

RESTAURANTS BEHIND THE SCENES

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INTRODUCTION

WHEN YOU SIT DOWN AT A RESTAURANT, YOU HAVE THE WAITER TAKE YOUR ORDER. THEN YOU WAIT FOR YOUR FOOD TO COME. BUT, HAVE YOU EVER THOUGHT OF THE WAITER OR WAITRESSES PERSPECTIVE? THEY HAVE TO LISTEN TO YOUR ORDER, THEN YOU HAVE TO ENTER IT ON THE COMPUTER SYSTEM, THEN YOU HAVE TO GET THE FOOD THEN THEY HAVE TO ACTUALLY HAVE TO GET THE FOOD, PRINT THE CHECK AND SWIPE THE CREDIT CARD. SO WHEN YOU SIT DOWN AT A RESTAURANT BE OBSERVANT WATCH YOU WAITER OR WAITRESS SEE WHAT THEY DO.

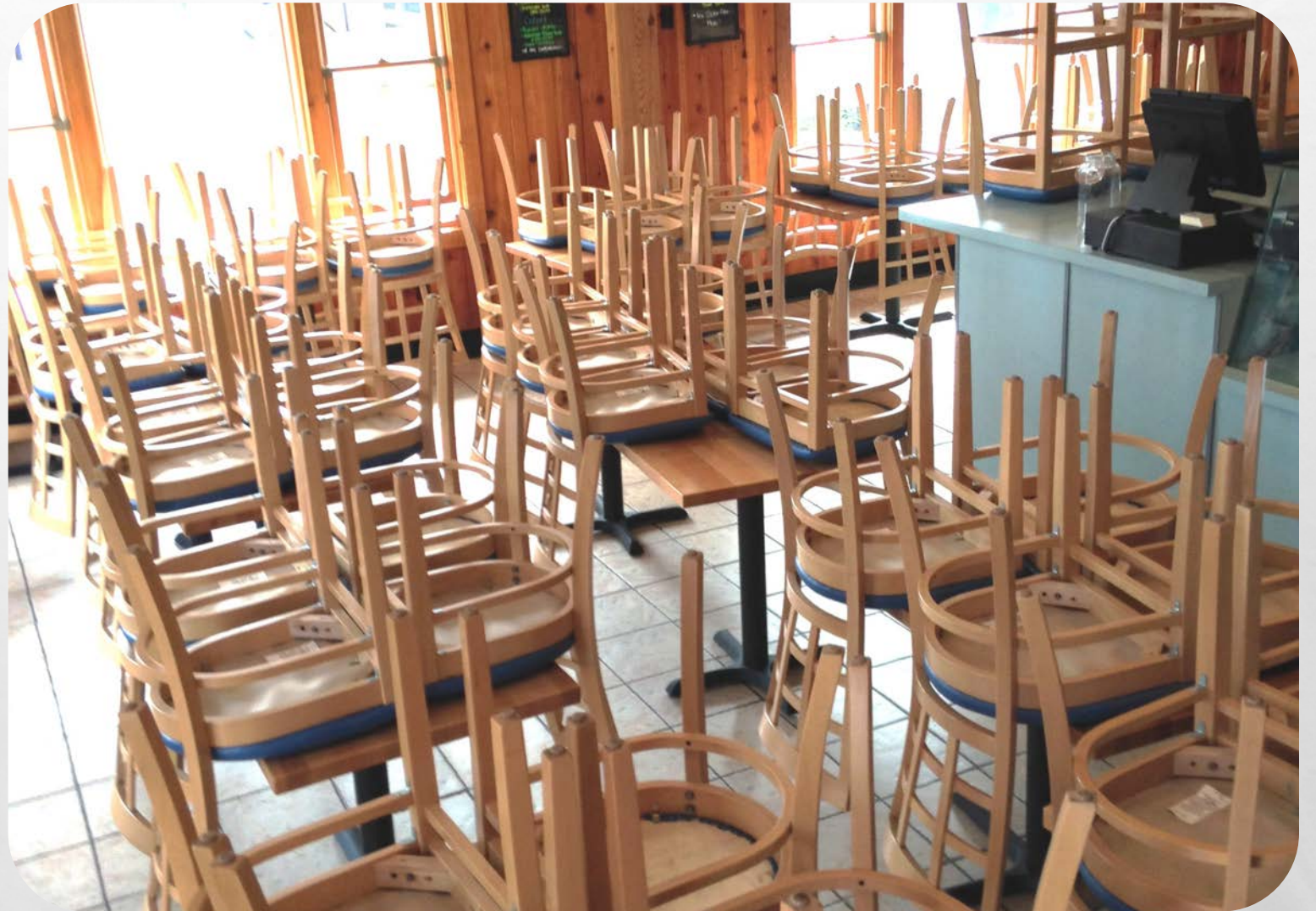
**WHAT DO YOU DO WHEN YOU SIT DOWN
AT A RESTAURANT?**

**YOU SEE A BUSY RESTAURANT WHEN
YOU WALK IN. BUT DO YOU THINK ABOUT
HOW THE RESTAURANT IS SET UP? WHAT
DOES THAT LOOK LIKE? DOES THE
RESTAURANT STAY EXACTLY THE SAME.
OR DO THE CHAIRS GO UP? DO THE
TABLES GO TO ONE SIDE OF THE
RESTAURANT OR WILL THE STAFF DO
ANYTHING ELSE. LIKE I SAID BEFORE ALL
THE CUSTOMER CARES ABOUT IS THE
FOOD AND SERVICE NOT HOW THE
RESTAURANT IS SET UP. WHEN YOU
