

## Chapter 5

# WELCOME TO THE FRONT OF THE HOUSE

### TOPICS

- **5.1 Service Staff Roles and Responsibilities**
- **5.2 Service Styles and Setups**
- **5.3 Beverage Service**
- **5.4 Processing Payments**

### SKILLS

- Left, Right, Left—Proper Placements for Table Service
- Taking a Tableside Order
- Making Hot Tea with Leaves
- **Brewing Coffee** *\*Bonus Essential Skill included in this manual*
- **Slicing Fruit for Drink Garnishes** *\*Bonus Essential Skill included in this manual*

### RECIPES

- Greek Cheese Saganaki
- **Nantucket Iced Tea** *\*Bonus recipe included in this manual*
- **Country Grammar Mocktail** *\*Bonus recipe included in this manual*

# Part 1: SKILLS

## Essential Skills: Brewing Coffee

### You will need

- **Time:** 30 minutes
- **Skills:** Brewing coffee using various brew methods, compare and contrast coffee tastes

### Equipment

- Coffee grinder (optional if purchasing pre-ground beans)
- Coffee filters
- Pour over coffee pot
- French press
- Drip coffee pot
- Percolator coffee vessel
- Espresso machine (optional)
- Food safe pitcher for cold brew coffee
- Coffee cups
- Coffee straws

### Ingredients **Instructor note:** You may choose a high-quality pre-ground coffee if grinding is not an option.

- Fresh, high-quality whole coffee beans
- Water
- Sugar (optional)

### Steps

1. Grind coffee beans to a medium grind. Note: If grinding espresso, grind until fine and the granules stick together when pinched.
2. Read the instruction manuals for each type of brewing equipment that you will be using.
3. Review these notes and tips before you begin brewing:
  - For cold brew, tie  $\frac{1}{4}$  cup of the coffee grounds inside of a paper filter, using butchers' twine. Soak coffee ground package in 4 cups of cold water, overnight in the food safe pitcher.
  - See the espresso machine's brewing instructions to brew a shot of espresso.
  - Some sugar may be added to the coffee samples, to help with the bitter flavor. Just make sure the amount you add to each one is consistent.

4. For each method/type of equipment listed below, brew 4 cups of coffee; about ¼ cup of coffee grounds and 4 cups of cold water for each method:
- Drip
  - French press
  - Percolator
  - Espresso
  - Pour over
  - Cold brew
5. Taste small samples of each type of coffee brewed.\* As you taste each one, record your impressions and observations in the table provided.

\* **Tip:** To taste the samples, use coffee straws to take small amounts at first. Dip the straw in the coffee and place a finger over the top of the straw. This will allow a small amount of the coffee to remain in the straw. To sample the coffee inside the straw, place the dipped end of the straw in your mouth and release the liquid by lifting your finger on the other end.

<b>BREWING METHOD</b>	<b>STRENGTH</b> (Strong, medium, weak)	<b>FLAVOR NOTES</b>	<b>COMMENTS</b>
<b>Drip</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.
<b>French Press</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.
<b>Percolator</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.
<b>Espresso</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.
<b>Pour Over</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.
<b>Cold Brew</b>	Answers will vary. Strong - Medium - Weak	Answers will vary.	Answers will vary.

## Reflection

What are the noticeable differences in coffee taste among the various brewing methods?

Answers will vary, but may include: More or less bitter, smooth, acidic, intensity of flavor.

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Based on your experience in this activity, rank the brewing methods from most to least “user-friendly.” Explain your rankings.

Students should rate the user-friendliness and accessibility of each method used and explain why (easy and fast to make, complicated, requires expensive equipment, etc.)

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Many foodservice operations now serve coffee-based beverages. How could you create a memorable hot beverage service experience for guests that goes beyond simply serving a cup of coffee?

