

# Inflight Meals and



*7AC 2405*

# Learning

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- ▶ 10% Attendance
- ▶ 20% Assignments
- ▶ 20% Group Project
- ▶ 20% Midterm Exam
- ▶ 30% Final Exam



# Learning Outline

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- ▶ Total quality service
- ▶ Customer oriented
- ▶ Personality of service provider
- ▶ Serving etiquettes
- ▶ Type of meals and beverages
- ▶ Drink & cocktail mixing
- ▶ Service equipment's
- ▶ Cabin, galley, safe service of alcohol
- ▶ Special meals, crew meal
- ▶ Menu & wine list, cheese, and practice.



# History

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- ▶ The first airline meals were served by Handley Page Transport, an airline company founded in 1919, to serve the London–Paris route in October of that year. Passengers could choose from a selection of sandwiches and fruit.



# Inflight Meal

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- ▶ An airline meal, airline food, or in-flight meal is a meal served to passengers on board a commercial airliner. These meals are prepared by specialist airline catering services and normally served to passengers using an airline service trolley.
  - ▶ These meals vary widely in quality and quantity across different airline companies and classes of travel. They range from a simple snack or beverage in short-haul economy class to a seven-course gourmet meal in a first class long-haul flight. When ticket prices were regulated in the American domestic market, food was the primary means airlines differentiated themselves.
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# Overview

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## ▶ RESTAURANT OPERATIONS

- ▶ The typical restaurant can be divided into three general areas: **(1) the front-of-the-house;** **(2) the back-of-the-house and;** **(3) the office**



# RESTAURANT OPERATIONS

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- ▶ The front-of-the-house is where the customer is serviced;
- ▶ The back-of-the-house is where the food is produced/prepared
- ▶ The office is where much of the planning and management takes place



# THE FRONT-OF-THE-HOUSE

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- ▶ The front-of-the-house is the part of the restaurants with which most of us are familiar because it is the most visible
- ▶ It is where the customer and service staff come together—as a result it is referred to as the **“marketplace”** portion of the restaurant
- ▶ It goes beyond this however; the front-of-the-house encompasses an operating system, a business place, and a social setting





# THE FRONT-OF-THE-HOUSE

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- ▶ The primary responsibility of the front-of-the-house is assuring guest satisfaction
- ▶ This comes down to several factors including:
  - ▶ offering a **quality product**
  - ▶ knowing what the **guest wants**
  - ▶ having a **properly planned service** system
  - ▶ having a **properly trained staff**
  - ▶ empowering staff to **make decisions**
  - ▶ **taking care of problems** when they arise



# THE FRONT-OF-THE-HOUSE

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- ▶ **FOH** servers are also responsible for coordinating efforts with the **BOH** in placing accurate orders, picking them up in a timely manner and, in some cases, preparing some food and beverage products (salads, desserts and drinks)
- ▶ Other responsibilities of **FOH** staff include **maintaining control of sales** including cash, checks and credit card sales
- ▶ **POS** systems have simplified systems, provide greater control and have created a higher degree of efficiency



# THE FRONT-OF-THE-HOUSE

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- ▶ Specific tasks include:
  - ▶ Greeting the guest
  - ▶ Taking the order
  - ▶ Serving the food (and beverages)
  - ▶ Checking with the table
  - ▶ Removing used tableware
  - ▶ Accepting payment
  - ▶ Thanking the guest (last opportunity for internal promotion)



# THE FRONT-OF-THE-HOUSE

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▶ Roles and positions for various FOH staff include:

- ▶ Hosts/Hostesses
- ▶ Counter person
- ▶ Servers
- ▶ Cashier
- ▶ Bussers



# THE BACK-OF-THE-HOUSE

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- ▶ Various BOH tasks include:
  - ▶ Purchasing and receiving
  - ▶ Food “prep”
  - ▶ Food production
  - ▶ Portion control
  - ▶ Quality control
  - ▶ Safety and sanitation
  - ▶ Dishwashing, etc.



# MANAGEMENT

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- ▶ What is a manager?
- ▶ What does a manager do?
- ▶ Some thoughts:
  - ▶ Someone who is “in charge”
  - ▶ Someone who assigns tasks
  - ▶ Someone who supports employees
  - ▶ Someone who opens and closes the restaurant
  - ▶ Someone who looks after the financial concerns



# MANAGEMENT

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- ▶ **Different operations use different titles**
  - ▶ General manager
  - ▶ Unit manager
  - ▶ Assistant manager
  - ▶ Manager on duty
- ▶ **Responsibilities will differ as well**
- ▶ **In all forms, there is a hierarchy**



# FINANCIAL CONSIDERATIONS

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- ▶ Making a profit can be a very challenging objective
- ▶ Managers must be adept at increasing sales (revenue management) and controlling (or reducing) costs





# FINANCIAL CONSIDERATIONS

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- ▶ Operating ratios used on a daily basis:
- ▶ Expense ratios usually focus on variable costs:
  - ▶ Food cost
  - ▶ Beverage cost
  - ▶ Labor cost
- ▶ Sales/customer statistics commonly used include:
  - ▶ Number of covers
  - ▶ Average check



# Practice

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**Front of the house**  
**Back of the house**  
**Office**



# Practice

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- ▶ Hosting a venue / party of 300 guests
- ▶ Meal choices
- ▶ Gala dinner with theme night
- ▶ Budget/Plan
- ▶ Uniform
- ▶ Food Preparation
- ▶ Food decoration
- ▶ Food serving
- ▶ Time of serving
- ▶ Beverages/Wine



# Sunandha Ceremony

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## Check in Process

- ▶ Welcome
- ▶ Location Check in
- ▶ Take Photo
- ▶ Share and post
- ▶ Assign seats
- ▶ Issue Invitation Card
- ▶ Invitation Card Production / design
- ▶ Meet and Greet
- ▶ Escort to the seats

