from a Bartender
- To know the History of Coffee
- To learn about Coffee Education
- To identify the different types of Coffee Beans
- To know what is Espresso
- To be familiar with the parts of Coffee Grinder and a Espresso Machine
- To learn the proper usage and maintenance of a Coffee Grinder and a Espresso Machine
- To prepare a coffee concoction/Hands-on Demonstration

BARISTA vs. BARTENDER

- | | |
|----------------------------------------------------|-------------------------------------------------------------|
| ◆ Promotes coffee consumption | ◆ Mix and serve drinks for patrons at the bar |
| ◆ Determining customer coffee desires | ◆ pour drinks for table customers served by waiter/waitress |
| ◆ Presenting and explaining the coffee drinks menu | ◆ Responsible for recording each drink sale |
| ◆ Following prescribed recipes and preparation | ◆ Washing glassware and utensils |
| ◆ Techniques for coffee drinks | ◆ Maintains a clean and orderly bar |
| ◆ Replenishing coffee bean supply | ◆ Stocks the bar before opening |
| | ◆ Closing the bar |
| | ◆ Promotes products at the bar |

BARISTA, a coffeehouse employee who prepares and serves espresso-based coffee drinks

BARISTAS (ENGLISH) - plural

BARISTI (ITALY) - plural

“BARMEN” or BARTENDERS” - masculine or mixed sexes

“ BARISTE” or “BARMAIDS” - feminine

COFFEE SOMMELIER - A professional who is highly skilled in a coffee preparation with a comprehensive understanding of coffee, coffee blends, espresso, quality, coffee varieties, roast degree, espresso equipment and maintenance.

WHAT IS COFFEE?

Coffee beans come from coffee cherries which are the fruit of the coffee tree. Each cherry contains two beans. The coffee tree is an evergreen tropical shrub that only grows in the countries that belong to the “Coffee Belt”. The belt that wraps the earth and is bound by the Tropic of Cancer and Tropic of Capricorn. The Philippines belongs to this special area and is one

of only fifty-three countries that produce coffee. Coffee grows in fifty-three countries circling the entire globe around at the equator, thus the name “Coffee Belt”.

Angola	Ecuador	Kenya
Australia	Ethiopia	La Reunion
Bolivia	Galapagos Islands	Madagascar
Brazil	Guadeloupe	Martinique
Burundi	Guatemala	Mexico
Cameroon	Haiti	Mozambique
China	Hawaii	New Caledonia
Colombia	Honduras	Nicaragua
Costa Rica	India	Panama
Cuba	Indonesia	Papua New Guinea
Dominican Republic	Ivory Coast	Peru
El Salvador	Jamaica	Philippines
Puerto Rico	Surinam	Vietnam
Rwanda	Taiwan	Yemen
St. Helena	Tahiti	Zaire
Sao Tome and Principe	Tanzania	Zambia
South Africa	Uganda	Zimbabwe
Sudan	Venezuela	

BRIEF HISTORY OF COFFEE

Coffee’s origins are lost in legends, but frequently told story attributes the discovery to a herd of tired, hungry goats and their curious Ethiopian caretaker, Kaldi, in the 6th century. Weary of searching for greener pastures and eager to eat, Kaldi’s herd resorted to nibbling sweet red berries off strange bushes. Unusual behavior soon followed. The Old Billy goats began to kick up their heels with exuberance.

When Kaldi, witnessing this phenomenal change, tried the berries, he was soon cavorting across the hillside himself. He then confided his discovery of the divine berries to a monk and the news was heralded at the nearby monastery. Evening prayers suddenly became more pleasant and the glories of the heavenly berries spread.

EVOLUTION OF COFFEE

- 1. It was first eaten as food. The berries were mixed with fat and rolled into balls to carry on long journeys.
- 2. It was also drunk as a fermented wine.
- 3. It was taken as a medicine.
- 4. Finally, it was roasted and brewed as coffee.

ROAST STYLE

- ☺ “Geographical Roast Names”
 - a. New England
 - b. American

COFFEE AND HEALTH

Research indicates that coffee provides protective effects for the following conditions;

- 1) **Asthma** – drinking coffee can help control asthma and in some cases can even be used to treat asthma attack when conventional medication is not available.
- 2) **Colon Cancer** – 2 or more cups of coffee per day can reduce the risk of colon cancer by 25%.
- 3) **Gallstones** – the likelihood of developing gallstones is decrease nearly 50% by drinking at least 2 cups of coffee each day.

- 4) **Headache** – coffee cures or diminishes some types of headaches.
- 5) **Liver Cirrhosis** – the risk for this condition is reduced by 80% with the ingestion of 2 or more cups of coffee a day.
- 6) **Parkinson's Disease** – 6 studies have found the regular (caffeinated) coffee drinkers reduce their risk of developing Parkinson's Disease by as much as 80%.
- 7) **Tooth Decay** – a compound in coffee called Trigonelline has anti-adhesive and anti-bacterial properties, which helps prevent cavities.
- 8) **Type II of Diabetes** – a Harvard longitudinal study of 126,000 people found that 1 to 3 cups of caffeinated coffee per day can reduce the risk of developing diabetes by less than 10%, while 6 or more cups per day reduces women's risk by 30% and men's by 54%. Drinking caffeinated coffee reduces the risk for diabetes by approximately half that achieved with caffeinated coffee.

Some of coffee's health benefits accrue as a result of its caffeine content, whereas others are generated by its antioxidants. The reduced risk for Parkinson's disease and coffee's efficacy in treating asthma and headaches are linked to caffeine.

Rich in antioxidants plus vitamins and minerals we could get in banana.

2 tbsp. instant coffee
 1 pc. Banana lacatan
 2 tbsp. sweetened cocoa
 ¼ condense milk
 Ice

BENEFITS OF COFFEE

- 1) May reduce the risk for suicidal among women.
- 2) Helps prevent gallstones and symptomatic gall bladder disease in men.
- 3) Contains caffeine-related compounds (theophylline) that can alleviate the symptoms of asthma in some cases.
- 4) Can increase alertness and prolong waking hours.
- 5) May improved short-term recall
- 6) Promotes the effectiveness of certain migraine drugs.
- 7) may reduce the risk of cirrhosis of the liver among heavy drinkers
- 8) May postpone muscle fatigue and thus enhance athletic performance and endurance.
- 9) May protect against free radical damage of tissues – one study found that coffee has more antioxidant activity than red wine, green or black tea or orange juice.

RISKS FROM COFFEE

- 1) Increase blood pressure among people with high blood pressure.
- 2) Causes insomnia, anxiety and irritability.
- 3) May worsen heartburn and indigestion
- 4) May increase the risk of osteoporosis in menopausal women.
- 5) May increase blood levels of homocysteine and the associated risk of cardiovascular disease.

TWO COMMON TYPES OF COFFEE BEAN



Arabica vs. Robusta

The Philippines is blessed with four varieties of coffee. To remember them we use the term **Real Coffee** or **R-E-A-L**

R for Robusta

E for Excelsa

A for Arabica

L for Liberica

ROBUSTA (*Coffeacanophora*). This variety grows in lower altitudes of about 300-500 meters above sea level. Robusta grows in Cavite, Batangas and in lower elevations in Kalinga, Bulacan and in the Visayas. This variety gives the syrupey quality to coffee and is best used for instant or soluble coffee. It is also used as a blender for other varieties for an extra caffeine punch and its lower price. In other countries, 100 percent Robusta is sold as “hyper-caffeinated” coffee. It can be processed using both the dry method and the wet method. Washed Robustas (using the wet method) are popular with coffee experts. It is used mostly in specialty blends because of its strong character and higher caffeine content (about twice as much as Arabica).

EXCELSA (*Coffeaexcelsa*). Sometimes confused with Barako, this variety also grows in lower elevations. It has a distinct “langka” or jackfruit taste and grows in most areas of Cavite where the locals prefer it as a blender for their Robusta and Barako varieties.

ARABICA (*Coffea Arabica*). This variety grows in higher elevations, about 1,500 meters above sea level. Mostly found in mountain ranges in the Cordilleras, it grows near volcanoes and mountains in Mindanao, too.

The most traded coffee variety. Arabica is more expensive than Robusta, Excelsa or Liberica because it has a smoother flavor. It originated from Ethiopia and has dark-green pointed leaves and oval fruits. Each fruit contains two beans. It was first cultivated in Yemen but still grows wild in Ethiopia.

LIBERICA (*Coffealiberica*). This variety is more popularly known as “Barako”. It has the biggest trunk, leaf size, beans and cherries among the four varieties. It was originally grown only in Lipa, Batangas (making Batangas coffee famous around the world) since the 1800s but cultivation soon spread to nearby Cavite, Bataan and down south to Basilan.

