
International Domestic Placement Group

www.DomesticPlacementGroup.com

Serving:

If Mr. Smith is called away from breakfast (or any meal), his plate is taken away and kept warm. More toast is continually ready for his return.

Hot toast is always available - keep the toasters going (cold toast can be used as croutons/ bread pudding...).

Before any function, feed your staff... nothing fancy, but a healthy & balanced meal. This way they don't pick off the hors-d'oeuvres tray, etc... Fill their tummies and give them time to digest it.

Employers may choose to run the diner table with as little staff as possible in the room. To do this, they may use an array of buzzers, bells and even closed circuit cameras with monitors in the kitchen.

The Lady of the house is the last person to finish her meal. When her silver wear is in the finished position, the table may be cleared. She will push around her food until all others are finished.

Balancing Menus:

We don't want the same colors/ textures/ ingredients - boring! i.e.: mushroom soup/ mac & cheese/ boiled potatoes/ ice cream = all soft & white; salmon caviar/ tomato soup/ salmon steak/ strawberries & cream = all pink, too much salmon.

Food Volume Guideline:

6-8 oz protein; ½ - ¾ cup starch; ½ pound raw vegetables – per person, plus 25 to 50% more for second servings, dropped food and additional guests.

Staff can eat as much as they like at the house, but can NEVER take any home. They could take home something that has sat out all day and save it for 4 more days... when they eat it - become very sick and the health department can & will hold Mr& Mrs Lee liable for food poisoning.

If the house donates leftover food to a soup kitchen or retirement home, you must have - IN WRITING that the food will be consumed THAT DAY, releasing you and the Smith's from liability.

For a party of 12 people or less, the announcement is 'L& G, when you have ENJOYED your drinks, dinner is served.' For more than 12 guests, the announcement is 'L&G, dinner is served'. It takes longer to seat more people and dinner may be ruined if held too long.

water- stiLL = Left
spaRkeling = Right

Style is the **correct** way of doing things.

Butler Style:

Serve from the left, remove from the left (English), where the guest takes the pieces they want from the tray themselves. The reason is that there are glasses that may tip or break on the right, and most people serving are right handed. Order of service is:

1. meat
2. gravies and sauces
3. vegetables
4. other

It takes a minimum of 3 staff members to serve the main course, 1- meat, 1- sauces, 1- vegetables.

When planning the menu and guest list, ask 'is there any likelihood of serving second helpings?' If 'yes', buy 210% x number of guests - if not, only 25-50% extra should be available once all guests have been served.

Greedy guests

"Am I taking too much?" B= 'It's wonderful to see someone with such a healthy appetite'

"Is there enough to go around?" B= 'Yes, the chef will be delighted, sir'

Napkins- have LOTS of them, folded simply. Covering spills, dropped ones, polish the silver, between courses, dry off grapes, tray covers, replace soiled napkins, folded very small to dab drops of wine from the bottle, when carrying very hot food, but NEVER drape one over your arm, starch them or wrap wine bottles with them unless asked to do so to hide the name (inexpensive) of the wine.

When serving those with special food requests, have an extra staff slip into the service line with their special meal or beverage - make it as smooth and unnoticeable as possible.

Serving less than 20 guests, you need 4 staff members, for more than 20, use 2 sets of staff and serve starting at opposite ends of the table - gets warm food out faster. Prefer permanent staff over temporary.

If china/ glasses or silver are stored in the dining room, move a few extra sets to the side or kitchen, just in case.

Sideboards are essential to exceptional table service.

When offering second helpings, ask only twice: 1. 'May I tempt you with some beef, sir?' (NOT – 'More' or 'Another Serving of'...) 2. 'The chef/ Mr. Lee would be delighted'... No thank you. Do not ask a third time.

Replacing items:

dropped silverware - kick it under the table and retrieve a replacement on a covered tray, pick up near the center of the piece and lay it down without saying anything napkins- pick up dropped one, saying 'let me bring/ fetch you a new one, sir' and bring another on a lined tray - have guest take the napkin from the tray, handle as little as possible.

Plates:

Show plates are only on the table until just before the first course is ready to be served. Under plates/ Liners/ Chargers are left on through the entire meal
Main plates are used as the under/ liner/ charger until the main course is served directly onto the main plate.

Styles of Service:

Plate/ American service: restaurant style - 1 serving of everything plated in the kitchen or on a sideboard.

