**PLANNING & OPERATING VARIOUS F&B OUTLET**

**ANCILLARY AREAS**

In general, especially in large operations, five main back-of-the-house service areas can be identified:

1. Still room/ Pantry

2. Kitchen stewarding

3. Hot plate/ food pick up area

4. Linen room

5. Store

**RESTROOMS**

The size of your restroom will depend on the seating capacity of your restaurant. Among

Experts, there are two very different schools of thought about restroom placement. One group thinks they should be located near the entrance, so that guests can freshen up before dining; the other thinks they should be nestled discreetly at the back of the dining area. Suit yourself. Realistically, restroom locations are most likely a function of where your plumbing lines are, and these are usually near the bar and/or kitchen. Minimum restroom space requirements based on

the number of guests in your restaurant at any one time are spelled out in city ordinances. The requirements spell out the number of water closets (the common legal name for toilets in stalls), urinals for men’s rooms, and lavatories (washbasins) for hand washing.

**PANTRY**

The pantry or service room is located between the kitchen and the restaurant. It stores items such as hollowware, special service equipment, glassware, linen, condiments, disposables, etc. that are not stored is sideboards or hotplate. The servers can collect coffee, open wine, prepare

trays, wipe the edge of dishes, prepare bread baskets, collect water, etc. in the pantry. This area is used for getting ‘ready to serve’ or ‘organizing for service’ which usually cannot be done in the small area of the sideboard. Two swing doors connect the pantry to the service area. One is to enter the restaurant and the other to return to the pantry. Using wrong doors may lead to accidents. The doors may be fitted with see through glass to see the other side of the door and the bottom of the door is fixed with metal strip minimum 6” high to withstand the kicking of waiters while opening the door.

The equipment required in the pantry depends on its location> For a restaurant situated on ground level, one does not need an exhaustive list of equipment as it is located closer to the main kitchen, still room, and wash –up area. Given is a list for pantry of a restaurant located far from still room, main kitchen, and wash up:

• Cupboards-for glassware, condiments, disposables, special service equipment, linen

• Linen box-for soiled linen

• Stainless steel work table

• Plate warmer

• Bain-marie

• Range for making coffee /tea

• Water cooler

• Refrigerator

• Sink for washing service equipment

• Sink for hand wash

Some hotels or restaurants may have less or more equipment than what has been listed depending on menu items on offer, service styles and location of kitchen and service area.

The following are examples of some activities carried out by waiters in the pantry:

•Waiters come in with soiled linen, throw it in the soiled linen box located near the swing door.

Pick up fresh and clean ones from the linen cup board; go to the restaurant to prepare the table.

•Waiters coming into the pantry with dirty crockery, cutlery, and glassware deposit them on the landing table near the wash, properly stacked for washing. Cutlery is placed in cutlery box and food waste is pushed into trash. The washed crockery, cutlery, glassware are air dried/wiped and stored in the appropriate area. (Imagine the situation if waiters are to carry all these soiled ware to centralized wash area at ground level)

In any establishment a client’s first impressions on entering the dining room are of great importance. The creation of atmosphere by the careful selection of items in terms of shape, design and color enhances the overall décor or theme and contributes to the total harmony.  
  
**Physical Layout:**  
  
Good planning and physical layout are important keys to success in the food and beverage industry. An effectively planned and well-run restaurant is a highly lucrative business. If the nerve centers of the restaurant are not properly planned, it can result in chaos and inefficient service.  
  
Layouts are plans of equipment placement for accomplishing work according to a specific operational programme. Good layout planning is well appreciated because it cuts on extra cost. It lends utility effectiveness and harmony to an enterprise. Good layout deals with the orderly and efficient arrangement of all work facilities and personnel. Work facilities mean the service areas, service points, maintenance points, storage area and so on.  
  
Creating a good work environment that is both aesthetically appealing and practically efficient is a difficult task. However, it should be so arranged and organized physically that it will provide a work environment that is conducive to effective and harmonious work.  
  
**Objectives of Good Layout:**  
  
**01)**  Reduces production cost  
**02)**  Increases employee safety  
**03)**  Better quality product  
**04)**  Reduces capital investment  
**05)**  Better service to the customer  
**06)**  Increases flexibility  
**07)**  Reduces the work in process to the minimum  
**08)**  Minimizes material handling and loss  
**09)**  More effective utilization of the floor space   
**10)**  Reduces work delays and stoppages  
**11)**  Better work methods and utilization of labor  
**12)**  Improves control and supervision  
**13)**  Easier maintenance  
**14)**  Better utilization of equipment and facilities  
**15)**  Elimination of congestion points

**Decisions to be taken prior to the actual plan are:**

**1)** The objectives of the organization must be clearly defined and interpreted.  
**2)** A programme must be prepared to describe the needs. Location and some of the architectural features known.  
**3)** A flow plan developed compatible with the known desires and finance available.