HOW TO EVALUATE THE QUALITY OF COFFEE BEANS

- Color
- Appearance
- Aroma
- Flavor / taste
- Freshness
- Type of Grind

METHODS USED IN EVALUATING QUALITY OF COFFEE

- Use of visual and other sensory means including smelling and tasting coffee
- Customer feedback
- Consistency of the product

Most Expensive Coffee in the World



- Musang or Toddy Cat
- Species – Hermaphrodite, Kopi Luwak
- Coffee Alamid or Civet Cat is the most expensive type of coffee beans
- Scientific Name:
**ParadoxurusHermaphroditus
Philippinensis**

The most expensive coffee in the world but not hail from Jamaica or Hawaii, but instead from Indonesia.

Kopi Luwak the most expensive coffee in the world does exist and those who drink the expensive coffee insist that it is made from coffee beans eaten, partly digested and then excreted by the Common Palm Civet, a weasel-like animal.

“Kopi” the Indonesian word for coffee along with luwak is local name of this animal which eats the raw red coffee beans. The Civet digests the soft outer part of the coffee cherry, but does not digest the inner beans and excretes them.

Apparently the internal digestion ends up adds a unique flavor to the beans, removing the bitter flavor and then beans are picked up by locals and sold. The most expensive coffee beans can cost up to \$600 a pound and up to \$50 per cup, if you can get over the fact that you are drinking such a strange brew.

You would know if you drank the most expensive coffee in the world, because the quantities of it are tiny amount.

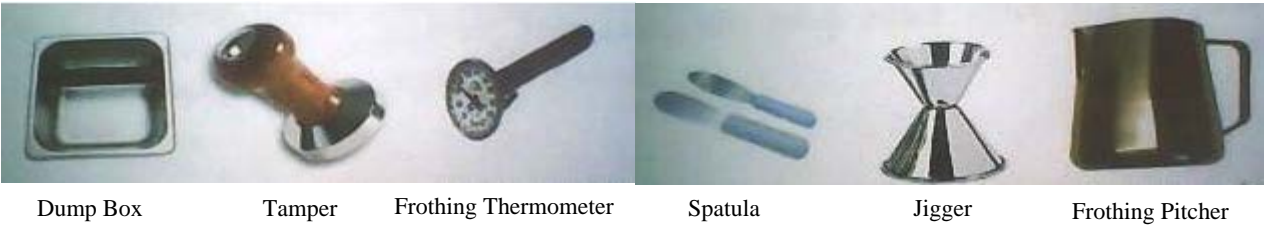
BARISTA TOOLS

Bar Spoon	Bar / Frothing Thermometer	Glass Measuring Cup
Frothing / Steaming Pitcher	Sugar syrup dispenser / bottle	Syrup Container
Jigger	Ice bucket	Canister
Coffee Timer / Stop Watch	Ice tongs	Funnel
Knock / Dump Box	Ice Shovel	Coffee Scooper
Tamper	Clean rags	Bar Spoon
Brewing head cleaning brush	Coffee	Condiment shaker
Cup and saucer / demitasse cup	Bar knife	

To keep your grind adjusted, you need a shot glass or measuring cup and a stop watch.

Cutting Knife – a knife necessary for cutting excess foam while pouring steamed milk. Flat bladed knife is useful.

Knock / Dump Box – the use of the box is by knocking the port filter to remove the extracted ground beans.



WHAT MAKES GOOD COFFEE

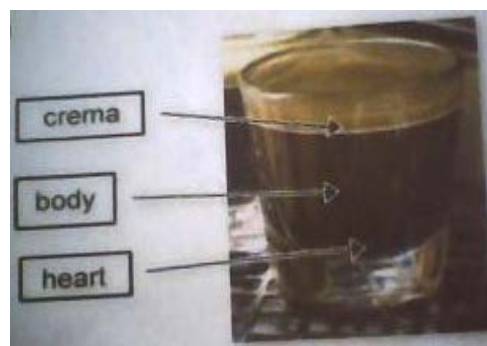
- a. **Water** – filtered, measured, calibrated
- b. **Coffee beans** – freshly ground
- c. **Espresso Machine** – clean and in good condition
- d. **Dose / Grind** – must be 7 gms/shot: Course and sand-like texture
- e. **Barista** – must be Confident, Consistent and Accurate and Observes periodically.



ESPRESSO

The literal meaning of the word “**Espresso**” is “**made on the spur of the moment**”. In Italy it is chiefly used to describe coffee, when you ask for the “espresso” in a bar or restaurant it always meant a coffee. It is the fresh extract of coffee. Espresso should be served within 20 seconds after it has poured.

THREE PARTS OF ESPRESSO



1. **Solution** – water soluble elements
2. **Suspension** – particles and gas bubbles that are suspended in an espresso, help inhibit the bitter flavor of the coffee.
3. **Emulsion** – the “CREMA” is produced when the oil gets emulsified by the pressure of the espresso machine.

TYPES OF ESPRESSO

- a. Ristretto (Italian for “shortened”). Espresso coffee drink extracted using less water, yielding a strong taste. In some countries referred to as a “short black”.
- b. Lungo (Italian for “long”). Espresso made by running about double the amount of water through the ground coffee. In some countries referred to as a “long black”.
- c. Doppio (Italian for “double”). Two measures of ground coffee beans. In most English-speaking countries, referred to as “double shot”.
- d. Americano. Espresso coffee with additional hot water added to the extracted coffee. (Note: the additional hot water is not run through the coffee as in case of “lungo” or “long black”.
- e. Corretto (“Corrected”, Italian). In which liquor, particularly “grappa” is added to the extracted espresso coffee.

Other Coffee Drink Variations

Espresso con Panna – espresso with a dollop of whipped cream. Con panna means “with cream”, in Italian.

Espresso Macchiato – espresso with a dollop of milk foam. Macchiato means “marked”, in Italian.

Flavored Latte – a latte with flavor added.

Flavored Cappuccino – a cappuccino with syrup added. Syrup may be added to the espresso and/or steamed into the foam.

Flavored Mocha – mocha with flavor added.

Cappuccino

A standard cappuccino is one part espresso with about three parts of frothed milk. Cappuccino is more coffee and less milk using foam milk. The foam milk on top of the cappuccino acts as an insulator to help retain the heat of the liquid, allowing it to stay longer hotter.

Cafe Latte

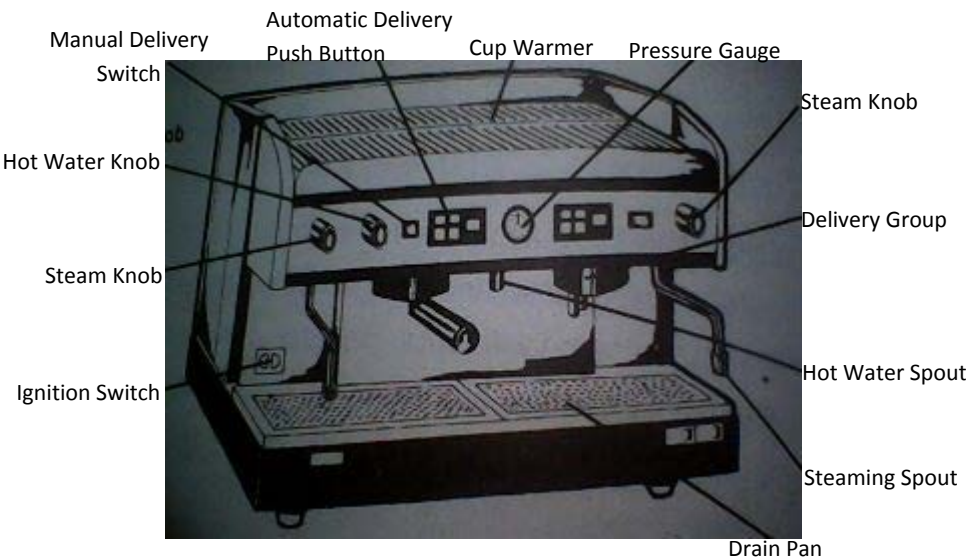
Consistency is milkier than cappuccino. One part espresso with at least five parts steamed (hot) milk and only a small amount of froth on top. Latte is less coffee and more milk and has performing latte art by the skills Barista.

Café Mocha

One part espresso with one part chocolate syrup and two or three parts of frothed milk optionally topped with whipped cream and chocolate drizzle.



ESPRESSO MACHINE



Grind: Espresso

Method: A professional model will feature a boiler tank and one or two or several group heads. Each group head can make one or two espresso drinks at one time. A professional espresso machine is a commercial electric equipment that is used to produce espresso and steam milk in just a few seconds. These machines usually come with boiler-generated pressure tanks and can deliver hot and boiling water and steam. The pump provides around 125 psi (pounds per square inch) of pressure to force hot water through very finely-ground coffee in 20 to 25 seconds.

Espresso Machine, a recent innovation in the way to prepare coffee, obtained its origin in 1822, with the innovation of the first crude espresso machine in France. The Italians perfected this wonderful machine and were the first to manufacture it. Bezzera were first manufacturer of espresso machine in 1901.

