## The Menu

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## Introduction

- The menu is the primary selling tool of any establishment that offers food and beverage for sale.
- For the customer it identifies the items that are available, shows prices and any other charges and together with other external features may characterize the style of food service offered.
- From the establishments perspective the menu should meet the objectives of the marketing policy, the catering policy and the financial policy.


## Introduction

- The marketing policy should guide the catering policy so that the products on offer and the style of operation best meet the needs of the target market.
- The catering policy is concerned with the size and style of menu to be offered together with an appropriate style of service and the impact on space requirements, level and type of equipment purchased, and the level of skill and number of staff required.
- The financial policy aims to achieve revenue and profitability to budget through pricing, cost control and volume.


## Learning Objectives

- Understand the differences between a Table d'hote and à la Carte menu.
- Understand the basics of menu planning and menu design.
- Have a knowledge of menu pricing models and applications.
- Understand different types of beverage menus.
- Understand the need for accuracy and honesty in menu
- descriptions.
- Have a basic understanding of licensing and merchandising.


## Type of Menus

- The table d' hote
- The a la carte.
- From these two types of menus there are in practice many adaptations of each.


## Table d'hôte

Table d'hote means food from the hosts' table and may be identified by:

1. Being a restricted menu.
2. Offering a small number of courses, usually three or four.
3. A limited choice within each course.
4. A fixed selling price.
5. All the dishes being ready at a set time.

## Table d'hote

- Usually contains the popular type dishes and is easier to control, the set price being fixed for whatever the customer chooses, or being set depending on the main dish chosen and occasionally may offer and additional item at a supplementary price.
- It is common practice in many restaurants for a table d'hôte menu to be offered to a customer together with an a la carte menu.


## SUNDAY ROAST MENU

## Table d'hote

## Starters

## Cream of Broccoli and Shropshire blue stilton soup

Served with crusty bread
Chicken liver, brandy and basil terrine Served with red onion basil terin alad and toasted crusty bread
Mushrooms

Cooked in a creamy garlic sauce
English Asparagus
Sautéed with butter and crispy cured ham
Scottish smoked salmon
Served with lemon
MAINS
Roasted Sirloin of Scottish Beef
and Yorkshire pudding
Whole Poussin Roasted

## Roasted Pork leg

With crackling and fresh apple sauce Whole Sea Bass
Stuffed with herbs, garlic and lemon
All of the above are served With seasonal vegetables and potatoes
DESSERTS

Baked Apple with sultana's and a light caramel sauce
Lemon tart with berries
and a berry Coulis
Chocolate and orange liquor cake With cream and caramelised orange

Selection of Cheeses
Shropshire blue Stilton, Soignon Goats cheese, Somerset Brie, Mature cheddar
TWO COURSE $£ 13.95$ THREE COURSE $£ 16.95$

- $12.5 \%$ discretionary charge will be added to your bill


## Table d'hơte: Banquets

- A banquet menu is a fixed menu at a set price offering usually no choice whatsoever to the customers, unless the client informs the caterer in advance that certain guests require, say, a vegetarian or kosher type meal, and is available to all guests at a predetermined time.


## Table d'hơte: Buffets

- Buffet type meals vary considerably depending on the occasion, and the price paid, from the simple finger buffet, where all items prepared are proportioned to a small size so that the customer may consume it without the use of any cutlery, to the exotic fork buffets where hot and cold food is available and where many large dishes will be carved and portioned for the individual guest.
- Buffets are frequently prepared for such occasions as wedding receptions, press receptions, presentations and conferences.
- Buffets can be classified as a form of table d'hote menu as they offer a restricted menu, a limited choice of only what is on the buffet; a predetermined set price and all the dishes are available at a set time.


## Table d'hote: Coffee Houses

- A coffee house menu is a more recent form of table d'hote menu that is commonly used today in hotels and restaurants. This type of menu is characterized by:
- Being a set menu offered often for twelve to eighteen hours of the day.
- Being reasonably priced, with often each dish or section of the menu individually priced.
- Offering a range and choice of items that are suitable for snacks, light meals, lunch or dinner.
- Offering a limited range of foods that are either already cooked, are of the convenience type food category and require little preparation time, or are simple and quick to cook, for example omelet's, hamburgers, etc.
- A simplified form of service being offered, for example plate service, counter service, etc.
- In some establishments the coffee shop menu may be replaced for two to three hours with a special breakfast menu offering a restricted choice when there is a need to serve a very large number of people in the shortest possible time.


