

TOPIC 5



Beverage Service Operation Function



Non-Alcoholic Beverages

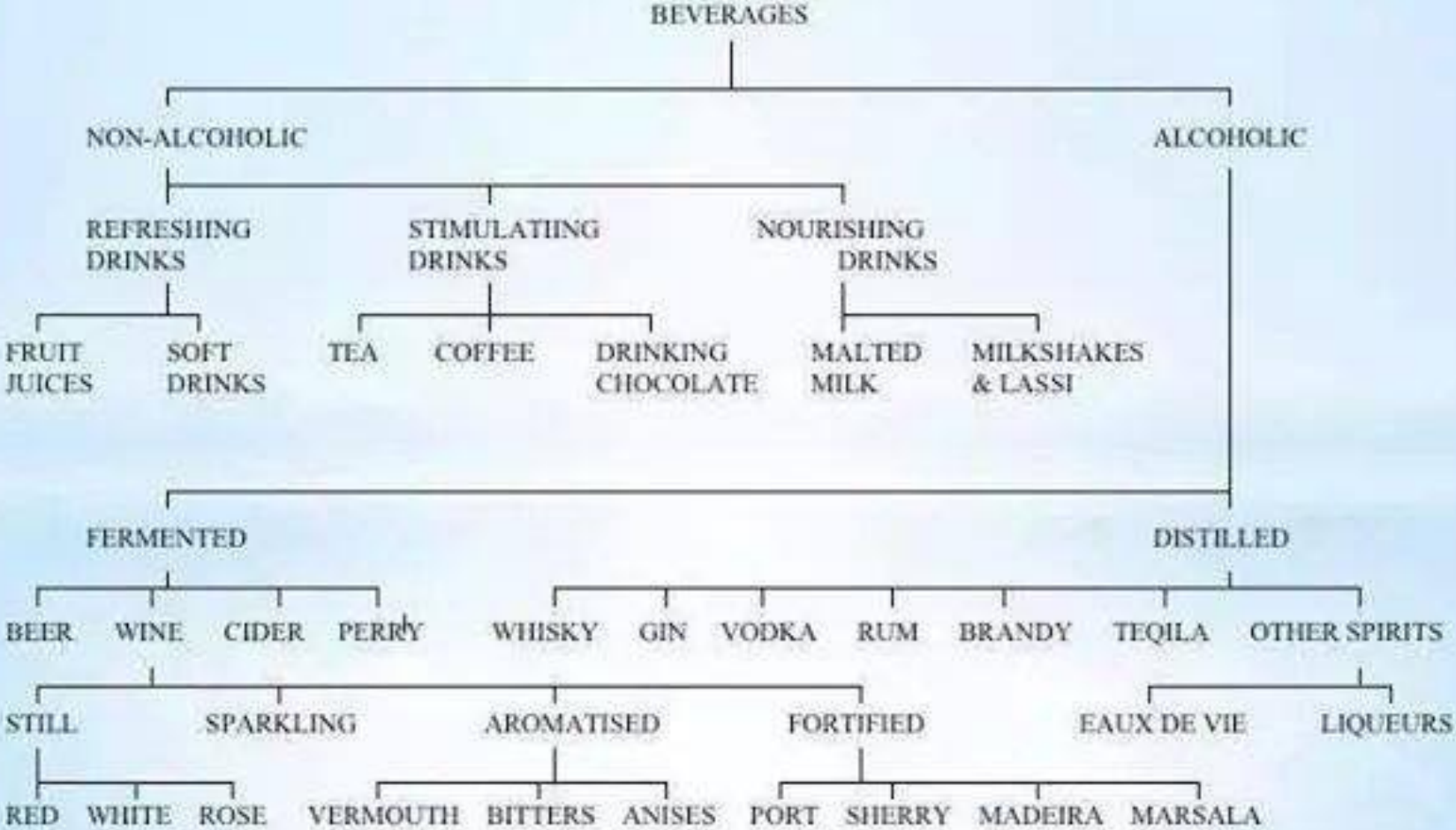
Hot Beverages & Cold Beverages

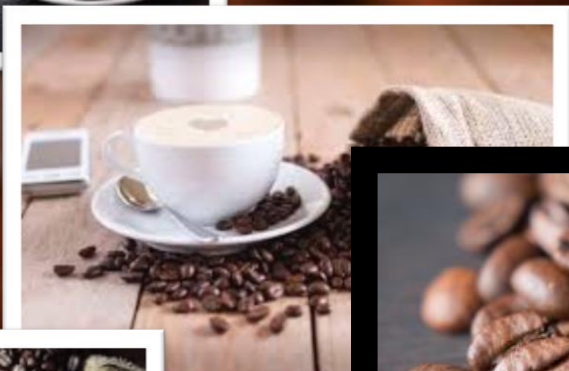


Alcoholic Beverages



CLASSIFICATION OF BEVERAGES





ARABICA

- Smoother, sweeter taste with tones of chocolate, sugar and fruit
- Roasted smell is perfumey with fruity notes
- Naturally lower in caffeine



ROBUSTA

- Stronger, harsher and more bitter taste
- Grainy or rubbery overtones
- Unroasted smell is often described as raw-peanutty
- 2x the amount of caffeine

70%

of the world
drinks Arabica

30%

of the world
drinks Robusta

Types Of Coffee





GREEN

Can improve brain function and promote weight loss.



WHITE

Helps with anti-aging and reduces risk of cancer.



BLACK

Generally has a stronger flavor and helps reduce plaque.



DARJEELING

Has fruity and floral flavors and is usually sold as black tea.



OOLONG

The Chinese tea goes through a unique process where it withers under strong sunlight.



CHAI

The mix of Indian spices and black tea is full of antioxidants and helps with inflammation.



MATCHA

Shown to help boost metabolism and reduce cancer cells.



PO CHA

The Tibetan tea is a mix of repeatedly boiled tea leaves with Yak butter.



PEARL MILK

The Taiwanese drink combines tea with milk and tapioca balls.

Equipment's required for Tea and Coffee Service

For Tea service :

- Tea cup and saucer
- Tea strainer and spoon
- Tea pot , hot water jug
- Hot milk jug and sugar bowl