In using a professional espresso machine, the following must be considered:

- ✓ Use freshly roasted whole-bean coffee
- ✓ Check water quality
- ✓ Check temperature and pressure of machine (8-9 bars)
- ✓ Check extraction time (20-25 seconds)
- ✓ Check steam for milk
- ✓ Check hot water spout
- ✓ Check grind quality from the grinder/doser
- ✓ Always start with a clean filter basket
- ✓ Tamp the coffee with enough pressure
- ✓ Make sure you get a good quality crema
- ✓ Back flushing

Espresso Machine Basics for the Barista

1. Run water through the machine even without coffee just to clean out the dust. Like clearing one's throat before speaking.
2. Use the correct grind. Espresso grinders will give you the right dose or measure of coffee per "click". This is usually 7-8 grams of finely ground coffee.
3. Tamp the coffee grounds to pack them evenly inside the porta handle.
4. Check the pressure of the pump. Has the machine been pre-heated to show the correct pressure of the water in the boiler?
5. Are the cups on the warmer on top of the machine? If not, rinse the cup with hot water. Note that this applies only to ceramic or porcelain cups. Paper cups are used as is and never rinsed in hot water.
6. Is the machine an automatic machine or semi-automatic with a manual override?
7. Press the right button to extract the coffee onto the warmed cup.
8. Check the crema or "golden foam" that the espresso makes.
9. Serve espresso immediately.

TYPES OF ESPRESSO MACHINE

- 1) Manual
- 2) Semi-Automatic
- 3) Automatic

SORTING AND GRADING

SORTING

- 1) MECHANICAL PROCESS – beans are sorted by size and weight using a motorized sleeve-like with different holes sizes.
- 2) HAND PROCESS – people sort the beans by hand, by size and weight.

GRADING

- | | | |
|------------|---|-------------|
| 1) ARABICA | : | AA, A, B, C |
| 2) ROBUSTA | : | 1, 2, 3 |

THE ROAST

- 1) Light, Pale or New England Roast
- 2) Medium, City or American Roast
- 3) Full, High or Viennese Roast
- 4) Espresso or Italian Roast

STORING ROASTED BEANS

A Tupperware or an airtight glass container is best for the storage of coffee beans. Store the airtight container in a slightly cool, dark place at a temperature between 50-70 degrees Fahrenheit.

COFFEE GRINDS

PERCOLATOR/COARSE – about the size of rock salt

MEDIUM – flat bottom paper, brewer, vacuum pot siphon

FINE/ESPRESSO – cone type filters, espresso. Used for home or commercial espressos.

PULVERIZED – middle coffee

Note: The freshness of ground beans will last up to thirty (30) minutes only. To create a best result of quality coffee, grind coffee beans per order.

THE PROCESSING OF COFFEE



Dry Method



Wet Method

THE DRY METHOD

- The oldest, most natural and cheapest.
- The fruits either dry on the tree or the tree is shaken or stripped.
- The ripe and unripe are spread out, dried and shriveled under the sun.
- The beans are raked several times. To make sure they dried evenly, the beans pass through a hulling machine to separate the skin from the beans.

THE WET METHOD

- The beans are handpicked; fully ripened, quality beans.
- The beans are washed and water is gently sprayed over them to remove the pulp and debris.
- Then they are dried in the sun and finally, a hulling machine removes the protective silver skin that adheres to the beans surface.

Daily Maintenance Task of the Espresso Machine

- ✓ Checking of water temperature
- ✓ Rinsing of the portafilter
- ✓ Cleaning of brew heads
- ✓ Back flushing

MIS-EN PLACE PREPARATIONS FOR COFFEE SERVICE

- ✓ Turning on machines to achieve correct pressure
- ✓ Setting out cups, mugs, saucers/plates, jugs and teaspoons
- ✓ Ensuring supplies of milk varieties and sugar, including specialized sugar and substitutes.
- ✓ Assembling flavorings and toppings.
- ✓ Laying out flatware, serviettes, wipes, etc.

CLEANING METHODS APPROPRIATE FOR MACHINE PARTS

- ✓ Cleaning the bean hopper using wet method. Dry thoroughly before refilling.
- ✓ Cleaning all remaining parts using dry clean method.
- ✓ Back flushing group heads according to industry method, using a blank filter and machine detergent.
- ✓ Soaking steamer wands in hot water, with steam venting to soften cake-on milk and wipe with damp cloth.
- ✓ Washing drip trays

- ✓ Removing shower screen(s) and diffuser(s) if appropriate brush.
- ✓ Cleaning around the inside of the group head using an appropriate brush.
- ✓ Cleaning group handle and filter basket and steam arm spout after removing, using the wet method.

MAINTENANCE CHECKS REGULARLY ON THE MACHINE

- ✓ Ensuring the doser arm delivers the correct usage of coffee.
- ✓ Stripping the grinder of all working parts, observing required safety procedures
- ✓ Checking grinder blades on a weekly basis to determine wear.
- ✓ Checking steam pressure
- ✓ Replacing worn blades, filters and other parts required.

MONITORING PROCEDURES OF THE ESPRESSO COFFEE MACHINE

- ✓ Monitor the water level
- ✓ Check if water pump is functioning smoothly
- ✓ There should be occasional release of steam on top of the machine where the cups are located.

FOUR TYPES OF SHOT OR SHOT COMBINATION

1. **SINGLE** = single shot
2. **DOUBLE** = double shot
3. **TRIPLE** = single shot + double shot
4. **QUAD** = 2X double shot

PERFECT EXTRACTION TIME IS CRITICAL OF MAKING GOOD ESPRESSO

3 Things that affect extraction time

1. **DOSE** – How much coffee you put in the portafilter
2. **TAMP** – How hard you pack the coffee in the portafilter
3. **GRIND** – How fine or coarse the coffee is ground



Foam Milk



Steamed Milk

Foaming Milk – foam milk by ‘sound’. Hold the pitcher steady and lower it from the steam wand so it makes a hissing sound. The steam nozzle should stay close to the surface of the foam.

Four Rules:

1. Fill the stainless-steel pitcher, approximately up $\frac{1}{4}$ full of cold milk.
2. Use enough steam – turn the knob at least one full turn.
3. Foam fast- lowering the pitcher as quickly as possible will enable you get the most foam before the milk gets hot and stop foaming. Place your left hand on the side of the steaming pitcher to sense the rising temperature.
4. Watch temperature - in general foamed

Steaming milk – the purpose of steaming milk is to heat it, but not create a lot of foam.

Three Rules:

1. Add the right amount of milk – fill the pitcher with just the right amount of milk for the drink you are making. This will ensure that your drinks are most fresh.
2. Aerate your pitcher – keep the steam arm close to the surface of the milk so that it foams for a second or two. Then lift the pitcher so that the steam wand is deep in the milk. Aerating the pitcher will keep milk quite.
3. Watch your temperature – it is very important.

milk is kept at a lower temperature. Try to make a cappuccino at 140-150 degrees Fahrenheit.

Note: Do not open the valve partially for this will scald the milk.

FOUR WAYS TO TELL MILK TEMPERATURE

1. **Touch** – very accurate. With practice your hand can tell temperatures within two degrees.
2. **Thermometer**– Accurate thermometers would always be used to verify milk temperatures. In addition, they must be trusted until you can check temperature accurately with your hand and your ear and at least 140 to 150 degrees Fahrenheit.
3. **Sound** – Very accurate. Milk always makes the same sound at the same temperatures.
4. **Hopefully not Smell** – if the milk smells cooked, you've scald it. Do not use it.

FOOD AND BEVERAGE SERVING TECHNIQUE

CARRYING A LARGE TRAY

1. Carry large tray above the shoulder
2. Use left hand (preferably)
3. Lift with palm can use finger tips if desirable. Hands should be at a 45° angle from the body.
4. Use right hand to balance until proficient
5. Tray should be clean. Place clean cloth on tray to prevent slippage.
6. Balance items on tray to heaviest towards center or in the center where hand is, lighter to the edges away from the body.

CARRYING A SMALL TRAY

1. Carry a small tray with left upper arms waist high close to the body.
2. Forearms outstretches 90° with hands under the tray.
3. Remove and serve food with a tray holding it with your left hand. Bend your knees.
4. Small tray must remain in the left hands. The tray should never be set in the dining room.

POURING OF WATER

1. If necessary (such as when you cannot easily reach the glass with the pitcher) do not lift the glass on a table.
2. Pour water on a glass on a table.
3. Do not cross in front of the guest, but excuse yourself if necessary.
4. Pour ice cold water. No spill.

HOW TO SET A TABLE?

Preparing the dining room is one of the major activities that can spell success in the operation of the food service establishment. The dining room reflects the reputation and popularity of the establishment in terms of its ambiance. The quality and aesthetic appeal of its furnishing and the layout of these furnishings give elegance and provide comfort and convenience to its portions.