Family service: large bowls and platters in the center of the table, passed by the guests.

Butler/ French service: silver trays of food passed by the butler - guests take the portion they want.

Silver service: silver trays of food passed and served by staff with silver utensils. Food is placed as follows: Meat - 12:00, sauce/ gravy - over meat, veggies start at 2:00 and follow clockwise with addition foods.

Russian: uses a trolley, served butler style.

As soon as a tray (i.e.: meat) is down to 2-3 servings, get a new tray. (Guests should always have a choice.) Take it to the kitchen and exchange it for a full fresh one.

If there is not a sideboard in the room - MAKE ONE!

Service Order:

water

white wine

bread

soup

starter

red wine

main course

cheese course

champagne/ sauterne

sweet course

coffee

brandy/ port & liquors

Crumb down the table after the main course, remove: salt & pepper containers, butter, condiments and visitors book.

When all have been served with reception drinks, check with the chef, then tell Mr. Smith that the chef is ready. If he says '5 minutes' tell the chef - if the chef then says that the starter will be ruined, tell Mr. Lee that the soufflé will spoil.

For 12 guests or less: 'Ladies & Gentlemen, when you have finished your drinks, dinner is served.'

For more than 12 guests: 'L & G, dinner is served.' It takes longer to seat more people.

'L & G, pray silence for your host as he says Grace.'

Once seated, leave them totally alone for 2 minutes. Then come in and serve the water, 'sparkling or still'? All leave. Then the butler starts pouring the white wine. All leave to fetch plates.

When serving - if 2 guests are engaged in conversation - 'pass by' the one who should be served to the far left of those involved and serve the far left guest. The 'skipped person' will then realize they were skipped and create a gap so you can go back to them. If someone has gone away from the table, skip their spot and return to them when they are seated again.

If a serving piece falls onto a plate (or elsewhere) return to the sideboard for a fresh one, carrying the soiled one in your free hand. (If, however, you may spill the contents of your tray because the serving piece has landed on the floor, simply & discretely slide the serving piece under the table until the end of the event.

If a guest's clothing were to become soiled by wine or food, Mr & Mrs. Smith will have an array of NEW clothing, of various sizes, stored in a guest room closet for such mishaps. The maid/ houseman/ butler will assist Mr/ Mrs Lee and the guest.

If a guest expresses that he really enjoyed a specific wine, etc... open another bottle straight away. The only items that we don't give away are cigars. 'Weedon, can you get me another cigar for the road, please?' 'Let me check, sir.'

If there is a limited supply of (i.e.: wine), have Mr. Smith announce to the guests that 'I only have 5 bottles of this wonderful wine, but I want to share it with you all tonight.' When it is gone, you can say 'I'm sorry sir, but this was a limited supply and I'm afraid we have run out.'

A fork/ spoon is never laid across the top of a place setting for the sweet course if there is not room on the sides (unless in a tent of 1,000 people, for example). If the couvert was set for 4 courses and there are 6, the additional 2 are laid - one course at a time - prior to that course. If someone accidentally uses the wrong piece of silver for a particular course, clear it away and return with a fresh piece w/o making notice of it - could embarrass them.

When laying additional courses of silverware during the meal (i.e.: sweet course), the silver is polished at the sideboard and laid on a cloth-lined tray. 2 people, no gloves, 1 carries the tray while the other (touching only the bridge or center point) lays each piece.

Trays: When walking on stairs with trays, stretch out your arms and look through the gap. Arms level, elbows tucked in, no thumbs, able to transfer the tray to one hand if needed.