For Coffee service :

- Coffee cup and saucer
- Tea spoon
- Hot milk jug
- Sugar substitute



Tea Coffee Service Procedures :

- Heat up the milk and put in a milk jug (cold milk for ice coffee or tea)
- Prepare sugar bowl, milk jug, teaspoons and coffee / tea saucers OR Straw, Stirrer, Sugar Syrup on a tray.
- Brew coffee or tea / Pour coffee or Tea into a full glass of ice in long glass (For Ice Tea or Coffee)
- Place the sugar bowl / milk jug / sugar in the middle of guest table. (From the right side of the guest)
- Always Serve hot coffee and tea with cookie.
- The cup handle must face towards to right hand side and tea spoon must place at right sides corner.
- Announce the item name when serving the guest. “Mr. Bond, this is your Cappuccino”
- Leave by saying “Please enjoy your coffee / tea” and with a friendly smile.

Coffee / Tea Service



Coffee Serve with biscuits

Coffee / Tea
the handle should be on the right side.



If customer requested for napkin, we serve in a plate to them and put on the left side up or in the center or the table.



After we serve the customer their tea, we will help them to pour out some of the tea into the cup.



Coffee
We put all the milk and sugar in front of the coffee, same goes with tea.
*Notes : some café they might serve the milk by helping customer add in then will take away the milk.

A decorative black and white floral border with intricate scrollwork and leaf patterns, framing the top and right sides of the page.

Coffee!