HAVE A RESTAURANT IT CAN GET BUSY.
WHEN A RESTAURANT GETS BUSY
THINGS CAN GET STRESSFUL THAT IS
WHY YOU SHOULD YOU SHOULD GET A
COMMITTED STAFF.**



WHAT DOES A RESTAURANT LOOK LIKE WHEN IT IS CLOSED?

THIS IS WHAT A RESTAURANT LOOKS LIKE WHEN IT'S CLOSED. THE LATE NIGHT STAFF IS NOT ONLY RESPONSIBLE FOR SERVING LIQUOR AND PIZZA THEY ARE RESPONSIBLE FOR CLEANING THE RESTAURANT AFTER THE DAY. THE LATE NIGHT STAFF PUTS UP THE CHAIRS SO THEY CAN MOP MORE SURFACE AREA. IF THEY HAD THE CHAIRS DOWN THEY WOULD HAVE TO MOP AROUND THE CHAIRS AND THAT WOULD NOT GET UNDERNEATH THE CHAIR.



DO YOU EVER THINK ABOUT HOW YOUR FOOD IS MADE?

FRANKLY NO. ALL THE PEOPLE CARE ABOUT HOW THE FOOD IS MADE. THEY JUST CARE ABOUT HOW THE FOOD TASTES AND IF THE FOOD IS MADE HOW IT THE WAY THE PERSON ASKED FOR IF THEY ASKED FOR IT A SPECIAL WAY. IT IS IMPORTANT TO SEE HOW THE CHEF COOKS IT. LETS SAY YOUR ALLERGIC TO CHICKEN AND THE COOK PUTS CHICKEN ON IT THEN THE PERSON CAN SAY “OH I AM ALLERGIC TO CHICKEN” AND THE PERSON WILL NOT HAVE AN ALLERGIC REACTION.



