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UNIT 1: WARM-UP - MATCHING EXERCISES

EXERCISE 1: Front of House & Back of House Staff

Staff Roles

A. Host / Hostess _____

B. Sommelier _____

C. Executive Chef _____

D. Head Waiter (Maître d') _____

E. Line Cook _____

Descriptions

1. Manages the overall kitchen operations, designs menus, and oversees the culinary team in the Back of House.
2. Greets guests at the entrance, manages reservations, and escorts customers to their assigned tables.
3. Works at a specific station in the kitchen (e.g., grill, prep, sauce) preparing and cooking dishes according to recipes.
4. A specialized wine professional responsible for curating the wine list, recommending pairings, and serving wines to guests.
5. Supervises the dining room floor staff, ensures excellent customer service, and handles special guest requests or issues.

Answer Key

- A – 2
- B – 4
- C – 1
- D – 5
- E – 3

EXERCISE 2: Types of Restaurant Service

Service Styles

A. Plated Service (American) _____

B. Silver Service (French / Russian) _____

C. Buffet Service _____

D. Family-Style (English) _____

E. Counter Service _____

Descriptions

1. Large bowls and platters of food are placed in the center of the dining table for guests to serve themselves and pass around.
2. Food is fully prepared and arranged on individual plates in the kitchen before being served directly to the guest.
3. Customers order, pay, and receive their food directly at a service desk before taking a seat or carrying it out.
4. Waitstaff serve food onto the guest's plate at the dining table directly from large platters using silver serving cutlery.
5. Food is displayed in a central area, and guests walk along a line to select and serve their own food.

Answer Key

- **A – 2**
- **B – 4**
- **C – 5**
- **D – 1**
- **E – 3**