STANDARDS OF TABLE SET-UP

1. Completeness

- a. All needed utensils; china wares glasses and other equipment are set up on the table prior to serving orders. Coffee and tea must go with sugar and milk or creamer.
- b. Placemat is set-up when the table is not covered with table cloth. It is placed at the center of the cover.

- c. Required condiments are set up before service.
- d. Client requirements as stated in the event order are available and properly installed before the start of the function.
- e. If pre set-up is required, the additional cutleries are to be added to the set-up once the order has been taken. This must be done prior to serving orders.

2. Cleanliness and Condition of Equipment

- a. All pre set-up equipment must be immaculately clean, sanitizing with sanitizing detergents, wiped dry and free of spots and watermarks.
- b. There are no wobbly chairs and tables.
- c. There are no chipped/stained glasses.
- d. No damaged, broken or distorted cutleries are set-up on the table.
- e. Linen is fresh, clean and without spots or stains and not wrinkled.
- f. Placemats are clean and without foul odor.

3. Balance and Uniformity

- a. There is even spacing between chairs and covers.
- b. Cutleries are spaced at least ½ inch from the edge.
- c. For the same order of drink/food, the same glass and cutleries on all tables are set-up.
- d. Cutleries are aligned properly, with the same distance for the edge.

4. Order

- a. All service equipment are placed on the appropriate side of the cover.
- b. The glasses, cups and saucers, spoon, knife and cocktail fork are on the right side.
- c. Fork and side dishes are on the left side except the cocktail which is placed on the right side.
- d. Folded paper napkin (if used) is on the left side underneath the fork.
- e. Water glass is set-up on the right side, about an inch on top of the dinner knife.
- f. Required condiments as well as flower vase are placed at the center of the table.
- g. The cutleries are arranged in proper sequence following the order by which they will be served.

5. Eye Appeal

- a. The whole set-up looks presentable.
- b. Presidential table and buffet table are skirted for banquet functions.
- c. Appropriate color combinations are used.
- d. No eyesore is seen in the dining area.
- e. Appropriate centerpiece and other decors are provided.

6. Timeliness

Set-up is completed on time at least 30 minutes prior to the start of operations or banquet functions.

» CHEERFUL RECEPTIONS

Meeting & Greeting the guests or customers who just arrived.

1. Make the customer feel important and “at home”.
 - a) Greet the customers within 30 seconds upon arrival, otherwise he/she will feel upset,
 - b) Meet and greet customers with your best smile that says, “We’re glad to see you, we are your friends, we’ll take care of you.”
 - c) When meeting customers, show that you have your full attention to him. Stop whatever you are doing, appear unencumbered, nothing in your hand.
 - d) Be in your best posture. Upright, not leaning, not sitting, Stand at attention.
 - e) For first timer customers, be extra friendly.
 - f) Observe your customer’s spontaneity of expressions; be sensitive to his/her needs

- g) It's not bad to look for little things that you can provide like opening door for him, carrying her package, arranging his coat, etc.
 - h) At this point, you must have established eye contact with your customer or host at least once
2. Greet your customer properly. Your greetings will set the tone of their stay with your restaurant or hotel.
 - a) Firstly, you should appear or project an image of a highly professional frontliner. Your manner, appearance and efficiency will reassure the customer that he or she will not only have an enjoyable meal but a momentous one.
 - b) Next, greet your guests with a happy countenance. Your words and greetings should go with your SMILE & happy feeling to your customer's visit or arrival.
 - c) Appropriate words, phrases and express clear and in a cheerful intonation. Usually a rising intonation expresses a happy tone. Don't greet sounding cliché-like.
 - d) Your choice of words should be in line with the character of your restaurant or the image it projects. Know the current practice of your restaurant but don't limit yourself to the current practice. Express yourself properly.
 - e) Establish eye contact with your customer once again.
 - f) After your initial greeting, hesitate to say anything to allow your customer to speak.
 - g) If asked on table availability, be prepared to declare "We have delighted to have you for lunch Mr. Douglas.
 - h) Greet with their names, if happen you know or address the lady Ma'am" and for the gentlemen "Sir". Remember, the name of the guest is the sweetest sound for them. "Good evening Mr. Douglas, how wonderful to see you again. Let me bring you there."
 3. When leading customer to the table, walk leisurely.
 - a) Upon reaching the table, say "This will be your table. It's more private than the rest." And follow it up with "Please take your seat ma'am."
 - b) Or you say, "Is this table alright, or would rather have that other table?" (point to other table)
 4. Greeting should be personalized especially for regular customers. The following expressions would be remarkably acceptable.

"Good evening Mr. & Mrs. Araneta, our manager would be delighted to know you are with us tonight."

"Architect and Mrs. Valencia, what a pleasant surprise to have you for dinner."
 5. Approach each situation that will result o a friendlier mood eventually contributing to higher sales.
 - a) Customers with table reservation. Upon knowing consult your reservation logbook. Confirm it by asking, "Is it still that number?" If yes, note logbook that the customer arrived.
 6. When bring guests to their table and seating them, never let customers stand in the dining room without an escort.
 7. After locating a suitable table, gather menu before inviting them to their table.
 - ✓ As you are about to say, "Would you follow me please, Sir." (look guest in the eye)
 - ✓ Walk slowly

Escorting Guest to Their Table

1. When escorting guests to their table, the receptionist should accomplish all administrative tasks.

2. After doing this, he should look the guest eye again, offer an inviting gesture with hand and make a suitable comment, "Would you follow me please, Sir/Ma'am."
3. As you venture into the dining room, walk slowly and after a few steps, turn to see if the guests are in fact, following.
4. After seating all guest, the receptionist may call the waiter and introduce the waiter.
5. As you introduce the waiter, attempt to establish eye contact and excuse yourself by saying, Have an enjoyable meal," or some other suitable comment.
6. She should check back the table within five minutes (absolute maximum) to ensure they have had service.

Other functions and responsibilities of receptionists after the guests are seated

1. She should be available throughout the entire duration of the meal. She should not stay in the kitchen unless necessary. She should stay in her assigned station.
2. After the guests have been served the main course, she should make herself visible to the guests by checking their table.

Seating of Guests

How to Seat your Guests Graciously

1. Pull the chair to allow the guest in.
2. If ready, push the chair, as the guests are about to sit.
3. Lift chair, as you pull and push.

Where to Seat Different Guests

1. Seat well-dressed people in conspicuous places.
2. Balance the dining room as not to over burden one station. It offers better service and even gratuities distribution.
3. Seat parties of more than two at larger tables. It is easier to pick up setting than to lay them. Always pick up additional place setting if no additional guests are expected.
4. Offer the best seat (with the best view) to the lady, or to the eldest ladies for a group. This assumes that normal etiquette prevails.
5. Although the waiter/receptionist may seat the ladies, the men in the group are allowed to seat them if they prefer. Receptionist should remain until all are seated.
6. At wall or booth tables, seat women on sofa seat facing the dining room. Pull the table out so they can slide easily.
7. Assist guests with their brief cases, coats or purses.
8. Present the menus closed to the left and assist guests with napkin if necessary.
9. The waiter should be standing by after the receptionist leaves the table. He should take the order for cocktails.
10. While guests look at beverage list, waiters stay with them. Never serve another table.

» PRESENTING DINNER CHECK (FORMAL RESTAURANT)

1. At a reasonable time after cordials or coffee, place a handful of mints on a small glass plates.
2. Place guest check under plate face down.
3. Present check to host by placing on table on host's left side.
4. Take guests money to cashier.
5. Stamp check and record of charger card is used.
6. Return change and charge card on plate.
7. If card, offer pen for signature.

PROPER SERVICE PROCEDURE

The following are the sequence of steps to be followed: **(1.) Welcoming the Guest (2.) Seating the Guest (3.) Serving the Guests:***a. Presenting the Menu (March of Menu) b. Repeating the Order c. Getting Menu d. Unfolding the table Napkin* **(4.) Serving the Food (5.) Bill Out Settlement (6.) Bidding Goodbye.**

➤ TIPS FOR GOOD SERVICE

1. Never stand around in-group, stay at your station.
2. Always greet your guest. SMILE!
3. Avoid conversation with other employees.
4. Do not give loud orders.
5. Never argue with anyone especially a guest.
6. Service cloth (side towel) rules.
 - Don't mop your face.
 - Never carry under your arm.
 - Take a clean one in a while.
 - Never wipe silverwares or glasswares with towel in front of guest.
 - Use a clean sanitary towel to polish silverware or glassware before opening.
 - Never put towel in your pocket.
7. Don't lean on your chairs, put your feet on chair rung or bend your knees to hear a guest. Stand erect or bend down from the waist to hear.
8. If you spill something on a guest, apologize, clean up the spill and inform your supervisor.
9. Talk only as necessary for politeness.
10. Don't smoke where not allowed and not during your service period or in guest's view.
11. Never use bad language.
12. Say "thank you" when tipped no matter how little the amount.
13. Take guest's complaint to your supervisor.
14. Never hurry your guests.
15. Don't holler in the kitchen
16. Never eat during service.
17. Don't carry pencils, books, etc. where visible, that is, in pocket or behind ears.
18. Carry menus in your hand, not under arms or in pants, shirt or jacket.
19. Don't lean on walls or side stands.
20. Don't put hands in pocket or in hips.
21. Don't cross arms in front of chests.
22. Don't add or write out checks in view of any guests.
23. Don't complain about food to kitchen, tell supervisor.
24. Don't point in the dining room or gesture at the table.
25. Always be courteous.
26. Walk briskly but never run or crisscross your way.
27. Don't walk briskly when leading your groups to table.
28. Rephrase your word to make it sound gentle to the ears.
29. Avoid strong smelling perfume or fancy looking watch.

