**Service Training**

**Day 6**

* Handle glass ware
* Handle stell ware
* Handle chinaware
* Holding plates
* Spoon and fork / handle food
* Carrying dishes into dining
* Removing glassware

Handle glassware

处理玻璃器皿

Standard:

标准：

* When handling glassware of any type, always handle them with the stem or base section of the glass or cup.  Guests don’t know how clean your hands may or may not be.  It doesn’t matter if the glasses are clean or dirty; do not get into the habit of grabbing glassware by the rims or placing your fingers into several glasses at once in order to bus a table quicker. It is a completely unsanitary practice and horrifying to guests who witness you doing so!

处理任何类型的玻璃器皿时，总是由玻璃或杯干或杯底着手。客人对你手的清洁度全不知情，也不管杯子本身是干净或脏了。不要因为贪一时之快就用抓杯边或用手指插几杯的收拾玻璃杯子习惯。这是一个完全不卫生的做法和令客人倒胃！

* Check any chipped and cracked glassware, discard immediately into breakage bin, and enter details into breakage report.

检查任何破损、破损的玻璃器皿，要立即丢入破损桶内并在破损器皿报告上登记。

Procedures:

程序：

* + - 1. Polishing glassware:

擦杯：

* Hold the polishing cloth in your hand.

一手拿干净的擦布。

* Place glass on cloth.

把杯包在擦布里。

* Hold the glass over hot water to steam.

倒放杯子，用热水蒸。

* Pull the edge of the cloth over the top and insert into glass.

把布脚塞进杯子内。

* Hold the glass securely (not too tight).

确保把杯拿好，不要拿得太紧。

* Turn the top of the glass and the bottom alternately.

同时转动杯口和杯脚。

* Continue until the glass is polished - remember, once the glass has been polished, handle it a minimal number of times - hands contain oil that will smudge the glass.

擦净杯子，注意，当杯子擦完后，尽量减少碰杯子的次数，因为手会出油，那样会留下手印。

* Inspect the glass for lint, lipstick stains, water spots and food, by holding it up to the light. Use a glass cloth for polishing.

对着灯光检查杯上是否有水印，口红印，污渍。用擦杯布擦杯。

* + - 1. Carrying Glassware

运送杯子：

* During set up, glassware is carried in the racks or on a tray.

备餐时，用杯筐或餐盘运送杯子。

* During the service period, glassware is carried on a clean round beverage tray.

在服务时，用干净的垫有托盘垫的圆托盘运送。

NB: Glassware is very expensive and fragile. Be very careful at all times. Broken glassware is dangerous, as it can easily cause accidents.

注意：玻璃器皿非常昂贵并且易碎，要时刻小心对待。要注意小心破损的玻璃器皿容易划伤。

Handle steel ware

处理钢洁具

Standard:

标准：

* Stainless steel ware placed on the table will be spotless and in a good condition.

确保不锈钢餐具按标准摆放整齐，卫生，无污渍。

* Handle with care and avoid noise when doing so

要细心处理并减低噪音。

Procedures:

程序：

If stainless steel ware has water spots or fingerprints, wipe it off by using hot water and a clean polishing cloth.

如果不锈钢餐具上有水渍或手印，要用热水及干净的软布擦拭。

If stainless steel ware is dirty (i.e. food stain) return it to the dishwasher for washing.

如果餐具上有污渍要送到洗碗房重新清洗。

* + - 1. If stainless steel ware is bent or damaged, remove it immediately pass it to your manager and enter details into breakage report.

如果餐具破损，立即拿走，送到经理处作记录。

* + - 1. Do not handle food when placing flatware on the table. Always hold stainless steel ware by the handle and avoid fingerprint marks.

不要用桌上餐具来处理食品，总要避免在拿餐具时留下手指印。

* + - 1. Never use stainless steel ware for other purpose, they are strictly for guests.

餐具只供客人使用，不可挪作它用

* + - 1. To avoid scratches, all stainless steel ware stored in service stations must be properly placed and never mixed with chinaware.

为防止不锈钢餐具磨损，在存放在工作台内谨记与瓷器分开摆放。

Handle chinaware

处理瓷器

Standard:

标准：

All chinaware will be handled safely and hygienically. Associates are responsible to minimize breakage.

所有瓷器要确保干净，卫生。员工在使用瓷器时要小心，爱护，保证最低破损量。

Procedures:

程序：

Handling of Chinaware

瓷器的处理

Whatever quality of china or crockery is used, the most important thing to ensure is that it is washed, rinsed and dried correctly to ensure that no dirt, stains or streaks appear.

无论质量瓷器或陶器，最重要是要确保它清洗，冲洗和干燥，以确保没有灰尘，污渍或条纹出现。

Chinaware has a high breakage rate and, therefore, needs careful handling.

瓷器具有较高的破损率，因此需要谨慎处理。

China plates should be stored on shelves in piles or stakes of approximately two dozen each. Any higher may result in their toppling down.

瓷器应叠好二十四一桩，存放在货架上。超过这高度，可能会导致其倾倒下来。

They should be stored at a convenient height for placing on, and removing from the shelves to avoid accidents.

他们应该被存储在一个方便从取出的高度放置，以免发生意外。

Chinaware should be kept covered to prevent dust and germs settling on it.

瓷器应保持覆盖，以防止灰尘和细菌沾染。

1. Chipped and cracked items can harbour germs and should, therefore, not be used and disposed off carefully.

破裂的餐具窝藏病菌，因此应该它们不能被使用和小心善后处置。

* + - 1. Checking Plates

检查盘子

* Check any chipped or cracked chinaware, discard immediately into breakage bin and enter details into breakage report.