Dine Like A Diplomat

- Place Settings: 2 feet wide is the most comfortable space allowance.
- Show plates/ chargers can be left on straight through dinner, or at least through the first course.
- Eating is not an executive skill, but it is especially noticeable when protocol and etiquette are not put to good use.
- Bon Appetite Magazine – Knife/ Fork/ Spoon identification.
- Children should be given luncheon-sized cutlery, it is easier to handle and therefore encourages the practice of good manners.
- Using bread to mop your plate is wrong. Only exception is the garlic butter from snails.
- Fish is never served or eaten with silver utensils; there is often a chemical reaction, use stainless steel.
- Private homes – not necessary to use special fish or pastry cutlery, too genteel, not popular.
- Fruit knives are incredibly sharp – be careful.
- Soup should be sipped from the side of a spoon; the spoon should never enter one's mouth. Round spoons are for cream soups, oval for clear, chunky and broth soups. There are 4 types of soup spoons.
- Tip a bowl away from you to get those last few spoonfuls.
- Only drink from a soup bowl that has 2 handles on the sides, and only once the pieces are gone – only broth remains.
- With the cheese course, a butter knife can be added into the place setting.
- Soup bowls always have an under plate. Formal dinners use a large soup plate (a large flat, shallow bowl), rather than a bowl. Spoons are left on the soup plate or the under plate when finished.
- "I am Finished" silverware: when in the US – position your cutlery at 10:20, UK – 6:00 and Europe – 3:00.
- "I am Resting" cross your utensils in an 'X' on your plate.
- The UK and Europe use 2 utensils for everything (except maybe soup and ice cream).
- Napkins: NEVER on the table until the meal is finished. Always wait for your host to finish first. If called away from the table, lay your napkin on your seat or the arm of the chair. Fresh napkins may be laid on the table by a server if needed. When finished- casually lie your napkin on the left side of your couvert, not folded. In France – it is a huge insult to fold a used napkin, expresses displeasure in the service or meal.

- Sorbet would be served between the starter and main course on a plate with a spoon on the side.
- Using Finger Bowls: Dip only the fingertips of one hand, take below table level and wipe on your napkin, then do your other hand. Do not 'Wash Hands'.
- Do not blow to cool your food – stir to help release the heat.
- Salad served as it's own course uses a knife and fork, a side salad uses just a fork.
- You do not have to 'clink' glasses to a proposed toast – this came from the co-mingling of beverages to prevent poisoning.
- Formal dinner – NEVER have your elbows on the table – not even after the meal.
- WAIT for host/ hostess to lift their napkin; begin eating; drink anything besides water until the toast or host drinks; don't lie down your napkin until your host does so.
- Pace yourself. Once your host drops his/her cutlery, the meal is finished. Don't rush or eat too slowly.
- Lunch napkins are 12-18", dinner napkins are up to 22".
- Formal Toasts – are with desert. ONLY from the HOST to the guest of honor. Host -> Guest of Honor, GOH cannot drink to the toast, BUT MUST return the toast, then the Host does not drink.
- Toasting Rule: 4-6 people - all stay sitting, 6 or more – all stand up.
- Wisdom: At a dinner party, one should eat wisely but not too well; should converse well but not too wisely.
- NEVER discuss religion, politics or health (yours or others).
- You are responsible to speak with the guests on either side of you and possibly those across from you. Do not monopolize one or two people. Always use low tones – don't bother others.
- Occasionally acknowledge your server, but not every time.
- If there is something you need to remove from your mouth (bone?), be discrete but DO NOT bring your napkin up to your mouth.

Tricky Foods:

- Bacon – knife/ fork, no fingers.
- Asparagus – fingers or knife/ fork.
- Chicken on bones – follow host.
- Bread on table – offered to others before you help yourself, break off a BITE SIZE piece then butter/ dip.
- Corn on the cob – only at a casual meal; butter, s&p, eat a small part at a time.
- Salad – leafs are to be folded and pierced, not cut.
- Lobster – NEVER at a formal meal.

Setting Up A Bar In The House:

Choose a local near (in front of) a door - so you don't have to go through the guests to enter the kitchen. Cover the floor (plastic or a textile) only under the bar area. Cover the walls with folding screens (protects expensive wall coverings). Raise the table to waist height by using blocks under table legs - makes the surface much more comfortable to work on. Cover the table with a cloth that touches the floor. (Table Is Stable??) Store mixers & extras under the table. Have a 2'x2' table behind you if possible. Galvanized bath buckets for wines, etc... As we empty boxes, set aside to fill with empty bottles - then take out. Trash bag/ bin - empty when 1/2 full. On table top, set glasses in a nice pattern - wine, champagne, port, whiskey... If mostly a 'wine evening' wine will be poured just prior to guest's arrival to start. Have several 'butler's friends' on the bar. Staff in uniform, no aprons behind the bar. Only open bottles as needed, empty before opening another - full bottles can be returned or stored. Do not place ashtrays or snacks (never put nuts/ crisps in bowls - people don't wash their hands!!) on the bar - people will linger and clog the bar area.