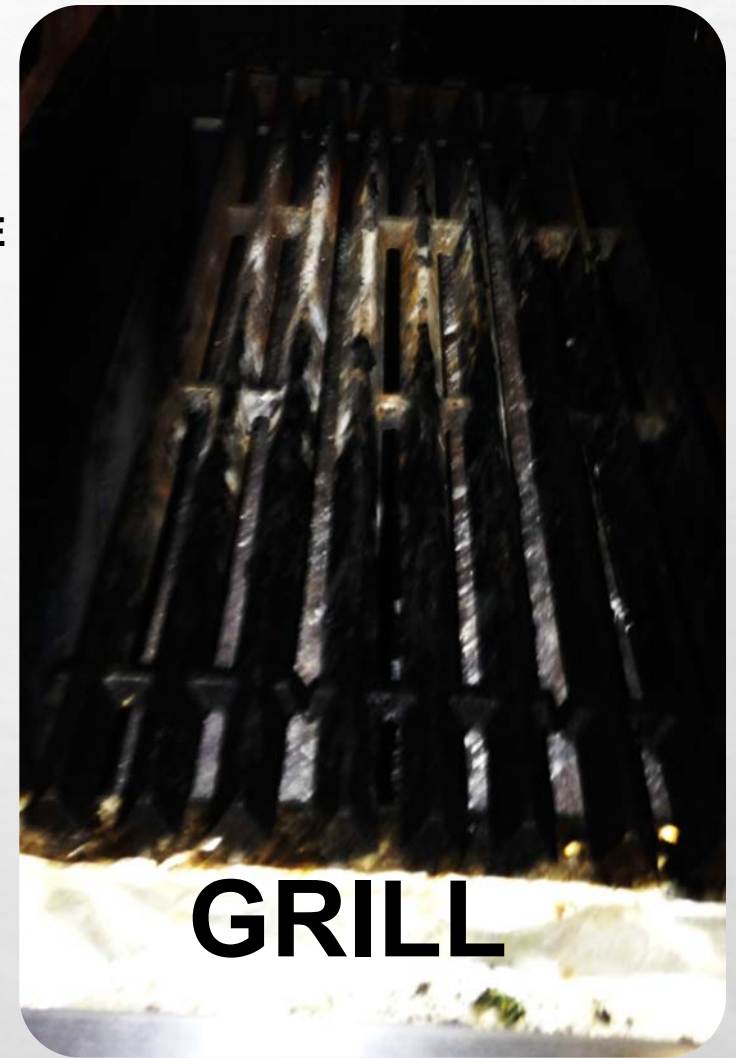
STOVE



WHAT IS THE EQUIPEMENT IN A RESTAURANT?

THOSE ARE HOW THE FOOD IS MADE. PEOPLE DON'T SEE THIS THEY JUST SEE THE TABLES AND CHAIRS OF THE RESTAURANT. THIS IS NOT YOUR EVERY DAY STOVE AND GRILL. THIS IS CALLED A COMMERCIAL STOVE. THIS DOES NOT NEED TO BE PLUGGED IN IT IS MORE POWERFUL AND IT HAS MORE SPACE TO COOK FOOD. USUALLY A PEOPLE USE GRILL PANS TO GRILL THINGS IN AT THEIR HOUSE. THE PROBLEM WITH GRILL PANS IS THAT SOMETIMES TASTES LIKE PROPANE.

AND THE GRILL AT A RESTAURANT IS ACTULLY A GRILL AND NOT A PAN SO IT DOESN'T TASTE LIKE PROPANE AT ALL. THIS IS WHERE ALL THE MAGIC HAPPENS IN A RESTAURANT. THIS IS WHERE ALL THE FOOD COMES FROM. WITHOUT A KITCHEN A RESTAURANT WOULD BE LIKE A LOUNGDGE WITH DRINKS.



GRILL

WHAT DO YOU SEE WHEN YOU ORDER FOOD AT A RESTAURANT COUNTER?