➤ COMMON ABBREVIATIONS USED IN ORDER TAKING

Waiters assigned to take orders may find it convenient to use abbreviations when writing the orders of customers aside from the shortened and therefore easier to write, using the abbreviations saves waiters the difficulties of mastering the spelling of French, Italian and other foreign menu.

The common abbreviation may be in-house practice and therefore requiring both the waiters and the kitchen personnel to know and practice when necessary. Management requires to such practice for efficiency and faster undertaking of items. However, if not house practiced waiter may still use them individually when writing down the order as dictated by guests and later spelling out the names in the formal order slip.

Food Items	Abbreviations
Chicken	CH
Hamburger	HB
Tossed Salad	Toss
Thousand Island Dressing	1000
French Dressing	FR
Fillet Mignon	FM
Strip Steak	Stk Strip
Butt Steak	Stk Butt
Chopped Steak	Stk Chop
Rare Cooked	r
Medium Cooked	m
Bacon, lettuce and tomato sandwich	BLT
Casserole	Cass
Tettrazzini	Tet
Coffee	Cof
Tea	T
No. of Person	Pax
Salt & Pepper shaker	S & P
Bread & Butter Plate	B & B
Operating Equipment	Mis-en-place
Starter food (taken before main course)	Appetizer
Drink taken before the meal as an appetizer	Aperitif
Ice cube	Rocks
Chilled with/out ice	Straight-up
Plain with-out ice	Straight
½ milk & ½ cream	Half & half
Scotland and Canada	Whisky
USA & Ireland	Whiskey
Very Superior Old	VSO
Very Superior Old Pale	VSOP
Very Very Superior Old Pale	VVSOP
Restaurant / Bar	Outlet
Main Course Will Be Cook	Fire
Food Is About To Be Serve	Pick-up
Standard Operating Procedure	SOP
Order Slip	Captain Order

Serving the Food

The types of serving food in many food service establishments are table service, self-service and counter service. All these varied service styles perform the function of getting the cooked food to the customers in a manner convenient to them at the price they are willing to pay.

Waiters and waitresses should observe table etiquette and good manners when waiting, Saying “Good _____ Ma’am / Sir,” “Excuse Me Ma’am / Sir” when serving and clearing is a good practice. Proper handling of food, glasses, platters, flatwares should be done at the point of view of hygiene.

WAYS ON HOW TO HELP GUESTS MAKE THEIR SELECTION:

- ✓ Describe any daily or weekly specials
- ✓ Describe a specific dish by describing how it’s made or what ingredients it uses
- ✓ Describe popular items on the menu
- ✓ Know the meat cuts, menu descriptions and portion sizes.
- ✓ Ask f the guest prefers meat or fish, chicken or beef.

THE IMPORTANCE OF ANSWERING THE GUEST QUESTIONS

- ✓ Help guest make their selection
- ✓ Influences guest purchasing decision
- ✓ Help guest who are uncertain about their preferences
- ✓ Can increase/influence sales
- ✓ Help the property sell the most desirable (profitable) items.
- ✓ Because product knowledge is reflection of the server's professionalism.

RESPONDING TO GUESTS WITH SPECIAL DIETARY NEEDS

- ✓ Determine the special needs, such as identifying any allergies (Remember that some allergies are life-threatening to the individual involved).
- ✓ Consult with the chef or your supervisor
- ✓ Check the order before serving to ensure it is correct.
- ✓ Confirm with guest that changes were made to accommodate the dietary needs.

DINING ROOM PREPARATION AND SERVICES

Most activities in dining room results in the delivery of foods. The various techniques are implemented either by a team of waiter, busboys and captain waiter. In whatever circumstances or profile of the restaurant, service crew should be technically competent and team members should be able to deliver servicethat satisfy the customers.

For a waiter to deliver fine service, he must be skillful not only with the basic techniques but must skillfully adopt to the restaurant's current service. The service system could be one of the four popular types, which requires waiters to execute the techniques. Most likely, this operational procedure may never be documented nevertheless, because of its practicality.

In evaluating service quality of a restaurant, it is generally those performance involved in the pre-service, actual delivery plus the various side work to accomplish a meal. These does not diminish the importance of beverage service but simply enhances the predominance of serving those many food items in a menu.

BASIC TECHNIQUES IN SERVING OF FOOD

American Service or Plate Service

1. Serve food from the left side of the customer.
2. Use your left hand in placing the food plate of the customer while the right hands hold the tray.
3. While in the process of placing the food plate form the customer's left side, step your left foot forward to balance.
4. When removing dirty plates and dishes from the table, do it from the right side of the customer.
5. While removing used plates from the customer's right side, your left hand should be holding the tray as your right hand reaches and takes them out. Maintain your left foot forward to balance.
6. Follow the 3'S in dishing out:
 - a. Stack
 - b. Scrape
 - c. Separate or Segregate
7. Use a tray in delivering plates as well as in removing used dishes.
8. Serve in proper sequence:
 - a. Cold dish followed by Hot (Ex. Salad followed by Main Course)
 - b. Liquid followed by Solid (Ex. Soup followed by Salad)
 - c. Salty and Sour flavored items followed by Sweets.
 - d. For easier reference according to the "March of the Menu"
Appetizer, Soup, Salad, Main Course & Dessert.

➤ **BASIC TECHNIQUES IN HOLDING PLATES**

1. In holding the plate, the four fingers should be positioned at the plate base or bottom while the thumb grips the plate edge.
2. The thumb should avoid the plate margin.
3. While carrying a number of plates, use a tray.
4. Avoid carrying plates with bare hands. Use a tray.

LET US REHEARSE THE SERVING OF VARIOUS FOOD ITEMS AS ORDERED BY CUSTOMERS FOLLOWING THE

Procedural Guidelines

I. Serving of Bread and Butter (for Russian Style Meal Service)

- a. With a bread basket in your left hand, proceed to left side of the customer.
- b. While on the left side of the customer, step your left foot forward to balance.
- c. As you hold the bread basket with your left hand, pick the bread with your left hand and transfer it to the bread plate.
- d. Place two patties of butter on each plate.
- e. In transferring the patties, use may use the same serving spoon and fork used for bread. In some instances, the patties may be transferred with a tong.
- f. Should the customer request for extra bread, depending on house policy, the waiter may serve again two pieces of bread and inform guests if the second service is charged by saying “Sir this will be Ala Carte”.

II. Serving Coffee (for Russian Service)

- a. First, coffee must be served steaming hot.
- b. Second, it must be served complete.
- c. The procedure is as follows:
 - ❖ To complete the service, prior to the pouring of water, waiter must place the necessary mis-en-place or appointments as well as the condiments that goes with it.
 - ❖ Place the following:
 - ✓ Cup and saucer on the middle of the cover, with handle at 45° angle to guest's right.
 - ✓ Cup, centrally secured in the saucer.
 - ✓ Teaspoons on the right side of the saucer or on the saucer arranged 5 o'clock. Handle towards the guest.
 - ✓ sugar and creamer bowl with underliner on the top right corner of the cover. Handle of serving spoon of sugar towards guests.
 - ✓ Water goblet on the right side of the cover
 - ❖ If serving a group, place all cups and saucers before pouring.
 - ❖ Obtain coffee pot from hot plates from side stand.
 - ❖ Pour coffee for guests on the right hand holding with your left hand a saucer to shield from splatter.
 - ❖ Never remove cups and saucers from table to pour. If necessary, slide cup and saucer closer to you for easy to reach. Always carry cup and saucer as one unit, never separate.
 - ❖ There must be no spill on saucer. If so, change the whole cup and saucer.
 - ❖ Fill $\frac{3}{4}$ of cup to allow use of sugar and cream without content spilling.
 - ❖ If content of coffee in pot will not be enough for one or more service, either get another pot or get the cup and saucer and fill it with coffee on the side station and bring it to the guest.