**Steps in planning:**  
  
The following order is suggested for determining information for the planning process.  
  
**1)** Deciding on the location and the type of operation.  
**2)** Space allocation.  
**3)** Planning the functional and supporting areas.  
**4)** Equipment selection.

5) Style of service required.

6) Type of clientele.

7) The budget available.

**Factors to be considered when planning a restaurant:**

1. Location

2. Customer profile

3. Restaurant style or concept

4. Staffing capabilities

5. Restaurant physical layout

6. Cuisine and menu offerings

Additional material on identifying and developing these factors is discussed

in Chapter Three, Catering Foodservice Development.

**LOCATION**

The proximity of the restaurant to office complexes and centralized business

areas will help to establish whether its catering service will be focused on

business or social marketing efforts.

Businesses in the twenty-first century are spread from urban centers to

suburban locations in office parks. Central urban locations offer a concentrated

market for both office delivery and take-out. A significant factor in

developing the market for business catering is that service is generally

required during the business week, leaving weekend periods free to service

social business. In addition, locations such as museums, concert halls, and

historical sites offer interesting venues to catered functions for both local

businesses and conventions.

Both urban and suburban restaurants can successfully develop social

catering business. Suburban locations are generally more appropriate for

social catering to private homes, clubs, churches, and other facilities. Delivery

to urban locations can pose security and logistical problems, creating

additional costs for transportation and service labor.

Population density also affects the volume of anticipated catering business.

Restaurants situated in rural areas with low population density cannot

expect immediate high volumes of catering business. Areas of high-density

population yield a variety of catering opportunities that steadily increase in

volume through referrals and reputation.

The location of the physical restaurant building plays a role in the type

of catering services to be offered. Storage facilities, expansion possibilities,

and access to major transportation routes are factors important to catering

service production.

**CUSTOMER PROFILE**

Restaurants have the advantage of a built-in customer pool to whom they can

market in-house and off-premise catering services. In addition, the attraction

of being associated with a restaurant’s reputation will help to expand the

possible market to include new business and social clients.

The market profile should classify customers as business or social

catering clients, designated by income bracket. In addition the range of activities

for which each customer pool will need catering services should be

researched as thoroughly as possible. This will help in developing package

programs along with potential menu programs and accompanying pricing

concepts.

**STYLE OR CONCEPT**

The style, concept, and/or theme of the restaurant should be taken into consideration

when planning potential catering services. Off-premise catering

services do not necessarily have to blend with the facilities offered by the

restaurant. On-premise catering services should, however, be designed to

function within the restaurant facilities.

**F A C I L I T I E S**

Restaurants facilities are a major factor in providing on-premise catering. The

Ratio of catering functions to restaurant services that can be handled at a

given time is dependent on the size and flexibility of the physical plant. Small

private parties are often incorporated into the general dining room setting.

Large parties must, however, be given facilities that are separated from the

general public. The restaurant floor plan in Figure 2-1 outlines flexible catering

space for a full-service restaurant operation. This restaurant has a private

dining room and bar facility with a dance floor that can also be used for

additional restaurant seating during busy time periods and holidays. Flexible

facilities such as these allow a restaurant to maximize revenues.

Many restaurants that offer in-house catering schedule large parties,

such as weddings, anniversaries, luncheons, and dinners, on days and times

when the restaurant is not otherwise open. Often catering business must be

refused because sufficient on-premise facilities are not available. When management

is continually turning away catering business, a decision will need

to be made as to how the restaurant will balance is future development of

catering versus full-service dining services.

Kitchen facilities play a major part in determining when and how catering

service demands can be met. Kitchen equipment must be flexible, allowing

for volume production to take place simultaneously with à la carte

0restaurant service. The kitchen cooking load and holding capacity of ovens

and auxiliary equipment is important to determine if a kitchen is to be used

to its full capacity during busy times.

Storage and refrigeration facilities determine the amount of food products

available at any given time. The cost of waste from food spoilage due

to lack of refrigeration and freezer space could dilute the profit from additional

catering business. A further discussion of equipment capability for

catering service is found in Chapter Twelve.

