1. **CATERING INDUSTRY**

Catering is the provision of food and drink. It has three sectors: commercial, non-commercial and transport catering.

Commercial catering is for making profit, where people pay money for food and drink. They are restaurants, cafes, hotels, bars, pubs, fast food outlets.

Non-commercial catering is only for providing people food and drink, where they don’t pay money. They are canteens, hospitals, office blocks, schools, prisons.

Transport catering includes buffet cars (in trains or airplanes) and service stations (for road transport).

1. **TYPES OF RESTAURANTS**

There are different types of restaurants in catering industry.

A la carte restaurants are the most expensive. They have the formal atmosphere and a high standard of food and service.

Table d’hote restaurants are cheaper. They have informal atmosphere and homemade food.

Specialist restaurants are steakhouses, seafood or vegetarian ones.

Ethnic restaurants can be Chinese, Italian, Russian and others.

Regional, national or international chain restaurants are often fast food outlets. They have the same food and service.

Others types are pizzerias, cafes, coffee bars, bars and pubs.

**3.KITCHEN STAFF**

Any restaurant kitchen has its staff. They can be: chefs de cuisine, sous chefs, chefs de partie and commis chefs.

The chef de cuisine is the manager of all the kitchen. He knows and can do the most difficult processes: plan menus, check materials and deliveries, check hygiene, plan staff tasks and so on.

The sous chef also manages the kitchen. He supports chef de cuisine and substitutes him when absent.

The chef de partie cooks the dishes, checks raw materials, kitchen hygiene. He coordinates deliveries. He can substitute the sous chef.

The commis chef prepares basic ingredients and helps the chef de partie.

**4.FRONT-OF-HOUSE STAFF**

Any restaurant front-of-house has its staff. They can be: food managers, waiters, hosts, wine waiters, bartenders, busboys and so on.

The food manager plans the menu, manages bookings and creates right atmosphere.

The waiter sets the tables and serves the customers.

The host meets the customers and shows them the tables.

The wine waiter helps the customers to choose wine.

The bartender makes the drinks and gives them to the waiter.

The busboy helps the waiter and clears the tables.

**5.KITCHEN STAFF UNIFORM**

Kitchen staff uniform should identify the professional role. It is for personal hygiene and safety.

The toque covers hair. It helps to avoid a contact with food or dirt.

The bandana is a piece of material for hair as well.

The triangle is for a neck. It protects a neck from cold and absorbs sweat.

The chef’s jacket is made of good quality cotton. It is double-breasted to protect from heat and burns.

The apron is around a waist. It protects the body too.

Chef’s trousers are made of nonflammable material without a hem.

Chef’s shoes should be comfortable and non-slip.

**6.KITCHEN PERSONAL HYGIENE**

All the kitchen staff must follow the rules while working:

- Keep your hair short and clean.

- Keep your uniform clean.

- Wash your hands often.

- Do not sneeze over food.

- Do not smoke or chew gum.

- Do not wear nail varnish.

- Cover your cuts with plasters.

- Disinfect your work station.

**7.KITCHEN AREAS**

Restaurant kitchen is usually consists of several areas:

The main kitchen is where hot food is prepared.

The cold preparation section is where raw ingredients are prepared.

The service area is where orders are placed and waiters collect food.

The storeroom is where non-perishable goods are stored.

The cold storage room is where perishable goods are stored.

The dishwashing area is where dishes, pots and pans are washed and stored.

**8.COOKING APPLIANCES AND COOKWARE**

On the restaurant kitchen is used special cooking appliances: a blender, a mixer, a slicer, a mincer and a weighing scales.

It is also used different cooking equipment: a gas cooker, an electric cooker, an induction cooker, a deep fryer, a static oven, a fan oven and a microwave oven.

Professional cookware items include: a casserole dish, a frying pan, a stockpot, a sauteuse, a braising pan, a fish kettle and a roasting pan.

**9.FOOD CATEGORIES**

To stay healthy we should eat different types of food.

Fruit and vegetables contain vitamins, minerals and fibre. We can eat such portion a day: an apple, a kiwi, strawberries, some carrots, spinach and tomatoes.

Starchy food contains carbohydrates and vitamin B, which give us energy. It is potatoes, bread, rice and pasta.

Milk and dairy products contain protein and calcium for strong body and bones. They are cheese, yoghurt, sour cream and butter.

Meat, fish and eggs contain protein, vitamins and minerals. We need them for healthy blood. We should eat chicken, turkey and beef. These products are low in fat and contain iron.

Foods and drinks high in fat and sugar are not very healthy for us. We should not eat them a lot.

**10.COOKING TECHNIQUES**

(Нужно знать перевод рецепта)

1. Poach the fish in 500 ml of milk, with the onion and the herbs for 8 min. When ready, remove the fish, drain the milk and flake the fish in the baking pan.

2. Boil the eggs in water for 8 minutes. When ready, drain the eggs and cool them. Then peel, slice and put them on the fish. Add the chopped parsley.

3. Melt the butter in a pan. Mix in the flour and cook for 1 minute. Pour in the poaching milk and blend all together. Cook for 5 minutes until you have a sauce.

