



Private Club Performance Management



General Food & Beverage Knowledge Training Manual

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General Food Knowledge

As a server, you will be expected by our members to have a basic understanding of food preparation techniques and terminology. The following information is presented to help give you the confidence to deal with all questions and situations.

While we do not expect you to memorize this information, you are expected to read through it and be aware that it is here for reference.

Cooking Methods. Since members will ask how foods on the menu are prepared, it is important for you to be familiar with common food preparation techniques.

Baked	Dry heat cooking method in which items are cooked by surround heat source, usually in an oven.
Barbecue	A cooking method involving grilling food over wood or charcoal using a marinade or sauce that is brushed on the item while cooking.
Baste	To moisten food during cooking with pan drippings, a sauce, or other liquid.
Blanch	To cook an item briefly in boiling water or hot fat before finishing or storing it.
Boiled	Moist heat cooking method in which items are immersed in liquid at or above the boiling point (212° F).
Braised	Combination cooking method using dry and moist heat. The braised product is usually seared, and enough liquid is used to cover 1/3 of the product. The general rule for braising is low heat (300° F) and slow cooking time (4-6 hours).
Broiled	Cooking method in which items are cooked by a radiant heat placed above the food.



General Food Knowledge - Cooking Methods, Continued

Simmer	Cooked gently in a liquid over low heat just below the boiling point.
Sweat	To cook an item, usually vegetables, in a covered pan with a small amount of fat until it softens and releases moisture.

Glossary of Common Food Terms:

A la	(ah la)	Prepared in a particular manner.
Aïoli	(ay-OH-lee)	Garlic infused oil used in mayonnaise application.
A la mode	(ah la MOHD)	Usually dessert with ice cream; sometimes style of the day.
Almandine	(ahl-mon-DEEN)	Garnish term using almonds with the application.
Antipasti	(ahn-tee-PAHS-tee)	An assortment of delectable dishes which are the beginning to an Italian dinner.
Au gratin	(aw GRAH-tin)	Gratiné is a cooking application in which product is browned on top by means of broiled heat.
Au	(aw)	French term meaning "with."
Au jus	(aw ZHUE)	With unthickened natural juices. Do not say, "With au jus." It is redundant, as "au" means "with" in French.



General Food & Beverage Knowledge

General Food Knowledge - Common Food Terms, Continued

Al dente	(al DEN-tay)	Means "to the tooth" or "to the bite." Refers to pasta cooked to a soft, yet firm texture.
Al fresco	(al FRES-co)	Dining in the open air or outside.
Back-of-House		Those activities or functions of the Club that take place behind the scenes. Example: the kitchen is back-of-house, as opposed to the dining room.
Barquette	(bar-KET)	A boat-shaped tart filled with a sweet or savory filling.
Batter		A mixture of flour and liquids. Usually thinner than dough, used in preparations such as cakes, quick breads, pancakes, and crêpes. Deep fried items may also use this application prior to cooking.
Béarnaise	(bear-NAZE)	A classic emulsion sauce like Hollandaise made with egg yolks, a reduction of wine, shallots, and tarragon, finished with clarified butter and fresh-chopped tarragon and chervil.
Béchamel	(BAY-shah-mel)	A white sauce made of milk, thickened with a pale roux, and flavored with onion. It is one of the "mother" or "grand" sauces.
Beurre	(burr)	The French word for butter.



General Food & Beverage Knowledge

General Food Knowledge - Common Food Terms, Continued

Pâté	(Pah-TAY)	A rich forcemeat of meat, game, poultry, Seafood, and/or vegetables, baked in pastry or in a mold or dish.
Pesto	(Pes-TOE)	A thick, pureed mixture of an herb and oil, used as a sauce for pasta and other foods, and as a garnish for soup.
Pilaf	(PEE-laff)	A technique used for cooking grains in which the grain is sautéed in fat then simmered in stock or water with various seasonings.
Polyunsaturated fat		A fat with more than one available bonding site not filled with a hydrogen atom. Food sources include corn, cottonseed, safflower, soy and sunflower oils.
Potage	(po-TAHZH)	French word for Soup. A hearty soup of root vegetables and potatoes, usually served with bread.
Poulet	(pu-LAY)	French word for Chicken.
Prawn		A crustacean that closely resembles a shrimp. It is found in fresh water.
Prosciutto	(Pro-SHOOT-toe)	Dried, cured Italian version of bacon.



General Food & Beverage Knowledge

General Food Knowledge - Common Food Terms, Continued

Soufflé	(sue-FLAY)	French word meaning "puffed." Baked dish made from beaten egg whites combined with egg yolks and various ingredients such as cheese, spinach, chicken, or chocolate.
Sourdough		Yeast dough leavened with a fermented starter instead of, or in addition to, fresh yeast. Some starters are kept alive by "feeding" with flour and water.
Sous Chef	(SUE Chef)	Under-chef. The chef who is second in command in a kitchen.
Spices		Aromatic seeds, roots, flowers, bark, or stems of most herbs and various other plants used in flavoring foods. They tend to be dried, ground, and blended. Examples: fennel, coriander, cinnamon, vanilla.
Spit-roast		To roast an item on a large skewer or spit over, or in front of, an open flame source or other heat source.
Squab	(SKWAB)	A domesticated pigeon.
Staphylococcus aureus		A type of bacteria that can survive both with and without oxygen and causes food-borne illness. It is particularly dangerous because it produces toxins that cannot be destroyed by heat.



