

Subject: Tourism & Hospitality

Production of Courseware

-Content for Post Graduate Courses



Paper 05: Food & Beverage Service Operations and Management

Module 13: Gueridon service



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ITEMS	DESCRIPTION OF MODULE
Subject Name	Tourism & Hospitality
Paper Name	Food and Beverage Service Operations & Management
Module Title	Gueridon Service
Module Id	Module No-4
Pre- Requisites	Basic knowledge about Gueridon Service operations
Objectives	To study the functions of Gueridon Service operations
Keywords	Gueridon Service, Operations, Factors, Food and Beverage Outlets

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8. Tips For Successful And Safe Gueridon Work
9. Items That Can Be Offered From Gueridon Trolley
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GUERIDON SERVICE

QUADRANT- I

LEARNING OBJECTIVES:

After reading this chapter learners would be able to:

1. Understand the concept of Gueridon service.
2. Explain the types of Gueridon service.
3. Define its advantages and disadvantages.
4. Perform the tasks for the pre-preparation of Gueridon service.
5. Prepare and serve the items from Gueridon trolley.

Introduction

The Gueridon service is known for its uniqueness, in that food is partly prepared and finished in front of the guest. This kind of service demands highly skilled people to prepare as well as in a restaurant it would optimize revenue to the greater extent. This service is more personalized and guest centric. Now a day, this Gueridon service style is found in a few fine-dining restaurants because of its cost factor and lean market segment.



Figure 1: Gueridon Service

HISTORY

The term 'Gueridon' is from French language. Not only the term Gueridon, but the service style is also imported and extensively used in England. "A Gueridon" was a piece of furniture that was found in French homes, similar to what we might call a sideboard. This would be positioned in the dining room of a home and would hold most of the equipment used at the table, i.e. crockery, cutlery, glassware etc. Gueridon service was originally known as 'Russian Service' and involved serving large joints of meat, poultry, game and fish. This food would be displayed on a sideboard or side table, then carved or portioned by service staff allowing guest to have as much or little as they wished. During the nineteenth century Gueridon service became more popular especially in the more 'up-market' establishments. By the turn of the century Gueridon was an established part of fine dining.



Figure 2: Ancient Gueridon

Nowadays, we find this fascinating style of service in the rest of Europe and Western countries as well. Gueridon service may include several activities such as salad making, beverage mixing, meat carving, cheese offering, and flambéing. It is considered that carving meat in front of the guest is the oldest act in the Gueridon service whereas the 'flambé' dishes have become popular in the 19th century. It is claimed that the first flambé dish was 'crepe suzette' served by *Henri Charpentier* at *Café de Paris* in *Monte Carlo* in 1894. Since then a variety of dishes are flambéed to perfection and served.

DEFINITION

Gueridon means 'movable service table' or 'movable side table'. Any service that is offered from a trolley which is stationed near the guest table can be called as 'Gueridon service'. It comes in various forms now a day's i.e. electric, gas, plain trolley or a small table. This service may involve finishing preparation of a dish, carving meat, filleting fish, or flambéing.

GENERAL POINTS TO BE CONSIDERED FOR INTRODUCING GUERIDON SERVICE

We must consider a few important points related to the decision of introducing it in an outlet:

- (a) The service is suitable to an outlet with the given infrastructure,
- (b) Its compatibility with present service design scenario.

The following points would help in arriving to a conclusion:

- A great deal of coordination is required between both departments.
- In this service the preparation trolley must move around the tables, and a considerable amount of extra space is required in the restaurant.

- A clear and accurate market survey is required for potential guests as it still has a lean market segment.
- It requires special design of ventilation system.
- Keeping the trolley clean and hygienic all the time is a challenge.
- Consider safety while serving from the trolley.