III. Serving Butter

- a. Place butter patties on a 7-inch plate for each guest in the party.
- b. Use cocktail fork to serve the butter. Do this from side stand.
- c. Carry more than three plates and place them from the guest's left side.

- d. Place it above and on the center of the dinner fork.

IV. Serving Cocktail (General)

- a. Cover cocktail trays with celery cloth
- b. Place cocktails on tray and distribute weight evenly towards your body.
- c. Obtain cock and napkin for every person. Do not grasp the rim glass.

V. Carrying Plates

- a. Place thumb over edge (not for serving) and hold plates between thumb, index finger and middle finger.
- b. Place second plate on thick part of the thumb, ring and middle finger, not on wrist.

VI. Scraping Food

- a. Observe guideline no. 2 above in varying plates.
- b. Scrape food gently from second plate to the first plate (out of sight of the guest) and place knife and fork as indicated below.
- c. Place fork prongs down at one o'clock position.
- d. Place knife under prongs of fork with handle pointed at 5 o'clock position with sharp edge away from you.
- e. Remove third plate and place on top of second plate.

VII. Removing Soiled Plates

- a. When all the guest have finished eating, begin removing soiled dishes from the right of the guest you serve first (the person on the right of the host).
- b. Remove the largest plate first and use the aforementioned procedures.
- c. Clear all dishes except for the water goblet and the silver required for the dessert and coffee. (Leave coffee cup and saucer if already serve.)
- d. Clear dishes completely from one person before proceeding to the next.

VIII. Stacking Plates on Tray

- a. Heaviest dishes placed on the center of the tray or where weight would be on your shoulder.
- b. Glasses and light articles on the outside.
- c. Dishes with food on them should not be piled up unless these are covered.
- d. Cups are not placed on saucers on the table before pouring coffee.
- e. Tray should be covered with a clean napkin.

IX. Serving Coffee

- a. Pick up empty cups and saucers from side stand place it on the right side of the guest with handle at 45° angle to the right of the guest.
- b. Place all cups and saucer on the table before pouring water.
- c. Obtain coffee pot on hot plate from side stand.
- d. Pour coffee for guest using a saucer to shield spatter.
- e. Never remove cups and saucer to you for easy reach. Always carry cup and saucer as one unit.

TYPES OF SERVICES

- **American Service or Country Style** – This is usually called “plate service” because the food is already plated in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there is a demand for quick and simple service. It requires minimal training for novice waiters and waitresses.
- **Russian Service** – dignified, formal, elaborate, uses well-trained waiters, expensive table appointments.
- **English Service** – informal, used for daily family meals, can also be used for formal occasions with few guests, no waiter needed. Cleaning of table is done after diners have left and hostess does this.

- **Buffet Service** – better known as “self-service” and is normally used in banquet functions and some restaurants. Foods are attractively arranged on a long table, classified and arranged according to proper sequence, from the appetizers to desserts. Soup is placed on a soup tureen and hot entrees in chaffing dishes to keep them warm. Instead of the waiters serving the guests, the guests go to the buffet table to serve themselves.

➤ **BAR SERVICE**

The word “bar” refers to a place where drinks are prepared or mixed and served to customers. There are many types of bar such as:

- An Entertainment or Cocktail Bar** – a bar designed to provide special entertainment like a live band, a “sing along” videoke or live entertainment done by known singers, dancers and comedians. It serves high quality alcoholic and non-alcoholic drinks including cocktails or mixed drinks.
- Coffee Bar** – has become a phenomenon nowadays as the place not only serves high quality coffee but is also designed to be ideal venue for a chat with friends or for holding small meeting.
- Stand Up Bar** – is simple a bar counter inside a food outlet where drink orders are prepared. Drink Orders are endorsed to the bar and then they are picked up by servers to be served to customer’s tables.
- Mobile or Portable Bar** – refers to bar that is movable and can be transferred from one place to another. It is usually used for parties and for special function such as in banquet and catering.

➤ **THE BAR SERVICE BRIGADE**

- Bar Manager or Supervisor** – plans, directs, monitors the set-up and delivery of service in the bar, insuring that service standards are consistently complied with.
 - Bartender** – prepare/mixes alcoholic and non-alcoholic beverages according to prescribed standards.
 - Barboy** – acts as runner and helper in the bar.
 - Bar Waiter and Bar Attendants** – take and serve beverages and other orders according to prescribe standards of service.
 - Bar receptionist** – welcomes and greets customers at the entrance and escorts them to their tables.
- **Bar Glasses**
A bar glasses usually consist of a bowl, a base or foot and a stem.
Although not all glass have these three (3) parts.



WINE SERVICE PROCUDERS



- 1) Approach the guests' table, bring the request wine, a clean cloth napkin, a wine opener with a corkscrew and an ice bucket. The bucket should be set on the right side of the host.
- 2) Present the table to the host, show the label and wait for her/him to confirm her/his selection. Upon presentation, mention the name of the wine, size of the bottle, vineyard and vintage. Example: a tenth of Pinot Noir by Robert Mondavi, 1977.
- 3) Carefully cut the metal or capsule of the bottle about half an inch below the neck, rotating the bottle.
- 4) Wipe the top of the bottle and the cork with the cloth napkin.
- 5) Insert the tip of the cork screw slightly off the center and turn it in a clockwise direction until it has fully penetrated into the cork.
- 6) Holding the bottle firmly in one hand hook the lever of the corkscrew in one firm motion until the cork is fully extracted.
- 7) Present the cork to the host for evaluation.
- 8) Wipe the mouth of the bottle to remove any cork or mold.
Note: If the bottle has screw cap, the cap should not be placed on the table.
- 9) Pour about one (1) ounce of wine into the glass of the host for her/him to taste and evaluate. Wait for her/his approval.
- 10) Proceed to serve the wine starting from the ladies, then the gentlemen and lastly the host. The glass must be filled at approximately mid-level.
Do not pour the wine far above the glass. Bring the neck of the bottle near the glass and be careful not to rest the neck of the bottle to the glass.
- 11) To finish pouring, the bottle must be moved upward with a twisting motion so that the wine will not drip.
- 12) Place the bottle with its remaining contents to the right side of the host with the label facing him.

✓ WINE AND COGNAC LABELS CONTAIN:

- Name of the wine
- Name of the bottler
- Vineyard
- Alcohol by volume

- Year, if it is a vintage wine
 - Area of origin
 - Grape type, examples Cabernet Sauvignon, Riesling
- Volume/fluid measure
 - Type of wine (red, white, sparkling)
 - Country of origin
 - Agent or importer

QUALITY AND AGING OF BRANDIES

To understand the labels:

3 stars	-	means aged 18 months	
VS	-	stands for very superior	- aged for 8 months
VSOP	-	means very superior old pale	- aged for 4 ½ years
Extra Vielle	-	extra superior	- aged for 5 ½ years
Reserve Napoleon	-	Reserve/Napoleon	- most superior
XO	-	Aged not less than 25-30 years	
LOUI XIII	-	aged old, aged not less than 100 years	

The following abbreviations stands for:

- V - Very
- S – Superior
- O – Old
- P – Pale
- E – Especial
- F – Fine
- X – Extra

Fruit brandies are produced by crushing and fermenting its fruit ingredient right after it is picked. Distillation follows quickly and then the spirits is matured within a few months in order to preserve the freshness and the flavor of the fruit.

- Tequila** – is distilled from the fermented sap of the maguey plant. It has a very unusual and distinctive taste. The flavor is somewhat herbaceous, grassy and vegetal in nature.
- Gin** – is a spirit flavored with Juniper Berries? It can either be a distilled or compounded spirits. It is made by redistilling with grain spirit with which has been flavored with juniper berries.
- Cordial** – is derived from “Cor” or “Cordis”, meaning heart. The name is identified with the heart because the earliest cordials were used as part of a therapy to stimulate the heart and to lighten one’s spirit.
- Liqueur** – form the Latin word “liquefacere” which means to ‘dissolve or to melt’. It is ideal as after-drink as they dissolve or neutralize the after-taste of food taken during meals.
- Beer** – comes from the Hebrew word “bre” for grain and from the Saxon word “bere” which means barley. In Germany the word “biere” is used to connote beer. Scandinavian refers to it as “bier”. English it is called “beer”. Spanish it is popularly known as “cerveza”

Wine, is a naturally fermented juice of fresh ripe grapes. Wine is usually fermented from grapes and if the source is not from grapes, the fruit from which it is fermented must be specified, i.e., kasoy wine, coconut wine. The natural chemical balance of grapes lets them ferment without the addition of *sugars, acids, enzymes*, or other *nutrients*. Grape wine is produced by fermenting crushed grapes using various types of yeast. Yeast consumes the sugars in the grapes and converts them into *alcohol*. Wines made from other fruits, such as apples and berries, are normally named after the fruit from which they are produced (for example, *apple wine* or *elderly wine*) and are generically called fruit wine or country wine (not to be confused with French term *vin de pays*). Others, such as *barley wine* and *rice wine* (i.e.,*sake*), are made from starch-based materials and resemble *beer* and *spirits* more than wine, while ginger wine is *fortified* with *brandy*. An alcoholic beverage that is produced from a partial and/or complete fermentation of the juice of fresh ripe grapes. Wine is usually fermented from grapes.