## Table d'hôte: Cyclical menus

- These are a series of table d'hote menus, for example for three weeks, which are repeated again and again for a set period of, for example, four months.
- These are often used in hospitals and industrial catering as an aid to establishing a pattern of customer demand for a menu item and as a result assist in purchasing, preparation of items and staffing requirements.


## À la carte

A la carte means a free choice from the card or menu and is identified by:

1. Being usually a larger menu than a table d'hote menu and offering a greater choice.
2. Listing under the course headings all of the dishes that may be prepared by the establishment.
3. All dishes being prepared to order.
4. Each dish being separately priced.
5. Usually being more expensive than a table d'hote menu.
6. Often containing the exotic and high cost seasonal foods.

## À la carte

- Part of an à la carte menu may contain a plat du jour or 'speciality of the house' section.
- This consists usually of one or two main dishes, separately priced, which are already prepared and change daily.
- A la carte menus are, because of their size and the unknown demand of each item, more difficult to control than the typical table d'hôte menus.


## À la carte

- A special promotion menu is a form of à la carte menu which is at times offered to the guest in addition to the à la carte menu.
- This type of menu is concerned with the selling of a particular part of a menu to increase the interest for the customer, to increase the average spending by the customer and in turn to increase the turnover and profit for the caterer.


## À la carte: Promotion menu

- Shellfish, when an increased variety of shellfish and special dishes would be made available.
- Soft fruits, when various types of berry fruits such as strawberries, raspberries, loganberries, etc. would be featured in special dishes.
- The game season, when pheasant, grouse, etc. would be featured in pátés, soups and special main course dishes.
- Dishes cooked or prepared at the table, for example crêpes Suzette, steak Diane, etc.
- Dishes that utilize seasonal produce many of which are included in the items above.



## A'la Carte

## Table D'hote

-Food is kept in semi-prepared form.
-Waiting time is more.
-Portions served are large.
-Food items are individually priced and served.
-The menu is elaborate.

- Silver is laid according to the dishes ordered.

Food is kept in fully prepared form
-Waiting time is less.
-Portions served are small.
Menu is collectively priced.
-Very less or no choice.
-Silver for the whole menu is laid in advance

## Menu Offering

- Menu descriptions need to be both informative and accurate because all items are already on the plate and customers may dislike one component or have intolerance for some food items.
- Descriptions have also developed a wider range of and greater use of adjectives similar in many ways to that used to describe works of art, and for the chef restaurateur this is the image that they want to portray as part of the establishment's and their own identity.


## Content of food menus

- The content of food menus varies with the type of menu, the segment of the market it is aimed at, the occasion, the food cost available, the country or region, etc.
- Table d'hote menus are often of three to four courses only.
- A hotel room service breakfast menu will offer three or four courses from both a traditional breakfast and a continental style breakfast together with a number of ancillary items such as newspapers, magazines or early morning beverages and will also offer a range of breakfast delivery times depending on the establishment.


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## Menu Content

- A' la carte menus often differ for lunch and/or dinner periods, although it is not uncommon for the same à la carte menu to be offered throughout the day.
- In Europe and US for example, traditionally the heavier type items, for example thick vegetable-based soups, meat stews, steamed fruit and sponge puddings, would normally be found on a lunch menu; whereas the lighter and often more delicately flavoured dishes would be found on a dinner menu, for example speciality items, poached fish with delicate flavors and often complicated garnishes, hot and cold sweet and savoury souffles, etc.
- However, many of these traditional dishes now feature on menus at any part of the day as part of a marketing campaign in what marketers would refer to as retro dishes or dishes that where popular in the past, went out of fashion only to re-emerge once again on our menus.


## Menu Content

- Dishes that nutritionalists suggest are bad for us, for example steamed suet puddings for which, nostalgia is a strong buying force.
- For a traditional full à la carte menu, the courses or sections of the menu would be divided up into a possible 14 sections.
- It is from this full outline of the sequence of sections that a table d'hote menu or a special luncheon or dinner menu could be constructed.
- The combination of the various sections of the menu depends very much on the occasion, the prices to be charged and the wishes of the customer.