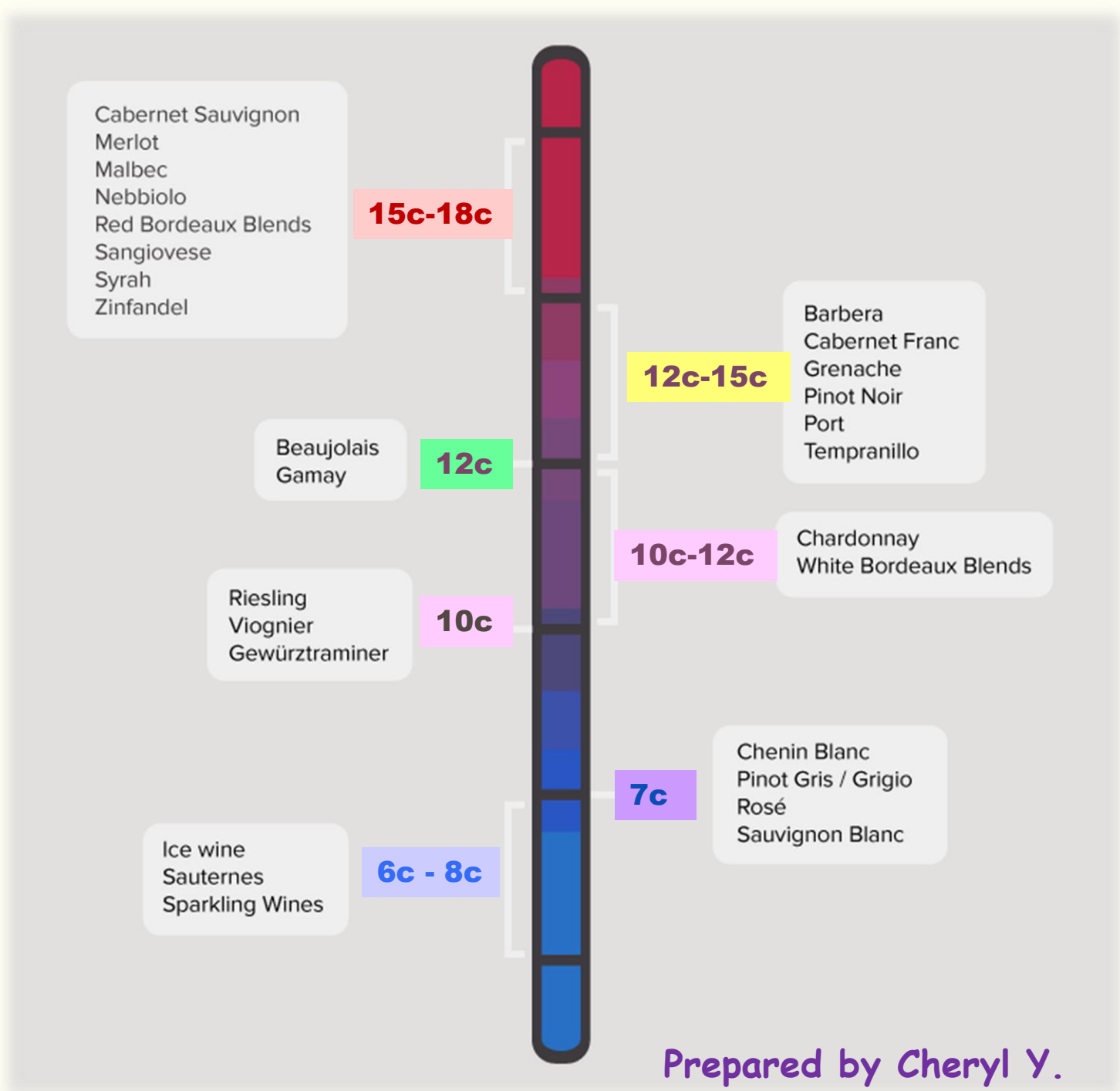


15 mins



Wine's Temperature

Remember that the best serving temperature is the temperature at which wine tastes best to you.



Prepared by Cheryl Y.