WHEN YOU GET PIZZA AND PAY FOR IT YOU SEE SOMETHING VERY IMPORTANT CALLED A POINT OF SALES SYSTEMS (POS) FOR SHORT. THE POS ORGANIZES THE RESTAURANT INSTEAD OF THE WAITER OR WAITRESS GOING TO THE KITCHEN TO PUT UP THE CHECK AND TELL THE COOK THE ORDER. THE POS PRINTS THE ORDER AT THE KITCHEN WHERE A PRINTER IS ASSIGNED. ANYWAY WHEN YOU ORDER THE FOOD YOU DON'T SEE THE STAFF ENTER THE ORDER ON THE POS YOU JUST SEE THE BACK OF IT. THE POS IS VERY COMPLEX AND HELPS THE RESTAURANT A LOT.



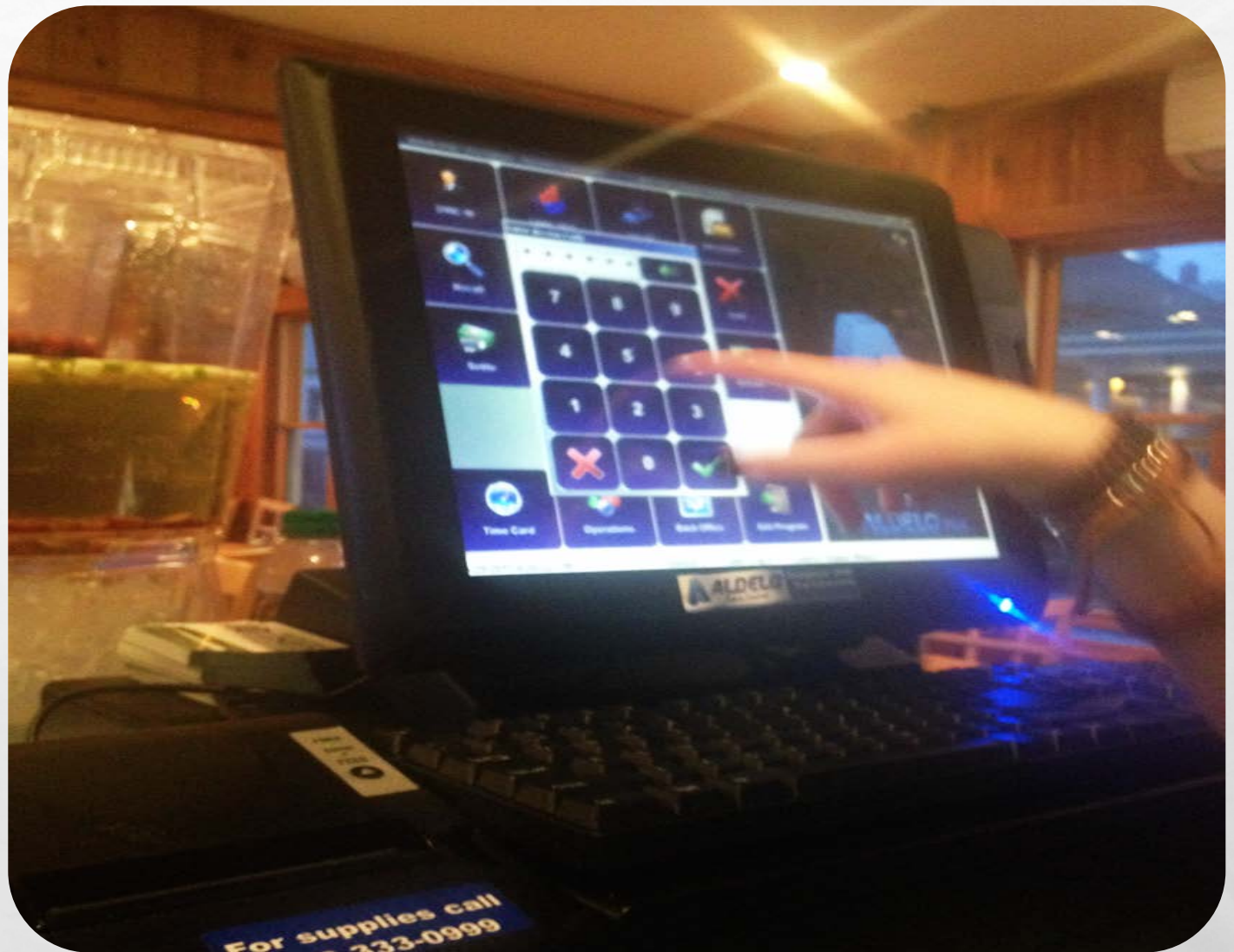
WHAT DOES A POS LOOK LIKE?

