The Sheffield College

The Silver Plate

Welcome to The Silver Plate Restaurant!

As part of your course you will be gaining experience and developing front of house skills in a real working restaurant.

To help you prepare for this please complete the tasks below and bring in the answers and napkin folds when you come in for your first session.

We look forward to meeting you!

If you have any questions before the term starts please email us and we'll get back to you as soon as we can.

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be ready be respectful be safe

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The Silver Plate Drinks Menu Task

Using the menu answer the questions below to gain knowledge of the different drinks we offer to our customers

1. How many wines on the list come from Italy?
2. What is the most expensive red wine on the menu and how much is it?
3. What brewery do our beers come from?
4. Name the flavours that can be found in the Malbec
5. How much is it for a large glass of Pinot Grigio?
6. Name the flavours you could find in the rose wine
7. What are the two measures of wine we offer by the glass?
8. Name the flavours in The Silver Plate Pale Ale
9. Which wine has hints of violets?
10. Which wine has aromas of dried apricots?
11. How much is a tonic water?
12. What is the brand of cider we offer?
13. We have many spirits on offer, what is the standard measurement for those?
14. Name the two Frobishers soft drinks on the menu
15. List the Franklin & Sons soft drinks priced at £2.40
16. What is the brand of lager we sell?

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Napkin folds

Every four weeks we learn a new napkin fold to wow our guests when they sit down at their table. Using tissues, paper napkins, kitchen roll or whatever you have to hand follow the steps on the video from the links below to make these napkins. It may take a couple of goes so if it doesn't work first time don't give up!

Bird of Paradise
https://youtu.be/ysS-jf-dxsY

Bishop's Mitre
https://youtu.be/7FXcvaeLwz4

Double Diamond
https://youtu.be/sl62spOgaVQ

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Order of service

In the restaurant we teach you the order of service.

This is the order of which certain tasks should be completed at certain times to ensure the guests have a great experience with us.

Read through the order of service then complete the questions to build your knowledge before your first restaurant session.

By familiarising yourself with this order you will feel much more confident about your role on your first restaurant service.

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1. Meet and greet customer
2. Take customers to the table and introduce to their server
3. Break customer napkin and pour water
4. Give menus, inform customer of the soup of the day
5. Take bread caddy out and inform customers of variety, offer drinks and take the order
6. Serve drinks to the right, ladies first
7. Take starter and main course food order
8. Remove menus and put order through the till
9. Place stand at the side of the table
10. Wait for starters in the kitchen
11. Serve starters to the left, ladies first and move stand back to the kitchen
12. Clear starters (from the right), clear the bread caddy if finished with
13. Call main course away
14. Top up water, offer more drinks
15. Place stand at the side of the table and wait in kitchen for mains
16. Serve main course to the left, ladies first
17. Remove stand and take back to kitchen
18. After **three minutes** check back! "How is everything with your meal?"

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19. Clear main courses from the right by hand. Then clear side plates, butter, salt and pepper, empty glasses and any left-over cutlery using a small black tray
20. Crumb down if necessary and top up water
21. Bring the dessert cutlery into place
22. Ask customers if they would like any dessert and provide them with a menu
23. Take customers dessert and coffee orders together, remove menus
24. Put the order through the till
25. Place stand at the side of the table
26. Wait for desserts in kitchen
27. Serve desserts to the left, ladies first and move stand back to kitchen
28. Clear desserts by hand from the right and any empty glasses with a small black tray
29. Call the coffees away with the bar staff
30. Place stand at the side of the table
31. Take hot drink tray over to the stand, place down the cup and saucer in front of the customer, place down the sugar and milk, take the hot drink tray back to the bar
32. Provide the customers with their bill and ask if they would like to make a comment in our comments book
33. When customers are ready to leave accompany them to the door to say goodbye

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Order of service questions

1. How long do we wait before doing a check back on the customers?

2. Which side do we serve drinks to?

3. What do we do at the end of the meal when customers are ready to leave?

4. What do we inform the customer of when we give them the menu at the beginning of the service?

5. Who do we always try to serve first?

6. When taking the dessert order, what else do we also ask the customer if they'd like?

7. Where does the service stand go back to after we've served the food for each course?

8. After main courses we clear off small items no longer required, what do we use to clear these away?

9. Which side do we serve the food to?

10. After crumbing down and topping up water what should be done next?

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Allergen task

There are 14 allergens that legally as a restaurant we have to be aware of. We regularly have customers dine with us that have a variety of allergens and we cater for these accordingly. Research what these 14 are and try to give an example of what you might find them in or where-

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.
11.
12.
13.
14.

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Barista Basics

Behind the bar we have a barista machine where we will teach you the skills to make a variety of hot drinks.

This link will take you to the first in a series of short videos all about how to make the perfect drinks from a barista machine.

https://youtu.be/ISwAGIXYDL4

We'd like you to learn the differences between the following drinks and be able to relay these in September-

1. Espresso
2. Americano
3. Latte
4. Flat white
5. Cappuccino
6. Mocha

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To learn a little more about The Silver Plate and the kind of food we offer have a look at our social media pages and website where you can see past photos and menus.

@thesilverplaterestaurant

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@TheSilverPlate_

https://www.sheffcol.ac.uk/college-life/silver-plate

See you in September!

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