

MODULE 4

UNIT 1 : FOOD AND BEVERAGE SERVICE AREA AND EQUIPMENT I : STILL ROOM

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1.0 INTRODUCTION: In any food and beverage sector, there are specific service areas and equipment. This unit explains the functions of the still room as a food and beverage service area and equipment. The service areas themselves are some of the busiest of a foodservice establishment, especially during the service periods. Because of this, it is important that departmental heads ensure all staff know exactly what their duties are and how to carry them out efficiently and effectively

2.0 OBJECTIVES: It is expected that at the end of this unit you should be able to:

- i. Explain the function of a still room
- ii. Identify the staff, equipment, provisions and control of a still room

3.0 MAIN CONTENT

3.1 CUSTOMERS IMPRESSION IN SERVICE AREA

In any establishment a customer's first impressions on entering the service area are of great importance: a customer may be gained or lost on these impressions alone. The creation of atmosphere, by the right choice of decor, furnishings and equipment, is therefore a major factor that contributes to the success of the foodservice operation. A

careful selection of items in terms of shape, design and colour enhances the overall decor or theme and contributes towards a feeling of total harmony. The choice of furniture and its layout and the linen, tableware, small equipment and glassware will be determined by considering:

- the type of clientele expected the site or location of the establishment
- the layout of the food and beverage service area
- the type of service offered
- The funds available

3.2 IMPORTANT THINGS TO CONSIDER WHEN PURCHASING EQUIPMENT

The general points to be considered when purchasing equipment for a food and beverage service area are:

- Flexibility of use
- Type of service being offered
- Type of customer
- Design
- Durability
- Ease of maintenance
- Stack ability
- Cost and funds available
- Availability in the future – replacement
- Storage
- Rate of breakage i.e. crockery
- Psychological effect on customers
- Delivery time

Depending on the style of operation, there may be service areas behind the scenes, or what may be termed “back-of-house”. These are required to be well organized, efficiently run and supervised and stocked with well-designed equipment. It is necessary for all these factors to work together to contribute to the overall success of the food and beverage operations.

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In general, especially in large operations, five main back-of-house service areas can be identified:

- Still room
- Silver wash up
- Hot plate
- Spare linen store

A well designed layout of these areas is essential to ensure an even flow of work by the various members of staff. However, the layout itself may vary with different establishments, depending on the type of operational needs. Each of the areas is considered in more detail below.

SELF ASSESSMENT EXERCISE: Explain what customers general impressions are on entering the service area. Also, what are the important things to consider when purchasing equipment.