Serve only 1 brand of each spirit - if asked for another brand say 'I'm sorry, I haven't got that sir, would you like to try ___?' (Don't offer something you don't have - don't push something else, don't refuse a request.)

When pouring drinks - a guest asks for a gin & tonic, changes his mind for a whisky and again for champagne, then back to gin & tonic... you say 'certainly sir, I'll make you a fresh one'. Make a

second gin & tonic, the first one is a few minutes old and the ice has begun to melt. The guest may be trying to frustrate you, but most probably just can't decide.

Meat/ sauces/ vegetables/ gravy (order of service). Sausage wrapped in bacon is served with the main course meat.

We may have '3 chefs', one is real, the others are staff dressed for the part (and know what to do).

Wine: red wine with turkey.

If someone prefers white to red wine, have a different white available than the first course. Always bring a fresh white wine glass when someone changes whites - don't serve white in a red's glass. Some may 'stay with the first course' white wine.

The Cheese Course

If there is not a cheese course, remove the butter, salt & pepper from the table. If there is a cheese course, put out fresh butter - the first one is probably depleted. Fresh side plate & knife, served with crackers, biscuits and wine. Celery and grapes are served after the cheese.

Learn the names, flavor and region of each cheese being served (it is permissible to have small notes on the board).

Served from a wooden board with a cheese knife (rounded tip, dual points on tip of handle).

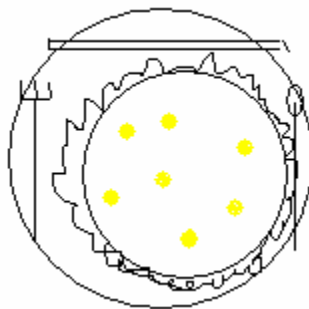
Butler service - hold the board very firm and steady while each guest cuts the piece(s) they wish. When the knife is caked with Blu or a soft cheese, walk to the sideboard and exchange for a fresh one.

Stilton: a rough shell, top sliced off, eaten from inside only, served with a spoon on a separate tray (replace spoon when sticky). Some guests will pour their port over their Stilton.

Wrong ways to serve Stilton: carved, to prevent waste; port poured inside (currently done but wrong)

1. Fresh plates, knives, butter.
2. Wine
3. Cheese Service
4. Stilton
5. Celery & grapes
6. Crackers & bread
7. Pass the Port

Desert (except sorbet & ice cream) is served butler service.



Finger Bowls

Couvert pieces: knife, fork, spoon, plate w/ doily, finger bowl with warm water, lemon slices following savory course/ rose petals following sweet course.

Serve all components stacked together. If someone doesn't know what to do, say 'Allow me, sir'. Move the fork to the left, the knife then spoon to the right and bowl with doily to the top of the couvert. Follow with two trays - one of fresh napkins, the other for soiled napkins.

Serving Fresh Fruit (Dessert) - Always the Last Course

Preparation:

Hard Fruits - (apples, pears, oranges) wash well

Soft Fruits - dip into ice water. (i.e.: grapes- on a platter with a tray cloth, guest chooses which section they want, return to side board, with grape scissors clip the desired section, dip into ice water, dab on 3 cloths to dry, serve on a covered tray. Ice water kills the 'bloom' on the grapes - that chalky/ hazy/ bluish film.

Pineapples- slice off the bottom so they stand well, 1. for decoration only 2. top cut off, inside scooped out and cut into pieces then stuffed inside the shell. Lift top off and spoon to serve or plated.

Apples - peeled/ cored apples are difficult to remove from a tray, serve plated.

Served - either a bowl in the center of the table with only a few choices, or a cloth-covered tray with a beautiful arrangement served butler service.

Remove plates with peelings when ready for another piece of fruit - replace with a fresh plate at the same time.

The Passing of The Port A Purely English Tradition

The decanter is set directly in front of Mr. Lee. The stopper is removed by the butler and placed up side down next to the bottle, as a marker of where it started. The decanter is passed clockwise (to the left). If someone declines, the decanter is passed by to the next person. If the first person changes his mind, the decanter cannot be 'passed back' or 'the other way'. One can, however, pour for the person on their immediate right, should they change their mind. Once there is a person between the 'have not' and the decanter, the 'have not' must wait until the decanter travels around the table again. If a person stops the decanter, the next person cannot have it until it is passed. However, one can say 'The port is with you, sir' or 'Please pass the port'.