This question encourages students to think creatively about how to elevate the customer experience and foster positive associations with the restaurant. Answers will vary but may include:

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- Adjusting drinks to guests' preferences
  - Addressing guests by name
  - Serving drinks with designs in the foam
  - Seasonally themed cups
  - Serving with a small treat or biscotti
  - Ensuring correct beverage temperature
  - Offering flights of tea or coffee tastings
  - A free beverage on a guest's birthday
  - Hosting events at the coffee shop (trivia nights, poetry slams, study sessions)
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# Essential Skills: Slicing Fruit for Drink Garnishes

## You will need

- **Time:** 20–30 minutes
- **Skills:** Knife skills, cold beverage service skills

Check each item as you collect it

## Equipment

- Cutting board
- Chef's knife
- Paring knife
- Zester/channel knife (optional)
- Vegetable peeler

## Ingredients

- Assorted citrus fruits: lemons, limes, oranges, grapefruit

## Steps

- 1.** Because the rind of the fruit will touch the beverage that a guest will be drinking, be sure to wash the produce thoroughly. Wear gloves while prepping because the drink garnish is considered a ready-to-eat food.
- 2.** To create a slice of citrus that looks like a bicycle wheel, slice the lemon, lime, orange, or grapefruit, thinly slice from stem to blossom end. Use a paring knife to cut a small slit from the center of the slice to one edge. Slip the fruit on the edge of a glass in this slit.
- 3.** You may also slice this wheel in half, if it is large like an orange or grapefruit, then slip the fruit onto the end of a drink glass.
- 4.** You can use a zester with a channel knife to cut curls of zest from citrus fruits to garnish drinks.
- 5.** Play around with citrus slices and other fruits, like cocktail cherries, and decorative toothpicks to make attractive cold beverage drink garnishes.

## Reflection

What might you have to consider when choosing a citrus fruit to garnish a cold beverage?

Answers will vary but may include: Flavors of the drink, colors of the drink, size of the glass to size of the fruit garnish.

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How can you ensure that the citrus fruit slices are fresh and flavorful?

Answers will vary but may include: Purchasing and using in season, ordering correct amounts, and using FIFO methods to prevent spoilage.

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What are the costs associated with using citrus fruit slices as drink garnishes?

Added labor costs to slice and garnish drinks; added costs to the overall price of the drink; added waste if they are not consumed.

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## Part 2: ACTIVITIES

### Math Activity

The restaurant captain is responsible for a server area of 30 seats. During a 4-hour dinner shift, the captain and server team served 100 guests. The owner of the restaurant wants a seat turnover rate of 2–3 times during a dinner shift.

1. What is the average number of guests served per hour?

$$\begin{array}{ccccc}
 100 & \div & 4 & = & 25 \\
 \text{Total number of} & & \text{Hours of dinner} & & \text{Average number} \\
 \text{guests} & & \text{shift} & & \text{of guests served} \\
 & & & & \text{per hour}
 \end{array}$$

2. What is the seat turnover rate during the 4-hour dinner shift?

$$\begin{array}{ccccc}
 100 & \div & 30 & = & 3.3 \\
 \text{Total number of} & & \text{Number of seats} & & \text{Seat turnover} \\
 \text{guests} & & \text{available} & & \text{rate}
 \end{array}$$

3. Are the captain and his team meeting the turnover goal?

Yes, they are exceeding the turnover goal, which was 2–3 times.

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# Research Activity

Mocktails are growing in popularity as more people choose to abstain from alcohol for health, personal, and social reasons. Research this trend to find answers to the following questions:

What are some reasons related to health and wellness for people choosing to abstain from alcohol?

[Increased awareness of the potential negative health effects of alcohol.](#)

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Which social norms are changing to drive this trend?

[A growing acceptance and normalization of non-alcoholic choices in social settings.](#)

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How is offering mocktails on your menu more inclusive for guests?

[It provides options for pregnant people, designated drivers, and people with medical conditions, or individuals who choose not to drink for religious or personal reasons.](#)

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## Part 3: RECIPES

### Nantucket Iced Tea

(Bonus recipe not included in textbook)

#### You will need

- **Time:** 45 minutes
- **Skills:** Brewing tea, making a simple syrup, slicing fruit for garnishes

Check each item off as you collect it.