任何破损的瓷器要立即丢入破损桶内并在破损报告上登记。

* Check watermarks and stains. Use a dry cloth to remove any marks that may be presented, using a clean polishing cloth.

检查是否有水渍，如有要用干布擦干，擦亮。

* If there are food particles or difficult to remove stains on the plate, return it to the stewarding area to have it washed again.

如有污渍要送回洗碗房清洗。

* + - 1. Carrying a Stack of Plates

运送盘子

* When carrying chinaware never place finger on the inside rim and avoid contacting with clothing.

手指不要碰到盘边内，避免让瓷器接触衣服。

* Never carry a stack of plates, which is too heavy as this may cause an accident.

不要拿太多盘子，容易打烂。

* Always carry chinaware on a service tray.

拿盘子时要用托盘。

* Tray must not be over loaded.

托盘上不能放太多餐具。

* Otherwise, carry a stack of plates with the left arm lined with a waiter’s service cloth to avoid contact with clothing.

当搬一摞盘子时要在左手臂上垫一块干净的口布，以防止餐具接触到衣服。

Using Spoon and fork to handle food

使用勺子和叉子处理食物

Standard:

标准：

* Never touch food with your hands

切勿用手触摸食物

* Keep the serving dish as near the plate as possible to prevent spillage or accidents

保持准备上的菜尽可能贴近碟子，以防止溢出意外

* Place your left foot slightly forward so you have a comfortable stance

将左脚微微前倾，让您拥有一个舒适的站姿

* Ensure that the correct portion is served

确保每人得到适当的食物分量

Procedures:

程序：

* + - 1. Use one hand with the spoon on bottom and the fork on top (Example picture 1

使用一只手拿好叉在上，勺在下的姿势（例如图1）

* Hold the fork between thumb and index finger

保持拇指和食指之间的叉

* Hold spoon between remaining 3 fingers—little and middle fingers underneath,

supporting the spoon, and the ring finger on top.

其余3个手指支持勺子，小食指和中指托下方，并在上面用无名指提着勺子。

* Hold the cutlery securely so as not to injure others

握稳餐具，以免伤害别人

* + - 1. Place the spoon under food item or to the side of it

把勺子放在食物的底部或侧面

* Lower the fork on top or other side of the food item

把叉压下或食物的另一边

* For sliced meat and other flat dishes the fork will be best used the other way, **(Example**

**picture 2)** with the prongs pointing away from the spoon.

如果是肉片和其他扁的菜最好是用叉子尖指向上，勺子下面托着（例如图2）。

* + For items such as chicken legs and rolls the fork will be best used like a grab, **(Example picture 3)** the fork prongs pointing inward towards the spoon .

如食物鸡腿或卷物应最好使用勺叉向内的做法（例如图3）。

* For items such as peas and other small vegetables you may not need to use

the fork at all but it should still be held

如豌豆和其他青菜，您可能不需要使用叉子，但应该继续拿着。

* + - 1. Once securely gripped, carefully lift the food item

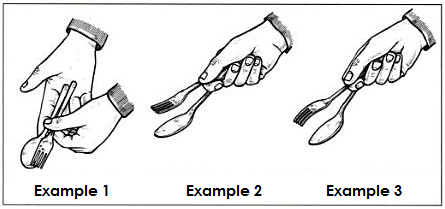
当拿好食物，应小心拿起

* + - 1. Place the food item neatly onto the plate, releasing from spoon and fork

用勺叉并用把食物利落地放到碟上

* + - 1. The meat or fish item should be placed on the plate first, facing the customer, and vegetables neatly around it

肉或鱼应先放在盘子上，对向顾客，蔬菜围碟



Carrying dishes into the dining room

端菜到餐厅

Standard:

标准：

Pick up the dish from the kitchen:

从厨房拿菜

1. The runner should ascertain that all dishes are complete with garnish prior to removing.

传菜员要确定配菜是否完整

1. Make sure all the food for the course of one table is ready, picks up at the same time.

确定一张桌子上所有的菜都准备好了，再同时出菜

1. Use clean bussing tray to carry the food.

用一个干净的托盘放盆子

* Make sure the condiments / accompanying with specific dish brings together to the guest table.

确保上菜时同时上相应的调味品

* Hot food serve hot and cold food serve cold.

控制食物的温度，热菜上的时候一定要热，冷菜一定要冷

1. Bring copy of food order on every tray.

在每个托盘上放一份客人点的单

1. Carry the tray carefully while crossing the guest table

在走过客人桌旁时要小心端托盘

* Do not push past any guests or staff, do not run!

不要急速穿过客人和员工，不要跑

1. Inform the station staff, “Food for table number A2”.

通知服务台的员工，“#号台的菜已经好了”

Removing glassware

移除杯具

Procedures:

程序：

* Place glassware safely on a tray and avoiding noises

把杯具安全的放置在盘子上，避免噪声

* Do not cross between guests conversation

不要打断客人的对话

* Before clearing glassware from a table, make sure that the customer has finished with the glass.

在把杯具从桌子上移除前，确保客人已经不需要杯子了。

* Be careful of white spirits or small amounts of drink still left in the bottom of the glass.

小心杯子里残留的透明酒水。

* Always handle glasses by the stem or towards the bottom – never touch the drinking surface.

拿杯具时永远拿杯柄，不要触碰杯口边缘。

* As you clear glasses from a table, make a mental note of what drinks were served so that you can double check that all drinks were put on the table’s account.

在清除杯具时留意桌上的酒水饮料，这便于之后对单时确保没出错单。