General Beverage Knowledge

Liquors

Ethyl alcohol is the common ingredient to all liquors. Most common liquors are alcohols distilled from grain, grapes, fruit, and sugar cane.

Common liquors include:

- Scotch - whiskey distilled in Scotland from malted barley. Most common scotches are blends of scotch from several distilleries to achieve uniformity. Single malt scotches are made from the product of a single distillery and are often distinctive in their aroma and taste.
- Bourbon - a straight (unblended) whiskey distilled from a mash having 51% or more corn.
- Whiskey or Whisky - a distilled alcohol liquor made from grains, such as barley, wheat, rye, or corn. Usually straight or blended.
- Gin - an alcoholic liquor made by distilling grain mash with juniper berries.
- Vodka - un-aged, colorless, distilled liquor, originally made in Russia. In Czarist days made from potato mash, but now mostly made from grain.
- Rum - made by boiling sugar cane down to molasses, then fermenting and distilling. Can be light or dark.
- Tequila - a liquor from Mexico, made from the distilled mash of the agave plant.

Cocktail Beverage Terminology

Cocktail service has developed over the years into a culture of its own with its own traditions and rituals, specialty glassware, countless recipes, and a full, if sometimes



General Beverage Knowledge, Continued

obscure, terminology. Servers should become familiar with the more common drinks. Many drinks have a standard garnish that you should also learn.

Aperitif (ah-per-ah-TEEF)	Before dinner drink, typically liqueurs, taken to stimulate the appetite.
Bitters	Bitter flavoring used in making drinks made from many intricate combinations of growing things, such as herbs, roots, barks, berries, and spices. Examples: Angostura (Trinidad), Abbott's Aged Bitters (U.S.), Orange Bitters (England).
Call brand	Customer's preferred brand of liquor, "called" for by name, usually higher quality than the house brand.
Cordials	Liqueurs normally served after a meal.
Draft	Beer stored in kegs and dispensed by the glass.
Dry	Martini or Gibson mixed with a small amount of dry vermouth. A wine that is not sweet.
Garnish	Decoration on a drink, part of the overall presentation of the drink; usually fruit or vegetable, such as orange, cherry, lemon, lime, pineapple, or celery; but sometimes a prop, such as a flower, a paper umbrella, etc.
Grenadine	A syrup made from pomegranate juice. Used in Shirley Temples and Roy Rogers - non-alcoholic drinks for children,



General Beverage Knowledge, Continued

Wines

Wine is the oldest form of alcoholic beverage, its origins pre-dating written history. Some scholars think wine originated around 4,000 B.C. in the Mediterranean area.

The wine-making process depends upon a great number of factors that make it impossible, despite modern scientifically controlled methods, to produce the exact same wine from different vineyards from year to year. Some of the many factors include the grape, the soil, the weather during growth and harvest, sugar content of the grapes, wine-making technique, blending, aging, aging containers, and, of course, the skill and tastes of the vintner. What this means practically speaking is that wine is an incredibly complex beverage whose intricate color, aroma, and taste, can provide something for everyone.

Wine production process:

- Grapes are harvested in the fall, the exact time depending upon the variety of grape and weather.
- Grapes are put into a crusher-stemmer which crushes the grapes and removes the stems. The result of this process is called "must."
- The "must" is pumped to a presser which separates the skins from the juice. For red wines, the skins are left in during the fermentation process.
- The juice is pumped into a settling tank and then on to a fermentation tank where yeast is added, and fermentation begins. The juice is allowed to ferment for two to three weeks, producing wine.
- If desired, the wine is then aged. Traditional wine-making called for aging in wooden casks where the wine picked up flavors and aroma of the wood.



General Beverage Knowledge, Continued

Wine terminology

Acidity	A term used to indicate the tartness or sharpness of taste due to fruit acids.
Aroma	The portion of the wine's smell derived from the grape variety and fermentation.
Balance	A tasting term which denotes harmony among the components of a wine.
Body	The fullness of wine on the palate.
Bouquet	The portion of the wine's smell that develops after bottling.
Carafe	An open-mouthed glass container used to serve house wine.
Dry	Lacking in sweetness.
Fermentation	The process of converting natural grape sugars into alcohol and carbon dioxide in the presence of yeast.
Generic wine	Wine blended from several grape varieties. Examples are Chablis, Rhine, or Burgundy.
House wine	Wines selected and featured by an establishment as their moderately priced, everyday wine.
Magnum	A large bottle of wine, measuring 1.5 liters.
Nose	The total smell of a wine, composed of its aroma and bouquet.