**CUISINE AND MENU**

The primary cuisine and menu offerings of a restaurant constitute one of the

most important considerations for on-premise catering. As discussed earlier,

off-premise catering services do not necessarily need to be the same as those

offered at the restaurant for full-service dining.

Purchasing and production requirements are crucial to the successful

development of catering services. On-premise catering should offer menu

items that duplicate the established menu as closely as possible in order to

enhance production capabilities. Surrounding items, such as vegetables and

starches, are the most effective area of the menu to duplicate. Kitchen production

is more efficient when the number of surrounding menu items is

**SPACE REQUIREMENT CALCULATION IN RESTAURANT**

**Chair and Table Setup Guidelines**  
  
Let us help you create the ideal table setup. Buffet table designs and formal seating table setup styles can vary dramatically.  
  
Plan a lovely banquet setup table, including where to place utensils, dessert trays and more. No matter what size your event may be,  
  
Type of Dining Sq. Feet per Person Allows For  
Spacious, Elegant 14 Table, chair and full aisle  
Restaurant, Cafeteria 12 Table, chair and aisle  
Banquet, Institute 10 Table, chair and narrow aisle  
  
Immediate Guest Space  
Lateral seating - allow approximately 24"-30".

NOTE: Arm and over sized chairs may require more space.  
  
Allow 18" for guest from edge of table to chair back.

Table Spacing  
Allow 42" between squared tables - allow chair back to back - leaves 6" to push out.

Allow 60" between squared tables - allow chair back to back - leaves 26" service aisle.

Allow 24" between corners of diagonal tables - customer access - no aisle.

Allow 30" between corners of diagonal tables - customer access - narrow aisle.

Diagonal seating saves floor space.  
If space is very limited, booth only requires 8 square feet per person - aisle included.  
Minimum aisle dimension is 36" in perimeter areas. 42" is preferred between rows.

Round Tables  
36" Seats 4 People  
42" Seats 5 People  
48" Seats 5 People  
54" Seats 6 People  
60" Seats 8 People  
72" Seats 10 People Hide Sketch

Rectangle Tables  
30" x 72" Seats 6 People  
30" x 96" Seats 8 People Hide Sketch

**STAFF REQUIREMENTS CALCULATION**

The number of staff required for a function is determined by many factors such as

• Number of people to attend

• Type of function

• Types of food service

• Number of dishes offered

In a formal banquet, one food server is for every 10 covers.

One wine waiter for every 15 covers, if beverages are served on cash basis: for every 25 covers, if drinks are inclusive and limited.

One waiter for 30 covers for buffet service; in general however, it cannot be calculated by applying this norm as it depends on the number of food stations and other counters to be manned, number of dishes to be served by the waiters, etc

One supervisor for every 30 covers for a formal function and 75 covers for a buffet.

One head wine waiter for every four to five wine waiters.

The banqueting in-charge must ensure that the duty allocation is done properly in such a way that everyone is distributed with adequate tasks and no waiter remains ideal. The wine waiter engaged for the service may assist in the mise en place and in food service. Briefing the staff on the service procedure is the most essential part for the successful service which should be done just before the function.

**To calculate the total staff required**

1.      Estimate the number of staff required per service in one week.

2.      Multiply the number of staff per service period by the number of hours to be worked in each period.

3.      Divide total staff hours by full time equivalent of number of staff.

Calculation

100 pax specialty restaurant operating for all 7days/week.

Restaurant timings

Lunch 4 hours (11:30 am to 3:30 pm)

Dinner 5 hours (7:00pm to 12:00 pm)

Staff timings

Lunch 5 hours (11:00am to 4:00pm)

Dinner 6 hours (6:30 pm to 12:30 pm)

Daily staff requirement estimate

Lunch 1 steward for 20 pax

1 captain for 30 pax= 5 stewards+ 3 captains+ 1 in charge=9 no

Dinner 1 steward for 16 pax

1 captain for 30 pax= 6 stewards+ 3 captains+ 1 in charge=10 no

Weekly staff requirement per service period

Lunch 9 staff x 7 days = 63 no

Dinner 10 staff x 7 days= 70 no

Weekly staff hours

Lunch 5 hours x 63 = 315 staff hours

Dinner 6 hoursx70 = 420 staff hours =315 + 420 =735

Average staff required weekly staff hours/ weekly operating hours =735/9x7(63)=11.6=12 numbers

**STAFFING TABLE GUIDELINE FOR STAFFING BANQUET USING THE AMERICAN BANQUET SERVICE**

**POSITION MEAL ONE STAFF CAN USUALL SERVE**

Waitperson lunch/ Dinner 16-20 Guests

Waitperson Breakfast 24 Guests

Waitperson Buffet 35 Guests

Waitperson Cocktail Reception 50 Guests

Bartender Cocktail Reception 50 Guests

Bartender Bar after Meal 100 Guests

Note: There are three styles of service used in American banquet service to serve a party.