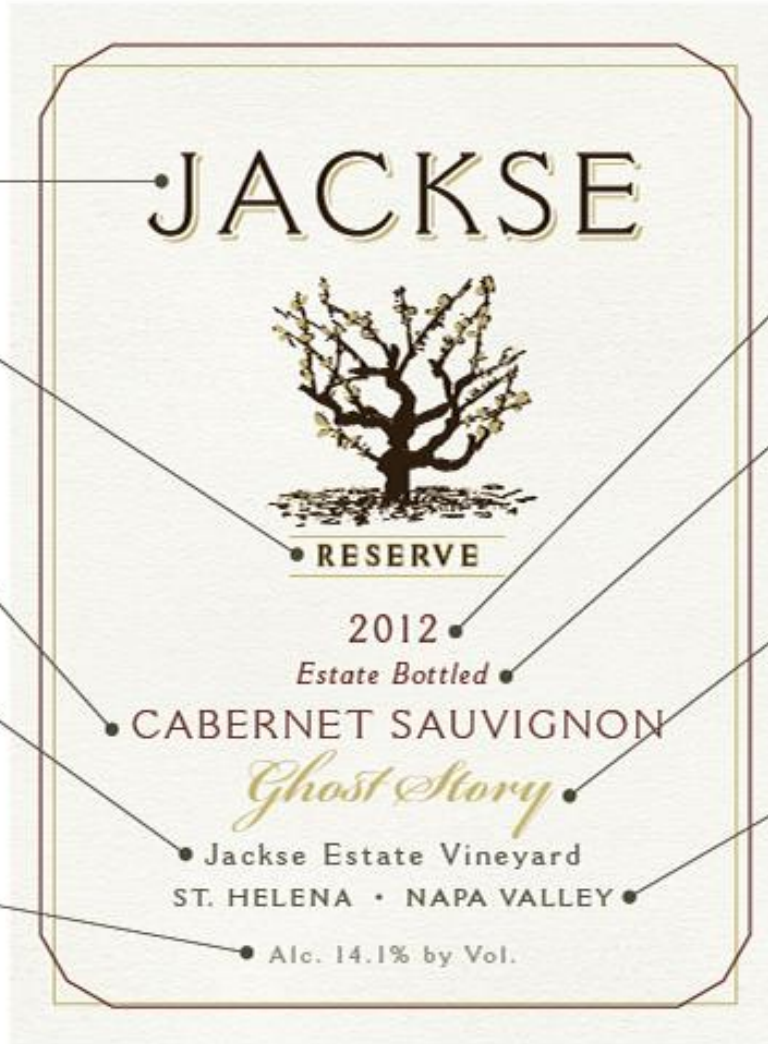
HOW TO READ A WINE LABEL



- **WINERY/PRODUCER**
This is the name of the winery or producer who makes the wine.
- **NAME OF WINE**
Some wineries will name their wine to make it more marketable.
- **VINTAGE**
The year it was produced.
- **SPECIAL DESIGNATION**
It has means 100% of the grapes were grown, crushed, fermented, and bottled on the property.
- **VINEYARD**
Can appear if 95% of the grapes come from a single vineyard.
- **WINE TYPE**
The variety or style of wine.
- **APPELLATION/REGION**
At least 85% of the grapes must come from the region or 100%.
- **ALCOHOL LEVEL**
Loves permit the actual percentage to vary by as much as 1.5%.



- BRAND NAME**
Wine producer
- SPECIAL DESIGNATION**
Unusual qualities of the wine
- WINE TYPE**
Grape variety
- VINEYARD DESIGNATION**
95% of grapes must come from named vineyard
- ALCOHOL CONTENT**
Alcohol content by volume



- VINTAGE**
Year grapes were harvested
- ESTATE BOTTLED**
100% of grapes grown, crushed, fermented, finished and bottled on the same property
- FANCIFUL NAME**
Marketing term used by some wineries to differentiate a brand
- APPELLATIONS OF ORIGIN**
Where the wine comes from



napa valley vintners

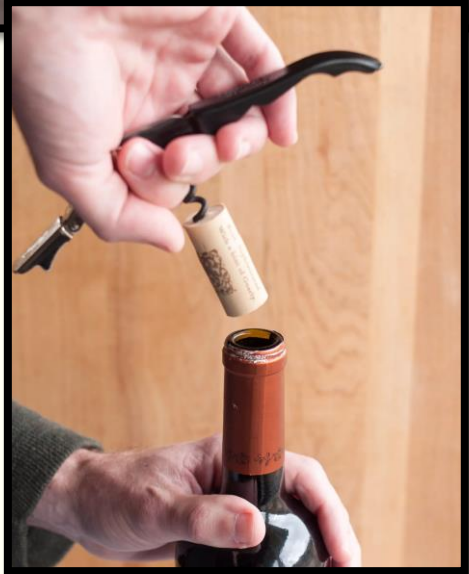
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Opening Wine