ADVANTAGES AND DISADVANTAGES OF THE GUERIDON SERVICE

The following are advantages:

- It provides visual appeal to the guest.
- Preparing food besides the guests table attracts many observers.
- The aroma of the food stimulates the appetite of the other guests.
- It gives high-quality impression.
- It gives the staff a chance to pay personal attention to each table.
- Food is prepared and presented in the front of the guest.
- Showmanship can be performed by the service personnel.
- Guest can request as per desire up-to the possibilities.
- Maximum interaction could give importance to the guest.
- It creates an effect of impulse selling. It can be a great marketing tool.
- Portion control and cost control is possible
- It can make the atmosphere more luxurious and specialty dining.
- It can increase profitability by increasing contribution margin of a dish.
- It would help presenting skills and creativity of staff members.
- It gives an opportunity to F & B service personnel to exhibit their skills& showmanship

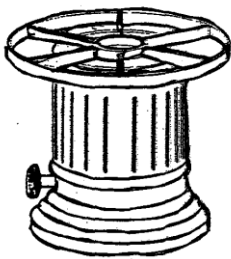
The following are disadvantages:

- It requires more space and special planning.
- It increases labour cost as it requires highly skilled persons.

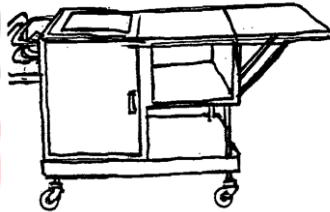
- It takes long time to prepare and serve a dish.
- It requires a lot of efforts for innovation in recipes
- Special attention is required on safety.
- The service is comparatively more expensive.
- Getting right ingredients would be difficult.
- It is not possible in all decors.
- The services are expensive because of the involvement of costlier cooking equipments.

GUERIDON TROLLEYS:

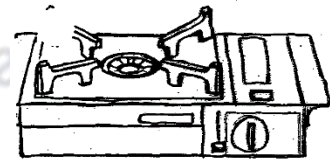
Different types of Gueridon trolleys are in existence for different purposes. They can be classified by the shape, design, and purpose:



Spirit Burner



Flambe Trolley



Portable Gas burner lamp

1. **Flat Work Top Trolley:** It is mainly used for making simple salads and serving cheese. It is a basic trolley with two levels-the top level is for preparation and presentation purpose and the bottom level is to carry necessary crockery and bottles.



Figure 3: Flat Work Top Gueridon Trolley

2. **Trolley with Hot Plate:** This trolley has provision of a hot plate which is used to keep the finished or to be finished food hot. Sometimes vegetables and potatoes are kept on the hot plate until service. This trolley cannot be used for flambéing.



Figure 4: Gueridon Trolley with Hot Plate

3. **Beverage Serving Trolley:** As the name denotes this trolley is extensively used for preparing drinks and cocktails. This is also called liquor trolley. This trolley has provision to hold bottles and glassware.



Figure 5: Beverage Serving Trolley

4. **Carving and Presentation Trolley:** This is used for jointing or carving of meats. This trolley is equipped with a wooden carving board on work top along with a set of carving knives. This can have hot case to hold the meat and vegetables. Meat is carved in front of the guest and presented.



Figure 6: Carving and Presentation Trolley

5. **Flambé Trolley:** This trolley is mainly used to make sauces and flambé dishes. This is equipped with a flare lamp or gas burner and a bottle rack.



Figure 7: **Flambé Trolley**

6. **Hors d'oeuvres trolley:** This trolley is used to set hors d'oeuvre platters in an attractive way for easy identification by the guest.
7. **Dessert trolley:** To portion & serve desserts like Lemon tart a kind of dessert trolley is used.
8. **Liqueur trolley:** Only liqueurs are served from this trolley in a neat form.



Figure 8: Liqueur trolley

9. **Salad trolley:** For health conscious people a collection of ingredients are presented are tossed as per requirement from this trolley.



Figure 9: Salad trolley

FLAMING AND HEATING EQUIPMENTS

- a. **Methyl Spirit Lamp:** This is the traditional equipment used to cook or flambé the food. This lamp uses pure methyl alcohol as burning fuel. These lamps lost their popularity because of high maintenance and low safety factors.
- b. **Fuel Gel Lamps/Burners:** These are second generation lamps used on Gueridon trolleys. They have the advantage of occupying less space and low maintenance, but safety is still the concern.
- c. **Gas Burners:** They are much convenient to use in the restaurant. These lamps have no smell and no emission, and are less messy. The flame can be controlled effectively. Gas canisters can be replaced under the burner with less effort. This equipment has advantage of occupying less space and can hide under the platform leaving a flat work top.
- d. **Hot Plate:** Various types of hot plates are available for use (e.g., electrical, gas, and induction). The main purpose is to keep food and crockery warm until service.
- e. **Hot Case:** Hot cases are mainly electrical which are unplugged while the trolley is in movement. These cases are used to hold and maintain the large meats (to be carved meats) and vegetables at proper temperature.

