

The Ten Phases of Food & Beverage Service

I. Watch the film.

F&B Service Ep.1 - The Ten Phases of Service

II. Choose the correct answer.

1/	Write down ten phases of service:

2/	Golden Rule of Service says:
A	proper performance prevents poor preparation
B	proper preparation prevents poor performance
C	poor preparation prevents proper performance
D	poor performance prevents proper preparation

3/	At the stage of <i>Seating the Guests</i> you should:
A	clear and clean up the table
B	present the menu & wine list
C	recommend the dishes
D	deliver fresh bread & accompaniments

4/	Aperitif is:
A	a premeal drink to stimulate appetite
B	an after meal drink to stimulate digestion

5/	Bread service:
A	must be delivered before the guests place their order
B	doesn't have to be delivered
C	can be delivered after the guests place their order
D	must be delivered before the guests' arrival

6/	When you take order, you should also:
A	tell the price of the dishes that guests order
B	recommend the dishes to the guests
C	present the bill to guests right after the order is set

7/	Drinks service comes before bread service
A	true
B	false

8/	Digestif is:
A	an after meal drink to help digestion
B	a premeal drink to improve your appetite

9/	The stage of the guest departure includes:
A	bringing the bill and escorting the guest out of the dining area
B	escorting the guests out of the dining area and driving them back home

10/	During the after service you (choose more than 1)
A	discuss highs and lows of the service
B	clean and clear up
C	leave as it is the end of the service