1.      **The station Method:** Where each waiter is assigned two tables of 8-10 Pax each ( i.e. Total 16-20 Pax). He is fully responsible for food service and clearance on these two tables.

2.      **The Follow up method:** Where the waiters are organized in teams of five. Three waiters would carry the food into the function room and the other two would quickly serve it. Each group would have a head waiter to supervise his side of the function room.

3.      **The combination method:** where the food pick-up and service is done in teams, but the clearance is done by individual waiters assigned to a particular section.

**STANDARD SIZES AND SHAPES OF RESTAURANT FURNITURE**

TYPE SHAPE SPACIOUS SIZE IN INCHES.

Table for 2 Pax. Square 30 x 30 inches or (2 ½ square feet)

Table for 4 Pax Square 36 x 36 inches or ( 3 Square feet)

Rectangle 54 x 30 inches or (4 ½ x 2 ½ square feet)

Round 36 inches or ( 3 Square feet) of Diameter.

Height of Restaurant

Table 30 inches or ( 2 ½ Square feet)

Chair Dimensions Height- 39 inches or one meter

Seat depth- 18 inches.

Seat height- 18 inches.

**PERCEPTION OF SPACE IN A RESTAURANT**

Public distance 12 inches or more

Social Distance 6-12 inches

Personal Distance 2-4 inches

Note: The more exclusive the restaurant, the more space to be allocated to the guests.

**TYPICAL HOURLY TURNOVER RATES IN F&B OUTLETS (Per Hour)**

Commercial Cafeteria 1.5 to 2.5 times turnover

Industrial Canteens 2 to 3 times turnover

Counter Service 2 to 3.5 time’s turnover

Table Service 1.5 to 2.5 times turnover

Leisurely Table Service 0.5 to 1.0 times turnover

TRAFFIC AISLES - For people only 30 inches (2 ½ ft)

For Trolleys 24 inches

Work + Traffic Aisle: 42 inches width

Workers working back to back: 48 inches width

(Space used for movement of materials and workers)

Type of Facility Dinning space in Square feet

Table Service 12-18

Counter Service 16-20

Cafeteria service 12-16

Banquet 10-12

Party Buffet 9 sq ft. per person including buffet

Restaurant Buffet 20 sq ft. including buffet spread

Standing Buffet 5-10 Sq ft.

Table Service 08-12

Counter Service 04-06

Cafeteria Service 08-12

FUNCTION AREAS SPACE REQUIRED ALLOWED

FUNCTIONAL AREA SPACE ALLOWED (%)

Receiving 5

Food Storage 20

Preparation 14

Cooking 8

Baking 10

Ware washing 5

Traffic Aisles 16

Trash storage 5

Employee Facilities 15

Miscellaneous 02

**MENU PLANNING**

**What is menu?**

Comes from French, meaning “a detailed list” The menu is a mission statement; it defines an operation’s concept and communicates that concept to guests.

**Purpose of menu**

1. Inform guests of items available and price

2. Inform employees of items to prepare and purchase

3. MENU is primary control tool for the operation

4. Menu is critical to communicating and selling items to the customer

**Menu Planning Objectives**

• Menu must meet or exceed guest’s expectations.

• reflect tastes and preferences of guests

• Menu must attain marketing objectives.

• What guest wants, location, prices, times

• must bring guests back for more visits

• Menu must meet quality standards

• Quality and nutrition go hand in hand

• Flavor, shapes, textures, palatability, flair

• Menu must be cost-effective

• Menu must be accurate

**Constraints of menu planning**

1. Type of Customer  
2.Location of Establishment  
3.Price Range  
4.Type of Establishment e.g. Cafe or Fine Dining  
5.Staff Levels & Capabilities  
6.Kitchen Size, Facilities & equipment  
7.Food Availability, Seasonality  
8.Weather.  
9. Time Available.  
10. Budget

**Factors Influencing Menu Planning**

**Availability of ingredients:**

When compiling menus the chef needs to take in to consideration the availability of Ingredients in seasonality and suppliers. If a dish is composed with a particular type of Vegetable it should be checked that it is available all year round. Food prices fluctuate in and out of seasons so it is imperative that food is used that is in season, however as already stated seasonality is becoming a thing of the past with many foods being imported but at higher costs which impact the chef's budget.