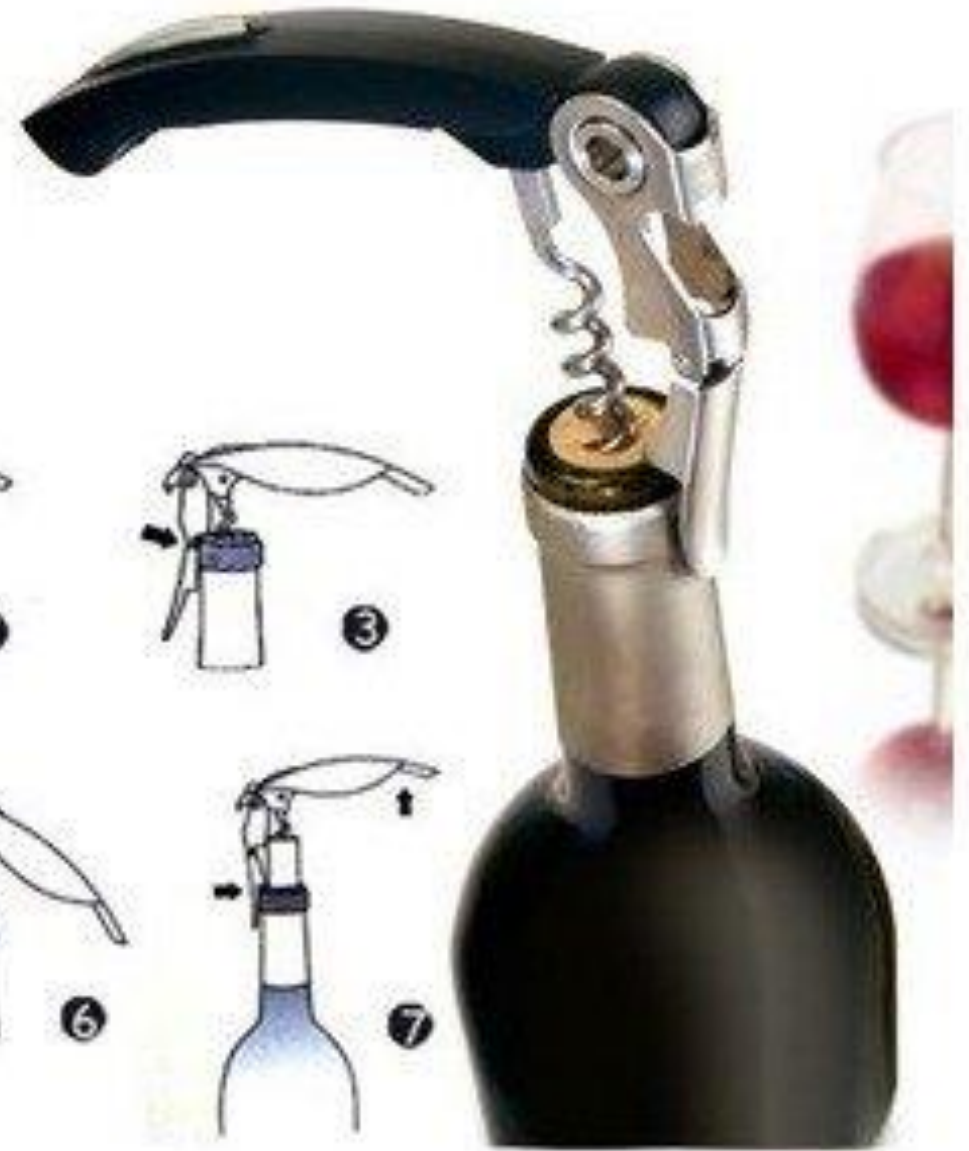


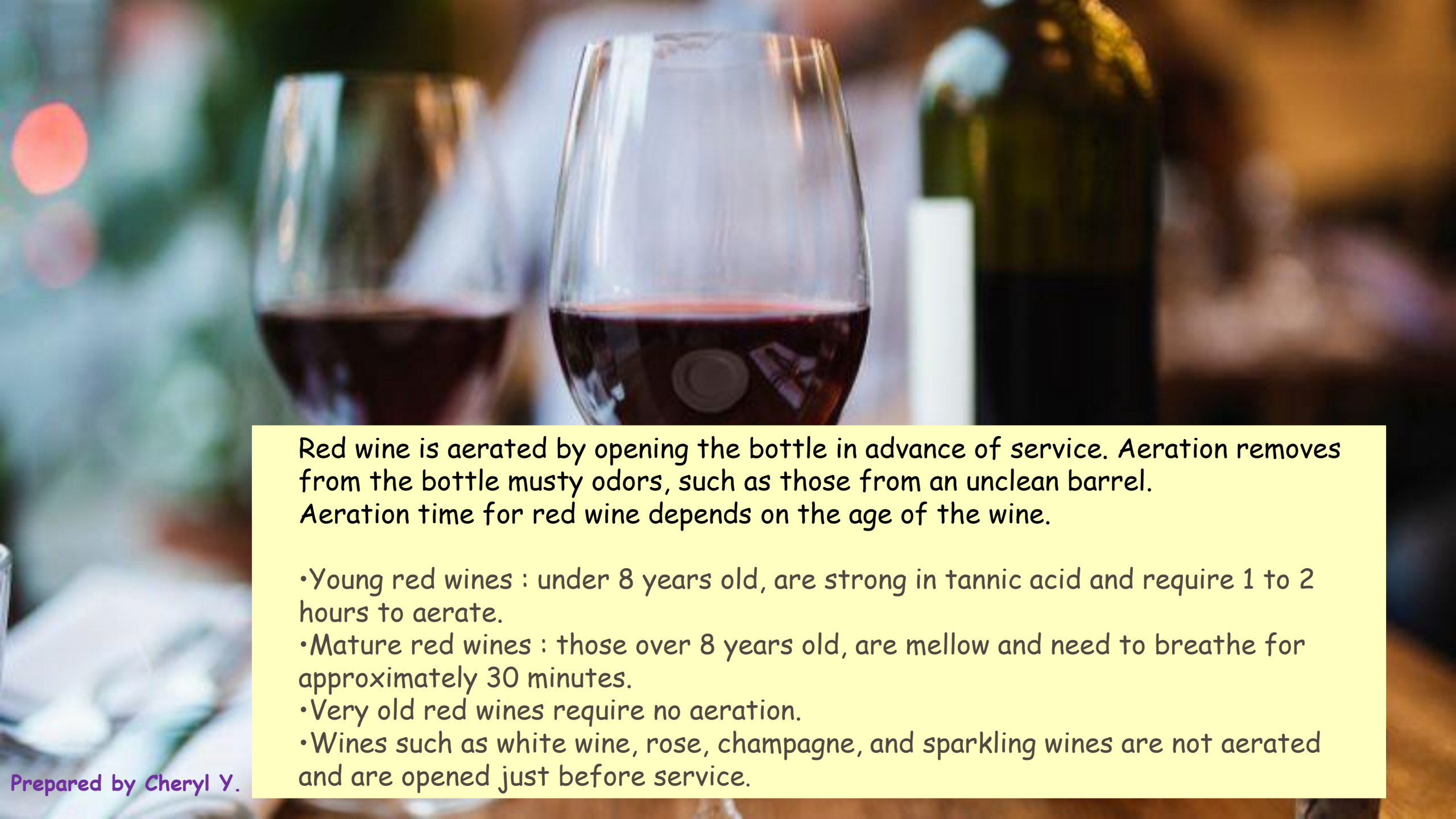
1. Cutting the foil : top lip or bottom lip?
 - Wine sommeliers cut the foil at the bottom lip. This is the tradition because foils were previously made out of lead. Also, this method tends to reduce stray drips when pouring at the table. Foil cutters, on the other hand, are designed to cut the top of the lip. Cutting the top lip is more visually appealing and ideal for moments where the wine is on display (like at a wine tasting)
2. Where to poke the cork?
 - Poke the cork slightly off center. You want the radial diameter of the worm (the “worm” is the curlycue part of a wine opener) to be centered so that it’s less likely to tear the cork.
3. Keep the cork from breaking
 - It takes about seven turns to insert the worm into the best spot, although wine openers vary. Basically, the corkscrew should be inserted into the cork about one turn less than all the way in. Some fine wines have long corks and you can go all the way in.