4. Season the sauce with salt, pepper and then pour it over the fish.

5. Boil the potatoes for 20 minutes. Drain, season and mash them with butter and milk. Put them on the top of the pie.

6. Add the cheese and bake all for 30 minutes.

**11.MENU’S PREPARING RULES**

(Нужно знать перевод блюд из меню)



**12.SERVING TECHIQUES**

1. English or silver service – food is prepared and placed on silver platters. Then the waiter brings the platters on a tray and, using a large spoon or tongs, serves each guest.

2.Pre-plated or Italian service – food is plated in the kitchen and served to the table. The guests can’t decide the portion size.

3.Family service – food is prepared in the kitchen and brought to the guests on serving platters. The guests serve themselves the portion size they want.

4.Gueridon service – food is brought on a gueridon, where it can be cooked in front of the guests.

5. Buffet service - guests can see and choose what they want to eat. They can ask the waiter behind the buffet table to serve them.

**13.SERVER’S DUTIES**

1. Welcome the customer.

2.Show the customer to the table.

3.Take a menu to the customer.

4.Take the customer’s order.

5. Take the order to the kitchen.

6. Collect the food from the kitchen.

7. Take the food to the customer.

8. Clear the table.

9. Bring the bill to the customer.

10. Say goodbye to the customer.

**14.INDIAN AND CHINESE CUISINES**

**1. Indian food:**

Typical meal: rice and curry meat, fish or vegetables cooked in a spicy sauce served with rice and bread.

Spices/Sauces: chilli, cumin, turmeric, ginger, coriander and garlic; mango chutney, lime pickle and raita.

Traditional cooking technique: tandoori clay oven.

Habits and customs: often vegetarian; eat by hand.

Typical dishes: tandoori chicken.

Typical drinks: masala chai, lassi.

**2. Chinese food:**

Typical meal: several dishes of meat, fish, tofu with vegetables and served with rice or noodles.

Spices/Sauces: ginger, garlic, cloves and peppers; soy, oyster, yellow bean sauce.

Traditional cooking technique: stir-frying in a wok.

Habits and customs: yin and yang; eat with chopsticks.

Typical dishes: sweet and sour pork.

Typical drinks: green tea.

**15.MEXICAN AND GREEK CUISINES**

**1. Mexican food:**

Typical meal: tortilla with meat, fish, vegetables, beans and cheese.

Spices/Sauces: chilli, garlic, oregano; salsa, sour cream, guacamole.

Traditional cooking technique: barbacoa.

Habits and customs: they love to eat together.

Typical dishes: enchilada.

Typical drink: beer and fresh fruit juice.

**2. Greek food:**

Typical meal: meze, dips, bread and a main course.

Spices/Sauces: oregano, mint, garlic, onion, dill and bay leaves; taramosalata and tzatziki.

Traditional cooking technique: skewered meat grilled on an open fire.

Habits and customs: Mediterranean.

Typical dishes: meze, moussaka, souvlaki.

Typical drinks: red wine.

**16.TYPES OF BARS**

A bar is a place where you go to buy and drink alcoholic beverages. There are many different kinds of bars.

A pub is where you can buy alcoholic and non-alcoholic drinks. Pubs are informal. They are open in the day and are always open at night.

A cocktail bar serves cocktails, drinks which combine different spirits and fruit juices or cream.

A coffee bar serves coffees and other non-alcoholic drinks a, sandwiches and cakes. The atmosphere is friendly.

A snack bar is where you can buy nonalcoholic drinks and eat sandwiches or snacks.

A lounge bar is a public room in a hotel or restaurant, where you can buy alcoholic drinks. It is luxurious and drinks are more expensive.

Wine bars serve types of wine. They are expensive and they are open at night and during the day.

Nightclubs are where you go to dance, drink alcohol and listen to music. The atmosphere is exciting.

**17.TYPES OF DRINKS AND BAR’S THINGS**

Alcoholic cocktails: Bellini, Pina Colada, Singapore Sling, Margarita, Tequila Sunrise.

Alcoholic drinks: bottled beer, draught beer, champagne, red wine, white wine, gin, vodka, rum, brandy.

Non-alcoholic cocktails: Sunset Island, Jungle Juice, Chicago Lemonade.

Soft drinks: Cola, fruit juice, mineral water, tonic water, soda.

Hot drinks: Americano, Espresso coffee, Cappuccino, tea, hot chocolate.

Barmen can use at work: waiter’s friend, long-bar spoon, paring knife, ice bucket, cocktail glasses, champagne flutes, cocktail shaker, highball glasses, old-fashioned glasses, wine glasses.

**18.RECEPTIONIST’S DUTIES**

A hotel receptionist is the first person you meet at the hotel. His main duties are:

* welcoming guests;
* ordering taxis or hire cars for guests;
* managing bookings;
* checking guests into and out of the hotel;
* preparing bills and taking payments;
* handling foreign exchange;
* taking and passing on messages to guests;
* responding to special requests from guests.

**19. HOTEL SERVISES AND AMENITIES**

(Нужно знать перевод перечня удобств и услуг в отеле)



**20. THE RULES OF CUSTOMER CARE**

1. The customer is always right.

2. Always be polite and professional.

3. Be positive.

4. Apologize immediately and offer to correct the mistake.

5. Take your customer away from other people when they make their complaint.

6. Don’t make an argument with the customer.

7. Ask the customer to tell you what the problem is.

8. Listen carefully to what they tell you.

9. Stay calm at all times.