## Menu Content

- There is an established order of sequence of sections of the menu, which by tradition are followed.
- This accepted sequence enables the caterer to compile the separate courses on table d'hote and à la carte menus and to suggest to clients suitable special and/or function menus of varying lengths.
- It is very seldom the practice for all of the possible courses of a menu to be served, but as a general rule it is possible to state that when a large number of courses are served that the portion sizes are relatively small.


## Menu Content

- The classical European menu structure identified by M. J. Leto and W. K. H. Bode consists of 16 courses excluding coffee.
- They are in order of service: cold starter, soups, hot starters, egg and farinaceous, fish, small hot meat dishes, large meat joint, small cold meat course, sorbet, roast with salad, vegetable course, potato course, warm sweet course, cold sweet course, cheese course and fresh fruit.


## Menu planning

- As stated earlier the menu is the key marketing and selling tool available to the restaurateur and as such meticulous attention to detail is the key to making this work successfully and is a positive step towards a profitable food and beverage enterprise.
- The menu communicates a wide range of information to the customer both in terms of the words used to describe dishes, referred to as 'copy' and more subliminally through color, layout, quality of material used, and style and needs to be reflected conceptually throughout the whole restaurant.


## Menu planning

- The menu, together with other physical attributes of a property contributes to creating a level of expectation from the customer.
- Meeting this customer expectation or in fact exceeding this expectation should be the primary objective of the restaurateur in the quest for a successful and profitable business.
- Because the menu plays such a pivotal role in operational style, pricing structure and overall concept design it is important at the planning stage that the location is right for the planned menu type, that the market exists within this catchments area and that it works with regard to the local competition.
- In an affluent residential area a small restaurant may be successful with high priced, high quality items and a low volume of customers whereas in a less afflu- ent area, perhaps with a high student population on restricted budgets a small restaurant may have more success with a take- away menu.


## Themes

- The design of a menu concerns more than the typography, color, graphics, and shape or production material, important as these areas might be.
- Today's consumers are well aware of a modern computers ability to produce high quality print and graphics.
- With a little sophisticated software and a good quality color printer production of high quality colourfully designed menus with large amounts of graphics is relatively simple and inexpensive.
- A catering business, therefore, relies more heavily for its overall design appeal on what and how it describes the menu items.


## Themes

- The use of language often causes difficulty particularly mixing different languages, for example English and French.
- By adding French the restaurateur may seek to add classical named dishes but by mixing the language the dish is described in pseudoEnglish or French and often becomes an unrecognizable hybrid.
- If part of the restaurants theme is to represent another country then the menu may be written in the corresponding language but it is essential that an accurate description of each dish be given properly translated into English.
- In this way special themes or events can be reflected in the menu design and content.

FALAFEL $00{ }^{\circ}$

LAMB \& STEAK ${ }^{\circ}$



FIXINGS


SIDES


BUBBLY BAR


## FALAFEL IS COOL. FALAFEL IS FUN. FALAFEL BEATS ANYTHING SERVED ON A BUN.

Fun and adorable menu design for a new falafel restaurant in Orlando.
Using bright colours for every page, the child-like aesthetics are perfect for a small and local business.


Drawings conveys the restaurant's quality food and fun, relaxed atmosphere and showcases the unique Irish character and sense of humor.

- Vibrant
- Fresh
- Fun
- Gives idea about menu composition

|  |  |  | $\sum 3$ |
| :---: | :---: | :---: | :---: |
| HAMACHI | RADICCHIO | LANGOUSTINE | FOIE GRAS |
| CARROT | black truffle | SKATE | LOBSTER |
| CHICKEN | PORK | LAMB | VEAL |
| HOBELCHAS | COCONUT | LEmon | ChOCOLATE |

New York-based restaurant Eleven Madison Park The 28-word food menu features 16 principal food ingredients for customers to choose from.

- Minimalistic
- Elegant
- Curious
- High End
- Special


## Themes



- Fat Cow is a beef-speciality restaurant that follows the Japanese method of cooking and serving beef.
- Inspired by the Japanese notion of 'Wabi Sabi', an aesthetic based on underplayed modesty.
- Creative delivering of menus on wooden planks.
- The menu design also captured the style of the restaurant's food perfectly, with the laser etchings on the wood reminiscent of the branding of cattle.