**Equipment needs:**

Some food such as fresh pasta and pizzas require special equipment if made in-house, however this can add value to the menu. Many establishments recognize that withequipment come space, depreciation, maintenance, training, cleaning and control.

**Skill requirements of chefs:**

Chefs should be capable of serving the menu. If a sophisticated menu is written it is all well and good, but if the chefs do not have the skills to serve them complaints will be made. Furthermore the employees will feel de-motivated and become dissatisfied when complaints arise. Hence it is best to identify the right type of menu that can be provided. Similarly, if a higher level of menu is required investment in new personnel or training should take place.

**Size of food production and food service facilities:**

If the restaurant has a large seating capacity it is important to consider how the kitchen will operate when full. If the menu is complex a full restaurant will require large amounts of staff and space to meet these needs. If the menu is too complex it will slow up the service time when busy. Similarly, if the kitchen is small the space available for food preparation may be limited and so having dishes that require lots of preparation space may cause accidents and problems. In this case, the preparation should be carried out off-site and finished on site where possible. Storage is another consideration in relation to space, if food storage is limited menu items should be restricted to reduce storage requirements.

**Service method:**

Buffet, family, silver service, plated and guerdon restaurant service methods will affect the

type of food you serve.

**Competition:**

It is important to carry out regular competitor evaluations. Consumers will select one competitor over another for different reasons, such as quality, presentation, price, variety, ingredients used, promotions, portion and service. It is, therefore, imperative that your menu is different and better than your competition. If you differentiate your product you will increase your chances of attracting consumers. Be sure to also carry out this analysis quarterly as competitors’ menus can change frequently. Also, remember that they are probably visiting your establishment as well, evaluating your menu and repositioning theirs!

**HEAVY DUTY EQUIPMENTS**

There are several key pieces of equipment in most commercial kitchens that do the majority of the heavy lifting during day to day operations. Modern restaurant equipment can be surprisingly complex. But selecting the right equipment does not have to be a chore. Learn what to look for with these helpful guides.

1. Commercial Ice Machines

Did you know that certain ice can improve your profits? From classic cubes to chewy nugget ice,

food cost calculation of restaurant

2. Commercial Dishwashers

Commercial dishwashers are available in a variety of types and sizes.

3. Commercial Refrigeration

The right kind of cold storage is vital to a successful food service business.

4. Commercial Convection Ovens

Short on time or staff and have a large amount of food to bake? A commercial convection oven can help with that.

5. Commercial Ranges

Commercial ranges are a staple in professional kitchens. With a variety of models and options available,

6. Commercial Fryers

From Twinkies to potatoes and many more creative recipes in between, the commercial fryer is a staple in a majority of professional kitchens.

7. Warming & Holding

Food safety is paramount for a successful food service business. Keep cooked foods warm and gently heat up cold foods with the right warming and holding equipment.

8. Commercial Steamers

Commercial steamers provide healthy and efficient methods of cooking.

**SELECTION AND PLANNING OF EQUIPMENT**

Since hotels use a variety of equipment in various quantity, it should be selected and purchased carefully, according to the needs and limitations of the hotel.

The various factors for equipment selection are :

1.      **Essentiality (need**)- whether it is required to improve the quality, increase the quality, reduce labor cost, reduce time, etc.

2.      **Cost**- various costs such as initial cost, installation cost, repair and maintenance cost, operating cost, etc. This can be calculated as E=A / B+C+D; Where E= Equipment Need, A= Actual saving in labor during life of the equipment, B= Cost of Equipment installation, C= cost of Operating and maintenance of equipment, C= Interest value on capital investment. If “E” is 1.5 or more, equipment should be purchased.

3.      **Performance**- performance of the equipment should be evaluated to serve the desired purpose. Several models and brands should be checked before buying. If possible, the actual working of the equipment should be seen.

4.      **Satisfaction of specific needs**: Such as daily or weekly need. The production chart can be used to analyze the specific need of the equipment.

5.      **Appearance and Design**- it should be appropriate. It must blend well with the layout of the area and design should yield to maximum utility and service.

6.      **Availability and Durability** – Available through authorized suppliers, with sound after sales service. Equipment should be durable for commercial usage.