THIS IS WHAT THE POS LOOKS LIKE.

THE WAITER OR WAITRESS WILL PRESS THE BUTTON ON WHICH THE WAITER OR WAITRESS NEEDS TO DO.

THEN THEY WILL ENTER THEIR PASSWORD FOR SECURITY REASONS.

THEY WILL INPUT THE FOOD THAT THE COSTUMER ORDERED. THE POS HAS MANY FUNCTIONS SOME OF THEM ARE DINE IN WHICH IS WHAT YOU WOULD DO WHEN SOMEONE SITS DOWN. THERE IS A TAKE OUT OPTION. THERE IS A TIME CLOCK. THERE IS ALSO A DELIVERY OPTION ON THE POS. SO THE POS IS ONE OF THE MOST IMPORTANT PARTS OF A RESTAURANT.



WHAT DOES A DRINK COME OUT OF AT A RESTAURANT?

THOSE ARE A SODA GUN AND A DRINK. YOU USUALLY SEE THOSE. BUT HAVE YOU EVER WONDERED WHERE ALL THOSE DRINKS COME FROM? THOSE DRINKS ARE NOT UNLIMITED THEY ARE ACTULLY ONLY FIVE GALLONS. THE DRINKS ARE IN BOXES WITH TUBES GOING OUT THEN ONCE YOU PRESS THE BUTTON ON THE SODA GUN THE BEDVERAGE WILL COME OUT. THE BOXES HAVE TO BE REPLASD LIKE EVERY THREE WEEKS. SO THEY ARE NOT UNLIMITED. THE SODA GUN IS NOT ONLY USED FOR DRINKS IT IS USED FOR THINGS LIKE ALCHOLED DRINKS.



WHERE ARE THE DRINKS STORED?

**THIS IS WHAT THE BOXES LOOK LIKE
THERE ARE PLASTIC BAGS HOLDING
THE BEVERAGE IN IT. THE TUBES CARRY
THE BEVERAGE UP TO THE SODA
GUN. USUALLY THOSE ARE UNDER THE
COUNTER BUT ACATIONALLY THEY ARE
IN A FRIDGE. WITH LONG WIRES
CONNECTING THEM TO THE SODA GUN.
THE SODA GUN NEEDS POWER TO BE
ABLE TO PULL THE DRINK UP TO THE
SODA GUN THAT IS WHY YOU SEE AN
OUTLET IN THE PICTURE. WHEN THE
BOXES ARE CLOSE TOGETHER SO THE
TUBES GET A LITTLE MESSY THAT IS
WHY IT IS IMPORTANT TO ORGINISE THE
TUBES.**



CONCLUSION

SO NOW YOU SEE THAT A RESTAURANT HAS TWO DIFFERENT TYPES OF PERSPECTIVES. THE COSTUMER PERSPECTIVE IS TO EAT PAY THEN LEAVE. HOWEVER THE STAFFS PERSPECTIVE IS DIFFERENT. THEY HAVE TO ENTER THE FOOD ON THE POS THEN THEY HAVE TO TELL THE COOK WHAT THE FOOD ACTUALLY IS THEN THE STAFF GETS THE FOOD AND GIVES THE COSTUMER THE FOOD. SO LOOK AROUND NEXT TIME YOU GO TO A RESTAURANT LOOK AT THE STAFF, WATCH WHAT THEY ARE DOING.