Flambéing

Flambéing is finishing a dish with flaring, by the addition of spirit or wine. Flambéing enhances the taste, flavour, and appearance of a dish. Care must be taken while flambéing as it can cause serious fire accidents. The alcohol bottles must not be placed near the naked flame. Controlling of flame in the pan is very important. Flambéing for long time may burn the dish and give unpleasant flavour. Short Flambéing leaves more alcohol which ruins the actual pallet.

Tips for Successful and Safe Gueridon Work

1. Mise en place:

- Kitchen is asked to provide all mise en place (préparation of ingredients) for each guéridon menu item is complete.

2. Equipment:

- All equipment should be kept clean and ready for service. Make sure Gueridon/Trolley and all equipment is stable. Level of lamp should be checked before cooking
- Space between tables, sideboard, restaurant- decor and displays should be easy and safe for movement of trolleys around the restaurant.
- Never pull a trolley, push it.

3. Knives

- Right knife should be used for the right job.
- Always use sharp knives and never cut on silver or stainless steel platter; use.
- A cutting or chopping board. .
- Carry knives with point to the floor.
- Position knives safely on Gueridon when not in use.

4. Flaming and Service

- When flaming spirits or liqueurs always pour into the pan from a port glass.
- Pouring directly from a bottle is not recommended as the bottle might explode.
- Use service cloths to protect hands from heat.
- Don't flambé beneath a heat sensor or fire sprinkler.
- Clean up spills immediately
- Work as a team (of at least two)

5. Personal

- Hair should be kept tied back (hair gel, hair spray is very flammable)
- Wear long sleeved cotton clothing (less flammable than synthetic)
- Wear bow tie - not a standard tie (which could catch alight)
- Avoid inhaling cooking fumes (e.g. vinegar/lemon juice reduction)
- Cold liquids into hot pans cause splatters and spits.

6. Customer Safety

- Position Gueridon a safe distance from customers.
- Be aware that butter and oil can burn and splatter customers.
- Warn customers when about to flame.

ITEMS THAT CAN BE OFFERED FROM GUERIDON TROLLEY

All those items that one has an option of choosing from a wide variety can be offered from the trolley (e.g., cheese, fruits, and wines). The dish preparation that creates visual appeal and 'wow' effect can also be served from the trolley

- Hors d' oeuvres and appetizers
- Meat and poultry
- Fish and seafood
- Desserts and sweets
- Condiments and accompaniments
- Sauces
- Garnishes
- Cheeses and dairy products
- Fruits
- Salads
- Wines
- Spirits

- Coffees
- Petite fours
- Cigars

SERVICE POINTS OF THE STYLE

The Gueridon service is a combination of product preparation, presentation, and restaurant service. Because of this reason, it requires highly efficient and skilled personnel with showmanship. The following are tips on the Gueridon style service:

- Always push the trolley, but never pull as it helps in better control and stability.
- Avoid moving a fully loaded trolley. Always move the trolley towards the table and get the mise-en-place tray to load it.
- The Gueridon should not be moved while preparation.
- When more than two covers are served from Gueridon, only the main dish is presented from the trolley and vegetables and potatoes are served from the side station as it helps in speedy service.
- The trolley must be stalked with appropriate service crockery. Cutlery must be arranged in the cutlery rack in a sequence that is easy to handle.
- Any dish served from the Gueridon trolley must be placed with appropriate cutlery.

Factors that Create Impulse Buying

1. Showmanship
2. Well Presentation of Dish
3. Personal Attention
4. Attractive Display
5. Quality Impression

By considering the above factors and careful practice, one should be able to tempt clientele to order something special for which they have not

planned earlier. The Gueridon style service can catch the attention of guests and make them buy something extra. This successful impulse selling would earn high profits to establishments.

Guéridon set up:

- Top and under shelf of the trolley should be covered with a folded table cloth

(Most of the time it depends on the nature of the trolley)

- Service & under plates
- Service cutlery (service spoons & forks, fish knives & forks, tea spoons, soup ladle...)
- Clean flare lamp (filled with methylated spirit in old style trolleys)
- Clean suzette/flambé pan
- Accompaniments depending on the dish
- Service cloth.