Prepared by Cheryl Y.



开启红酒瓶方法



A photograph of two wine glasses filled with red wine, one in the foreground and one slightly behind it. A dark wine bottle is visible in the background, slightly out of focus. The scene is set on a table, likely in a restaurant or bar, with soft lighting and a blurred background.

Red wine is aerated by opening the bottle in advance of service. Aeration removes from the bottle musty odors, such as those from an unclean barrel. Aeration time for red wine depends on the age of the wine.

- Young red wines : under 8 years old, are strong in tannic acid and require 1 to 2 hours to aerate.
- Mature red wines : those over 8 years old, are mellow and need to breathe for approximately 30 minutes.
- Very old red wines require no aeration.
- Wines such as white wine, rose, champagne, and sparkling wines are not aerated and are opened just before service.

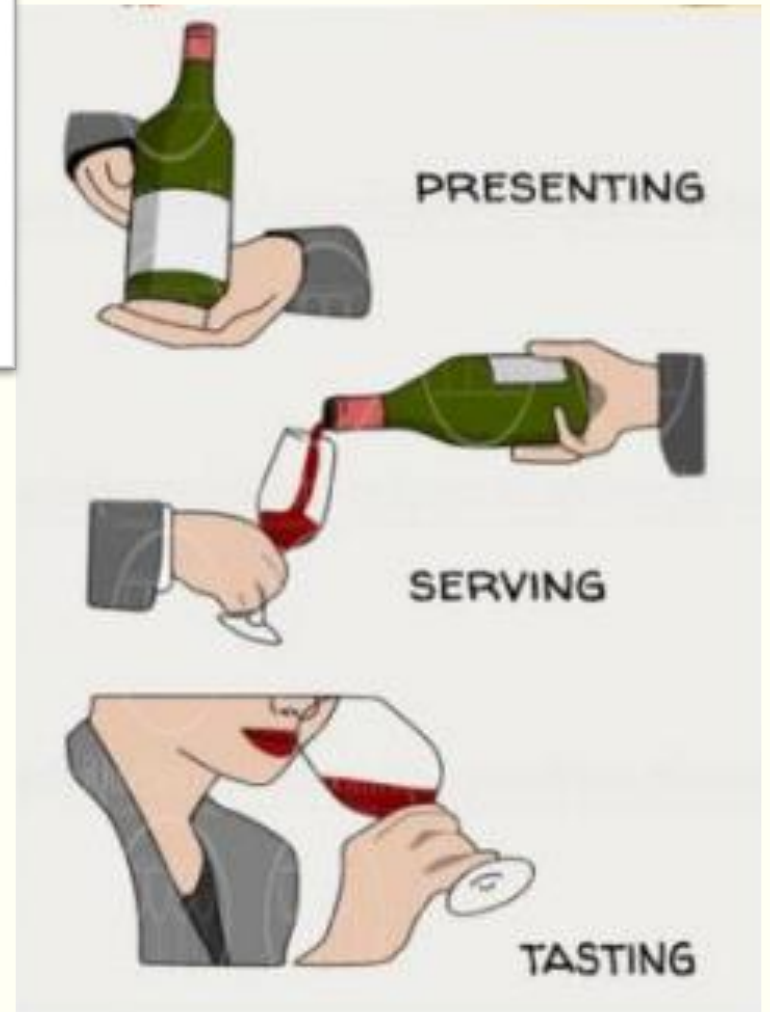
Wine Decanter



Prepared by Cheryl Y.



Wine Service





Wine Stopper



Wine Server



WINE SERVICE





How to open a bottle of champagne or sparkling wine



Get a bottle of Champagne.

Peel the foil off the top of the bottle.