USES OF WINE

- ♣ As a compliment to a meat
- ♣ To enhance the flavor of cooked foods
- ♣ To highlight a celebration
- ♣ Some serve a medicine
- ♣ Ideal for cold weather as it heats up the body temperature

SELECTION OF WINE

It is difficult to distinguish a good wine from a poor one. It takes real knowledge and quite a time to learn about wines, the differentiation of each taste and what wine should be drunk with what food.

Dry white wine go well with finger foods or hors d' oeuvres, fish, shellfish, oyster and other seafoods. American white wines such as Cocktail Sherry, Chardonnay and Pinot Blanc usually accompany appetizers, sweet wines with dessert and fruits. They may also go with spicy food or fish with rich or seasoned sauces.

Red wines are accompanied with various cheeses. They accompany white meat and fowl. In general, there are no hard and fast rules on which wine goes with what food to serve. It is on every person's opinion of which wine is best to drink. One can drink a sweet wine with fish and likes it and there are those who prefer white wine with any kind of food.

» CARE OF WINES

Wine bottles are stored lying down in a room called cellar. They are kept in such a position so that the cork remains moist. These prevents the entrance of acetobacter (bacteria that grows in the presence of alcohol) and other organisms into the bottle which may ruin the wine. It is not necessary to keep wines in large room cellar, as long as bottles are kept free from vibrations and under cool temperature with very little light. A dark room is ideal.

The important things therefore to remember are these:

- a. Place bottles on racks or bins
- b. The wine should be kept undisturbed at an unvarying, moderate temperature around 54-56°F
- c. A bottle should not be opened the week it arrives but should be laid on its side and given time to settle down away from the light and in a place where it will not be jolted.
- d. White wines spoil easily and should be kept in the coolest place, generally near the floor.

Red wines should be handled with care from the cellar to the table. This is because red wines contain sediments that should not be disturbed and be allowed to stay at the bottom of the bottle. The cork should be carefully removed so that bits of cork will not fall on the wine. Improper handling may ruin the great taste of wine. In serving red wine, it should be left standing upright for 24 hours and then opened, wiped around the top with a clean napkin and poured in a continuous, steady movement into a decanter. When the sediments begins to rise in the bottle, stop pouring. A fine red wine should not be artificially warmed but allowed to reach moderate temperature.

White wines are better chilled and the sweeter they are, the cooler they should be. But they should never be so cold or they become numbed and tasteless.

Cocktails is a short iced drink with a strong alcoholic content, coming from either whisky, gin or wine and is made by stirring or shaking of flavoring and coloring ingredients. This type of drink is often garnished with a slice of lemon, pineapple, orange or lime.

TYPES OF WINE

- 1) **APERITIF WINES** – Aperitif wines are also appetizer wines. These wines are made to drink before eating. Examples are Dry Sherry, Vermouth, Madeira and other flavored wines.

- 2) **RED TABLE WINES** – This type of wine goes well with meat and highly-seasoned food dishes. They are usually dry, have 10-14% alcohol and served at room temperature. Examples are Claret, Burgundy, Chianti, Bordeaux, California, Spanish, Rioja, and Hungarian Table Wines.
WHITE TABLE WINES – These wines are either dry or sweet. They are generally served with white meats, fowl or seafood. It contains 10-14% alcohol. White wine such as Rhine wines, Chablis, Sauterne, Bordeaux, Burgundy, Alsatin also from France Rhine and Moselle from Germany. They are best served when chilled.
- 3) **AROMATIC WINES** – made the same way as the natural wines, but during fermentation, aromatics are added. Examples: vermouth, campari, bonnet, etc.
- 4) **DESSERT OR FORTIFIED WINES** – Dessert wines are served after dinner or after dessert. They range in alcohol content from 14-20%. Common dessert wines include Port Sweet Cherry, Tokay and Muscated, Morsala, Madeira and with rich sweet wine like Sauterne and Late Harvest Riesling.
- 5) **SPARKLING WINES** – Sparkling wines are those that contain bubbles of carbon dioxide. They have undergone second fermentation so they become effervescent. They have varying degrees of dryness and flavor and contain 10-14% alcohol. These considered as the king of all beverages. The most popular ones are champagnes. They are made sparkling, through a second fermentation inside the bottle.

Types of white wine grapes

Riesling (rees-ling)

Food-wine pairing: dry versions go well with fish, chicken and pork dishes.

Districts: the classic German grape of the Rhine and Mosel, Riesling grows in all wine districts. Germany's great Rieslings are usually made slightly sweet, with steel acidity for balance. Riesling from Alsace and the Eastern USA is also excellent, though usually made in a different style, equally aromatic but typically drier (not sweet). California Rieslings are much less successful, usually sweet and lacking in acidity for balance.

Typical Taste in varietal wine: Riesling wines are much lighter than Chardonnay wines. The aromas generally include fresh apples. The Riesling variety expresses itself very differently depending on the district and the wine making. Rieslings should taste fresh. If they do, then they might also prove tastier and tastier as they age.

Gewürztraminer (Gah-vurtz-tra-meener) A very aromatic variety.

Food-wine pairing: ideal for sipping and with Asian food, pork and grilled sausages.

Districts: best-known in Alsace, Germany, the USA West Coast and New York.

Typical taste in varietal wine: fruity flavours with aromas of rose petal, peach, lychee and all spice. A Gewürztraminer often appears not as refreshing as other kinds of dry whites.

Chardonnay (Shar-doe-nay) was the most popular white grape through **1990's**. It can be made sparkling or still.

Food-wine pairing: it is a good choice for fish and chicken dishes.

Districts: Chardonnay makes the principle white wine of Burgundy (France), where it originated.

Types of red wine grapes

Syrah (Sah-ra or Shiraz) Shiraz or Syrah are two names for the same variety. Europe vine growers and winemakers only use the name Syrah.

Food-wine pairing: meat (steak, beef, wild game, stews, etc.)

Districts: Syrah excels in France's Rhone Valley, California and Australia.

Typical taste in varietal wine: aromas and flavours of wild black-fruit (such as blackcurrant), with overtones of black pepper spice and roasting meat. The abundance of fruit sensations is often by warm alcohol and gripping tannins.

Toffee notes if present come not from the fruit but from the wine having rested in oak barrels.

The Shiraz variety gives **heartly, spicy** reds. While shiraz is used to produce many average wines it can produce some of the world's finest, deepest and darkest reds with intense flavours and excellent longevity.

Merlot (Mer-lo). Easy to drink. Its softness has made it an "introducing" wine for new red-wine drinkers.

Food-wine pairing: any will do

Districts: a key player in the Bordeaux blend, Merlot is now also grown on the US West Coast, Australia and other countries.

Typical taste in varietal wine: black-cherry and herbal flavours are typical. The texture is round but a middle palate gap is common.

Cabernet Sauvignon (Ka-ber-nay So-vee-nyon) widely accepted as one of the world's best varieties. Cabernet Sauvignon is often blended with cabernet franc and merlot. It usually undergoes oak treatment.

Food-wine pairing: best with simply prepared red meat.

Chardonnay is grown with success in most viticultural areas under a variety of climatic conditions.

Typical taste in varietal wine: often wider-bodied (and more velvety) than other types of dry whites, which rich citrus (lemon, grapefruit) flavours. Fermenting in new oak barrels adds a buttery tone (vanilla, toast, coconut, toffee). Tasting a USD 15 Californian Chardonnay should give citrus fruit flavours, hints of melon, vanilla, some tasty character and some creaminess.

Sauvignon blanc(So-vee-nyon blah)

Food-wine pairing: a versatile food wine for seafood, poultry and salads.

Districts: New Zealand produces some excellent Sauvignon Blancs. Some Australian Sauvignon Blancs is grown in the Bordeaux district where it is blended with Semillon. It is also grown extensively in the upper Loire Valley where it is made as a varietal wine.

Typical taste in varietal wine: generally lighter than Chardonnay – sauvignon Blanc normally shows a herbal character suggesting bell pepper or freshly mown grass. The dominating flavours range from sour green fruits of apple, pear and goose

Berry through to tropical fruits of melon, mango and blackcurrant. Quality unoaked Sauvignon Blancs will display smokey qualities; they require bright aromas and a strong acid finish; they are best grown in cool climates.

Districts: Cabernet sauvignon is planted wherever red wine grapes grow except in the Northern fringes such as Germany. It is a part of a great red Médoc wines of France and among the finest reds in Australia, California and Chile.

