



Types of Service



Plate service: The food is placed on plates by the kitchen staff and brought to the guest at a table by waiting staff. This type of service is used for ease of serving for large numbers and ensures everyone is served quickly and the food is hot.



Silver service: Waiting staff serve food from a flat serving dish to each customer's plate using a fork and spoon. This is a highly skilled method of serving, so waiting staff require training. Silver service is common in high end restaurants and hotels where the cost reflects the level of service.



Self-service: Customers help themselves from the food on display either from a counter/buffet table or from chilled display units. Vending machines are also a form of self service.



Buffet service: A wide range of hot and cold foods are served in specialised equipment on a buffet table or purpose built counter. The customer may help themselves or be served by members of staff standing behind the counter.



Counter service: This type of service is common in modern cafes and coffee shops. Customers queue at the counter and select their choices from the menu. The food may already be prepared or it may be cooked to order. The customer places the food on a tray and pays for it at a pay point at the end of the counter. Cutlery, napkins and condiments are collected by the customer from a self-service unit before going to a table. When a dish requires cooking, a staff member will deliver it to the customer's table.