**Points to be considered when buying Restaurant Equipment:**

1.      Flexibility of use

2.      Type of service to be offered.

3.      Type of guests targeted.

4.      Design of the restaurant.

5.      The color theme to be adopted.

6.      Durability of the equipment.

7.      Stack ability of the equipment.

8.      Ease of maintenance.

9.      Budget available for equipment purchase.

10.  Availability in future- replacements.

11.  Storage space required.

12.  Rate of breakage.

13.  Shape and size of the equipment.

14.  Delivery time required.

The various suppliers are contacted and asked to give their quotations of the required equipments. A comparative analysis is then made to decide where to place the order. Cheapest is not necessarily the best. The long term durability and quality aspects are to be kept in mind when deciding the supplier. Samples can be asked from supplier so as to make the correct purchasing decision.

**EQUIPMENT MANUFACTURERS AND DISTRIBUTERS**

Cutlery Stainless Steel: Venus, Kishco, Stec, Ramson, etc

EPNS ware: venus, arti, neeti,

Bone China Crockery: Jaipur Ceramics, hitkari, cynosure, eagle potteries, Bharat,

Vitreous Crockery: Bharat, palam, eagle potteries

Glassware: Borosil, Year, Bormioli Rocco, Accor,

Linen: Bombay Dyeing, Vimal, Mafatlal, etc

Furnishings: Vimal, OCM, etc

Kitchen equipment: Hobbart, continental, appollo, quality, Relief, Granada, Rans, Shanti, Nand, Kitchen Tech,

Dish washing machine: IFB, Electolux, Quality, Rans, etc

Bar refrigeration and ice machine: Fosters,

Bar Equipment: Sumit, Nand, etc

Restaurant Equipment: Anupam, Shanti, Stec,, J.S.Industries, etc.

**Furniture**

Furniture must be chosen according to the establishment and the variation in human body dimensions.

In determining the specification for furniture for a food service operation , the following factres might be taken into account.

         Comfort

         Cost

         Design

         Durability

         Function

         movability

**VARIOUS SET UPS FOR SEATING**

**Loose Random**- Free standing furniture placed in no discernable pattern within the dining room.

**Loose Module**: Free standing furniture placed in a pre determined pattern with or without using dividers to created smaller areas within a whole.

**Booth:** Fixed seating, usually high backed, used to create a secluded seating arrangement.

**High Density:** furniture with minimum dimension usually fixed in nature, positioned within a given area to create maximum seating capacity.

**Module**: Seating incorporates tables and chairs constructed as one piece, and may be fixed.

**In situ**: Customers served in areas not designed for service eg aircraft nad hospital beds

**Bar and lounge areas**: Customers served in areas not conventionally designed for eating.

Depending upon the outlet i.e. Specialty restaurant, coffee shop, fast food, pub, discotheque etc the appropriate set up for seating is used.

The more exclusive the outlet, the more space is to be provided to the guests.

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The seating arrangement also depends upon the type of guests and the amount of time they are expected to spend in the outlet.

**PLANNING DÉCOR, FURNISHING FIXTURE ETC.**

Properly designed dining areas necessitate complex planning process to ensure that-

Completed dining areas have the proper appeal and ambience.

A maximum return on the investment in space is realized.

There is a practical layout to ensure efficient flow of guests, staff and equipment within the dining room.

Simplified procedures for performing the required tasks are possible.

Dining areas provide safe work space to staff and public access space for guests.

To adhere to the high sanitation and hygiene standards which the property requires.

It lends them to efficient employee work and low maintenance costs.

Dining areas are energy efficient and provides the guests with the comfort zone they desire.

**RESTAURANT ILLUMINATIONS**

Natural Lighting and artificial lighting.

Incandescent and Fluorescent lighting

Functional and décor or mood lighting.

Restaurant Illuminations refers to the type of lighting arrangements i.e. Incandescent or Fluorescent lighting. A 70:30 ratio creates a pleasant and natural atmosphere.

The trend is to have a bright illumination during breakfast and lunch time and a more diffused illumination during dinners.

Functional lighting refers to the lighting which is required by the service staff to perform their work and which highlights any special areas or features of the restaurant.

Mood or décor lighting refers to the lighting which is used to create an ambience and enhance the décor of the restaurant.

The brighter the lighting, the faster the guest is expected to have his meal and leave the restaurant and vice versa.

To save energy, natural light should be used during the day time. There should be no dark shadows in the restaurant, which appear hostile and unwelcoming.

Dimmers should be used to change the moods

Brightness for breakfast, Restfulness for lunch, and romantic for Dinner.