Typical taste in varietal wine: full-bodied, but firm and **gripping** when young. With age, rich **currant** qualities change to that of **pencil box**. **Bell pepper** notes remain

Pinot noir (Pee-no Nwar) one of the noblest red wine grapes – difficult to grow, rarely blended, with no roughness.

Food-wine pairing: excellent with grilled salmon, chicken, lamb and Japanese dishes.

Districts: makes the great reds of Burgundy in France and good wines from Austria, California, Oregon and New Zealand.

Typical taste in varietal wine: very unlike Cabernet Sauvignon. The structure is delicate and fresh. The tannins are soft; this is related to the low level of polyphenols. The aromatics are very fruity (cherry, strawberry, plum) often with notes of tea-leaf, damp earth or worn leather.

Yet Pinot noir is very transparent to the place where it is grown. The staggering range of wines produced makes it pointless to define which personality is the best expression of the variety.

► **ALCOHOLIC BEVERAGES**

Alcohol – a volatile, colorless liquid obtained through fermentation of a liquid containing sugar or starch base.

Alcoholic beverages – any potable (drinkable) liquid containing ethyl alcohol. It may have as little as 1.2% by volume or as high as 95%.

❖ **HOW SHOULD WINE BE STORED**

- ♣ Storage in a horizontal position
- ♣ Cool, still, dark and ventilated room
- ♣ Away from strong odors to ensure the wine does not become contaminated.

► **NON-ALCOHOLIC BEVERAGES**

1. *Water* – forms the basis for all beverages both non-alcoholic and alcoholic. One of the most soluble water sold in bars and food outlets is the mineral water.
2. *Soda and Carbonated Drinks* – include soft drinks either in a bottle or in a can
3. *Juices* – are obtained from juice extract of fresh fruits. They contain natural vitamins such as citric acid. Some are made of puree, others are concentrated.

WINE VINTAGE – refers to the year when the grapes were harvested for the production of the wine. There are years when harvest is good in some parts of the world and this makes an exceptional quality vintage. Wines produced during such vintages are usually the most expensive.

DECANTING WINE – applies to old wines for eliminating sediments that have accumulated inside the bottle.

TOAST WITH WINE – whenever a person is honored with a toast, he never drinks from his glass until all have drunk; otherwise he will \be drinking to himself.

► GUIDELINES IN EVALUATING WINES

- 1) **Color**
- i. **Red wine** – also called “rouge”, has a color that ranges from purple to dark red to burgundy. The red wines which are mostly table wines are made from dark grapes and are nearly always dry.
 - ii. **White wine** – called “bianc” has a clear, neutral color with varying clarity depending on the grape variety and the aging process. White wines are made from white or green grapes and may be table, sparkling or dessert wines. Most white wines are dry or semi-dry but sweet and “luscious” one are classified as dessert wines.
 - iii. **Pink wine** – is called “rose” and their color range from pink, salmon and light rose tone. Pink or rose wines have a color between red and white and are made from dark grapes.
- 2) **Appearance** – is judge by looking at the wine through the light. A brilliant wine reflects light and also sparkles. It is free from floating particles. On the other hand, a dull wine has floating particles and looks slightly cloudy. A cloud does not reflect.
- 3) **Body of wine** – the body of wine is determined by how it flows around the inside of a glass when it is swirled. A light wine will flow quickly and a full-bodied wine will flow slowly when swirled.
- The aroma or bouquet a wine emits as it swirled is one of the most sensational qualities of wine. The flavor of each wine ranges from very dry (not sweet) to very sweet and these characteristics determine when the wine is served during a meal.
- 4) **Tastes of wine**
- i. **Sweet** – taste is linked to solution of water mixed teaspoon of sugar.
 - ii. **Tart** – taste is linked to solution of weak coffee.
 - iii. **Dry** – the opposite of sweet, which is lack of sweetness.
- 5) **After taste of wine** – the lingering impression the wine leaves in the mouth after it is swallowed.

MATCHING WINE WITH FOOD

Specific wine suggestions:

FOOD	WINE SUGGESTION
Appetizer	Dry white champagne and dry sherry
Salad/Soup	No wine
Fish and Seafood	Dry or medium-dry white wine
Beef	Hearty red wine
Meat	Light red or full-bodied white wine
Ham or Pork	Dry or medium dry white or rose wine
Turkey, duck, chicken	Full-bodied white or light red wine
Game (version, pheasant, wild duck)	Hearty red wine
Lasagna, Spaghetti, pizza	Hearty red wine
Cheese full-flavored	Hearty red wine, sweet wine (with Roquefort wine)
Cheese mild	Wine or port wine
Curry dishes	Dry white, dry rose

BARTENDING TERMS

There are terms related to bartending which would give you a better understanding of the lesson. They are the following:

- 1. **Aperitif** – another name for appetizer wine
- 2. **Alcohol** – the spirituous or intoxicating elements in fermented wines and liquors.

3. **Bouquet** – the distinctive aroma or fragrance of wine or liquor which is given off when it is poured in glass.
4. **Cocktail** – a mixed alcohol beverage served before dinner prepared by stirring or shaking the different flavoring and coloring ingredients.
5. **Dash** – an approximate measurement of about one-eighth of a teaspoon or three drops of a strong flavoring or coloring added to the mixed drink.
6. **Demi-sec** – sweet
7. **Doux** – very sweet
8. **Extra sec** – extra dry
9. **Dry** – contains very little sugar as to taste unsweetened.
10. **Jigger** – a measurement equivalent to 1 ½ to 2 ounces or three tablespoons. This measurement is used in cocktails.
11. **Proof** – refers to the strength of alcohol content of any alcohol beverage particularly liquors.
12. **Vintage** – wine produced in one season.
13. **Sec** – dry
14. **Straight** – refers to the drink served from the bottle and poured directly into the glass. This means there is no mixing or shaking done with other ingredients.
15. **Straight-up** – refers to the chilled drink that is served without ice.
16. **Highball** – liquor with water or carbonated beverage and serve in a tall glass with ice.

SERVING WATER



- ✓ Place water in a pitcher
- ✓ Place a dry table napkin at the bottom of the pitcher to wipe off the moisture.
- ✓ Pour the water on the right side of the guest with the napkin underneath the pitcher.

► TABLE SETTING GUIDE: FORMAL PLACE SETTING

The one rule for a formal table is for everything to be geometrically spaced: the centerpiece at the exact center; the place settings at equal distances; and the utensils balanced. Beyond these placemats, you can vary flower arrangements and decorations, as you like.

The placement of utensils is guided by the menu, the idea being that you see utensils in an “outside in” order.

Service Plate, this large plate is also called charger, serves as an under plate for the plate holding the first course, which will be brought to the table. When the first course is cleared, the service plate remains until the plate holding the entrée is served, at which point the two plates are exchanged. They charger may serve as the under plate for several courses which precede the entrée.

Salad Plate, the medium-sized plate is the first plate used during the course of the meal. This plate will be placed directly on top of the charger and removed when finished to allow the next course to be placed.

Butter Plate, the small butter plate is placed above the forks at the left of the place setting.

Dinner fork, the largest of the forks, also called the place fork, it is placed on the left of the plate. Other smaller forks for other courses are arranged to the left or right of the dinner fork, according to when they will be used.

Fish fork, if there is a fish course, this small fork is placed farthest to the left of the dinner fork because it is the first fork used.

Salad fork, if salad is served after the entrée, the small salad fork is placed to the right of the dinner fork, next to the plate. If the salad is to be served first, and fish second, then the forks would be arranged (left to right) salad fork, fish fork and dinner fork.

Cake fork & Dessert spoon, if dessert will be served, these utensils should be placed directly above the service pointing in opposite directions.

Dinner knife, the large dinner knife is placed to the right of the dinner plate.

Fish knife, the specially shaped fish knife goes to the right of the dinner knife.

Salad knife, (Note: there is no salad knife in the illustration.) If used, according to the above menu, it would be placed to the left of the dinner knife, next to the dinner plate. If the salad is to be served first and fish second, then knives would be arranged (left to right) dinner knife, fish knife and salad knife.

Soup spoon or fruit spoon, if soup or fruit is served as a first course, then the accompanying spoon goes to the right of the knives.

Oyster fork, if shellfish are to be served, the oyster fork is set to the right of the spoons. Note: it is the only fork ever placed on the right of the plate.

Butter knife, this small spreader is placed diagonally on top of the butter plate, handle on the right and blade down.

Glasses, these can number up to five and are placed so that the smaller ones are in front. The water goblet is placed directly above the knives. Just to the right goes a champagne flute; in front of these are placed a red and/or white wine glass and a sherry glass.

Napkin, the napkin is placed on top of the charger (if one is used) or in the space for the plate.

In general:

Knife blades are always placed with the cutting edge toward the plate.

No more than three of any implement is ever placed on the table, except when an oyster fork is used in addition to three other forks. If more than three courses are served before dessert, then the utensil for the fourth course is brought in with the food; likewise the salad fork and knife may be brought in when the salad course is served.