Hold your thumb on the cork while you untwist the wire cage.

Leave the wire cage on to provide grip as you firmly hold the cork. Twist the bottle slowly and carefully to ease the cork out of the bottle.

The most skilled people can dislodge the cork with only a whisper. Avoid popping the cork. Unless you just won the Indy 500, you'll want to keep the champagne in the bottle!

Pour and enjoy!



How to Pour Champagne



Prepared by Cheryl Y.

HOW TO POUR CHAMPAGNE & SPARKLING WINE

GLASS
of BUBBLY.com

1 Chill the bottle

Approx 2 hours in the fridge or 30 minutes in an ice-bucket, half filled with ice and water.

2 Hold bottle firmly

After opening, place your thumb in the indentation under the bottle (punt) and rest the bottle on your fingers.

3 Hold glass at an angle

Hold the glass at a 45-degree angle to preserve more bubbles.

4 Pour gently

Pour slowly down the side of the glass, pause to stop it foaming up, then top up.

Enjoy!



HOW TO OPEN CHAMPAGNE AND SERVE



Alcoholic / Hard Liquor / Brandy

- Brandy : Alcoholic beverage produced by distillation of grape wine and matured by aging in wooden casks.
- When freshly distilled, the brandy is clear and colourless and will remain so if kept in glass containers.
- Placed in wooden casks, the spirits wood and acquire a light brownish tint, which dealers often deepen by adding burnt sugar.



Types Of Mixology

- There are four basic methods for mixing cocktails: *shake, stir, build, and blend*. Each is incredibly easy, but it is a good idea to practice them so you can perfect your own personal approach.
- That does not mean you can't make every drink count! When you're shaking up a cocktail, pay attention to how frosty the outside of the shaker gets so you know when it's ready to strain. Be mindful of twisting your wrist and keeping your elbow steady while u stirring for a full 30 seconds.



Beverage Service Standard

Make sure the beverage are made as ordered:

1. 1 or 2 minute after having punched your order in the POS terminal, or delivered the written Captain Order copies to the kitchen and cashier, go to the bar counter.
2. Mixing, pouring, garnishing and serving drinks the same way every time is the mark of a quality operation.
3. Give priority to ladies' orders.

Check each beverage for the following:

1. Is it the correct beverage?
2. Is the glass used to serve the beverage correct?
3. Is the garnish correct?
4. Have special instructions been followed.
5. Has anything spilled over the side?



Beverage Service Standard

Place drinks on the beverage tray :

1. Carry the drinks to the table concerned (always with a tray)
2. Line the tray with the linen napkin to improve the look of the tray and to avoid spills and moisture.
3. Keep extra Napkins on the tray.
4. Pick up the beverage item(s) from the bar counter.
5. Before leaving the counter, double-check the items with the Captain Order (or the printed order).



Carry the tray to the table :

1. Carry with the left hand horizontally under the tray center and if it is a large tray, use both hands.
2. Keep in mind the order in which you will serve the drinks so your tray will be balanced until the last drink is removed.
3. Balance the tray at shoulder level on your fingertips, not on your forearm. If the tray is carried on your forearm, there are chances that it may tip over.
4. Keep your back straight as you stand up.
5. If required steady the tray with your free hand.



Beverage Service Standard



Serve Beverage to the guest :

1. Always Serve ladies first and host of the group last.
2. If the beverage napkins at your hotel are having a logo, then place the napkin in such a way that the logo faces the guest.
3. Avoid reaching across guests. Move around the table and serve every guest from his right side with your right hand when possible.
4. Handle stemmed glasses by the stem or base. Your hands will warm the drink if you touch the outside of the glass. Never put your fingers inside the glass.
5. Place the glass on the center of beverage napkin.
6. Follow the guest check or order pad to serve the correct drink to each guest. Do not ask who ordered which drink.
7. It is also a good practice to repeat the name of the drink and any special requests as you serve each drink to ensure that it is correct.
8. Be sure that all the beverage items for the table concerned have arrived.
9. Double - check all the drinks with the Captain Order (or the printed order) one by one.



PART TWO

Serving Drinks

See You Next Week

Give Me

A

Break!!