#### Equipment

- |   |   |
|---|---|
| <input type="checkbox"/> Liquid measuring cup | <input type="checkbox"/> Measuring spoons           |
| <input type="checkbox"/> Serving pitcher      | <input type="checkbox"/> Zester                     |
| <input type="checkbox"/> Wooden spoon         | <input type="checkbox"/> Small saucepan             |
| <input type="checkbox"/> Cutting board        | <input type="checkbox"/> Strainer                   |
| <input type="checkbox"/> Paring knife         | <input type="checkbox"/> 12–16-oz. drinking glasses |
| <input type="checkbox"/> Dry measuring cup    |   |

#### Ingredients

**Yield:** Serves 8, about 6 ½ cups

##### For Lime Simple Syrup

- 1 cup Water
- 1 cup Sugar
- 1 Tbsp. Lime zest

##### For Tea

- 10 Black tea bags, cold brew/no boil
- 4 cups Water, room temperature
- 2 cups Cranberry juice
- 6–9 Tbsp. Lime simple syrup
- Ice
- 1 Lime, thinly sliced, for garnish

## Mise en Place

- Make lime syrup, let cool while making tea.

## Steps

### For Lime Simple Syrup

1. Heat sugar, water, and lime zest in a small saucepan over medium-high heat until sugar completely dissolves, about 5 minutes.
2. Cool to room temperature.
3. Strain and discard zest. Syrup can be refrigerated for 1 week.

### For Tea

1. Submerge tea bags in the water, in the serving pitcher. Steep for 45 minutes. Remove and discard tea bags.
2. Stir juice and lime simple syrup into tea.
3. Serve over ice. Garnish drink or edge of glass with a slice of lime.

## Nantucket Iced Tea Questions

Tasting notes

Answers will vary.

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Did anything surprise you while preparing this item?

Answers will vary.

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What would you change if you prepared this item again?

Answers will vary.

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What other juices and garnishes could you add to an iced tea recipe to make it more creative?

Answers will vary.

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# Country Grammar Mocktails

(Bonus recipe not included in textbook)

## You will need

- **Time:** 15-20 minutes
- **Skills:** Portioning individual drinks, making a simple syrup, slicing fruit for garnishing

Check each item off as you collect it.

## Equipment

- |   |  |
|---|--|
| <input type="checkbox"/> Small saucepan       | <input type="checkbox"/> Beverage shaker |
| <input type="checkbox"/> Manual juicer        | <input type="checkbox"/> Cutting board   |
| <input type="checkbox"/> Strainer             | <input type="checkbox"/> Paring knife    |
| <input type="checkbox"/> Liquid measuring cup | <input type="checkbox"/> Small plate     |
| <input type="checkbox"/> Jigger               | <input type="checkbox"/> Cocktail glass  |

## Ingredients

**Yield:** 1 mocktail

### For Simple Syrup

- 1 cup sugar
- 1 cup water

### For Mocktail

- 3 oz. Fresh pressed grapefruit juice
- 3oz. Cranberry juice
- 1 oz. Simple syrup
- 1 oz. Soda water
- Lime slice for garnish
- Sugar for rim of glass

## Mise en Place

- Make simple syrup, let cool.
- Juice grapefruit and strain.
- Slice limes into circles.
- Place sugar on a small plate.

## Steps

### For Simple Syrup

1. Heat sugar, and water in a small saucepan over medium-high heat until sugar completely dissolves, about 5 minutes.
2. Cool to room temperature.

### For Mocktail

1. Wipe rim of serving glass with lime slice; dip in sugar on a plate.
2. Combine the grapefruit juice, cranberry juice, and simple syrup in a shaker with ice and shake well.
3. Strain into serving glass with ice. Top with soda water and garnish with a lime slice

## Country Grammar Mocktails Questions

Tasting notes

Answers will vary.

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Did anything surprise you while preparing this item?

Answers will vary.

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What would you change if you prepared this item again?

Answers will vary.

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During what time of year would it be best to make this mocktail, based on when its ingredients are considered “in season”?

Winter, which is when grapefruits and limes are considered “in season.”

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