Crepe Suzette



Figure 10 : Crepe Suzette

Ingrédients

Corn flour, Refined flour, eggs, milk, butter, brown sugar, orange juice, orange zest, Brandy, Lemon halves.

Equipments required

Suzzet pan, Service gears (Fork & Spoon), Decanters (for brandy), China bowls (for brown sugar), Teaspoons, Cutting board, Dessert plate, Dessert Fork & Spoon.

Pré- preparation

- i. Make moderately thick pancakes using corn flour, eggs, and milk.
- ii. Melt brown sugar in a pan and add orange juice to it. Add orange zest and pulp before bringing it to a boil. Reduce the content to a sauce consistency.
- iii. Make thin strips of orange peel.
- iv. Keep grape brandy in a bottle with pourer.

Preparation on the Trolley

- v. Heat a Suzzet pan and melt little butter.
- vi. Add thin strips of orange peel and the sauce.
- vii. Put the crepes into the pan, and turn over once. When they are well coated with sauce, fold them into quarters with the help of a fork.
- viii. Place the folded crepes on a serving plate in layers.
- ix. Add brandy to the remaining sauce in the pan and flambé it carefully.
- x. Pour over the pancakes and serve.

Peach Flambé



Figure 11: Peach Flambé

Ingrédients

Peach, butter, castor sugar, brown sugar, orange juice, orange zest, Brandy, Lemon halves.

Equipements required

Suzzet pan, Service gears (Fork & Spoon), Decanters (for brandy), China bowls (for brown sugar and castor sugar), Tea spoons, Cutting board, Dessert plate, Dessert Fork & Spoon.

Pre-preparations

- i. Take peaches, stewed in syrup.
- ii. Keep peach brandy in a bottle with pourer.

Preparation on the Trolley

- iii. Take a shallow pan and heat castor sugar & brown sugar on low flame. Cook them until the sugar starts caramelizing. Add butter and mix well by keeping away the flame.
- iv. Add orange juice and dissolve sugar.
- v. Add the stewed peaches and cook with reduced orange sauce.
- vi. Then add brandy and flambé it.
- vii. Serve on a dessert plate with orange sauce.

Banana Flambé



Figure 12 : Banana Flambé

Ingrédients

Firmly ripe banana,, butter, castor sugar, brown sugar, orange juice, orange zest, Rum, Lemon halves.

Equipements required

Suzzet pan, Service gears (Fork & Spoon), Decanters (for Rum), China bowls (for brownsugar and castor sugar), Teaspoons, Cutting board, Dessert plate, Dessert Fork & Spoon.

Pre-preparations

- i. Take firmly ripe banana.
- ii. Keep rum in a bottle with pourer.

Preparation on the Trolley

- iii. Take a shallow pan and heat castor sugar & brown sugar on low flame. Cook them until the sugar starts caramelizing. Add butter and mix well by keeping away the flame.
- iv. Add the pealed and split banana and cook with reduced orange sauce.
- v. Then add rum and flambé it.
- vi. Serve on a dessert plate with sauce.

Rum Omelette



Figure 13 : Rum Omelette

Ingrédients

Omelette, butter, chopped fruits, castor sugar, brownsugar, orange juice, orange zest, Rum, Lemon halves.

Equipements required

Suzzet pan, Service gears (Fork & Spoon), Decanters (for Rum), Dessert plate, Dessert Fork & Spoon.

Pre-preparations

- i. Make a medium thick omelette with two eggs. You may add sugar but not salt.
- ii. Keep chopped fruits in sugar syrup.
- iii. Keep the bottle of rum with pourer.

Preparation on the Trolley

- iv. Heat the omelette on a Suzzet pan.
- v. Add caster sugar and a measure of rum to it.
- vi. Flambé it and then fold the chopped fruits into omelette.
- vii. Present it on a dessert plate and serve immediately.

SUMMARY / RECAPITULATION:

In this chapter, we defined the concept and development of Gueridon service. This kind of service demands highly skilled people to prepare as well as in a restaurant it would optimize revenue to the greater extent. This service is more personalized and guest centric. We also explained how the Gueridon style service can catch the attention of guests and make them buy something extra. This successful impulse selling would earn high profits to establishments. An understanding of this chapter will help those are interested to up-sale the menu items in foodservice operation.

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