## Themes



## Themes


"The graphic of mixing human characters interacting with seainspired animals is inspired by the dual functions of the Pelican restaurant \& bar. As the evening progresses, The Pelican transforms from a dining space to a groovy bar to club and wine deep into the night."


## Themes

- Minimalistic versus Detailed
- Visuals of the dish versus Curiosity
- Whimsical versus serious
- Depends on:
- Industry/restaurant segment
- Market type


## Menu presentation

- Comparatively lower production costs and modern materials should ensure that menus are always kept clean and presentable.
- Damaged, soiled menus or those that have prices overprinted or in some cases where new prices have been stuck over existing prices are not acceptable and customers will regard the establishment as being of a low standard.
- Menus should be easy to read, clear and precise and enable a customer to calculate approximately how much they are likely to spend and show clearly if any additional charges are to be made, for example service charge.


## Menu presentation

- Menu items should have accurate descriptions where required, reflect the expectations of customers in terms of the style of restaurant the menu portrays and the service style they should expect.
- The menu should reflect the restaurant offering in line with current market trends and customer expectation.
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## Menu presentation

- Menus should be designed to market the restaurant, entice diners to eat. The average customer spends only two minutes reading the menu. The term "reading" may be an overtly optimistic expression of what is no more than a quick scan. In only two minutes your menu must communicate the full range of food and beverages offered and sell the guest on what to purchase to both satisfy them and your financial objectives',


## Layout of the menu

- The larger the menu the more time consuming it is for customers to make their selection of food or wine.
- If it is too short customers may not be entirely satisfied by what is offered.
- Caterers need to adjust the length of their menu to the particular needs of their customers; bearing in mind that the longer a menu becomes the more management control will be necessary.


## Layout of the menu



## Soup 8 a Sandwich

The Soup
Minestrone
Chicken Noodle
Cream of Mushroom
Chicken Corn Chowder
Pasta Fagioli
Carrot Ginger
Beef Barley
Specials
The Salad Bar
Side 3.95
Main 8.95
Tomato-Cucumber
Pasta Salad
Potato Salad
Quinoa
Asian Noodle
Mixed Greens
Lentil Salad
Salad Toppings
Almonds, Raisins, Noodles, Cucumbers, Croutons, Dressing of Choice

Have a Wonderful Day. Eat Well.

## Layout of the menu

- What often is particularly confusing and embarrassing - unless the customer is very knowledgeable - is the length of wine lists offered in many restaurants.
- Unless wine lists of this type are extremely well laid out and contain additional help to customers to aid their selection, they will do very little to help the potential sales of a restaurant.
- The layout of a menu should take into consideration how a customer normally reads a menu.
- This skilled use of the important areas on a menu must be utilized to enable an establishment to achieve its budgetary targets.


## Menu Layout

- Sequence:
- Appetizers, soups, entrees, desserts
- Depends on the operation (side orders, salads, sandwiches, beverages)
- Depends on popularity and profitability
- Placement:
- artworks; space; boxes; clip-on; etc.


## Menu Layout

## Artwork:

- Drawings, photographs, decorative patterns, borders
Paper:
- Texture

Cover:

- Color
- Texture



## Common Menu-design Mistakes

- Menu is too small
- Type is too small
- No descriptive copy
- Every item treated the same
- Some of the operations' food and beverages are not listed
- Clip-on problems
- Basic information about the property and its policies are not included
- Blank pages


## Trend Watch

-What's now

- What's next
- What's on its way out


## 2014 food trends

- The chicken: Restaurants are taking the risk of removing ever-popular chicken from the menu and offering less conventional proteins, such as catfish, pork belly and goat.


On the menu in 2014. By: THORN, BRET, Nation's Restaurant News, 00280518,

## 2014 food trends

- Cobb salads
- Moving away from Caesar salads, restaurants are offering updated Cobbs, with personal touches such as fried avocados or chicken.


On the menu in 2014. By: THORN, BRET, Nation's Restaurant News, 00280518,
12/2/2013, Vol. 47, Issue 23

## 2014 food trends

- Mutant morsels: Unusual combinations -- such as the ramen burger that went viral after being introduced at the Smorgasburg food market in Brooklyn, N.Y., or the dessert pizza with Nutella, marshmallows and macadamia nuts at Scala's Bistro in San Francisco -- are striking chords with customers.



## 2014 food trends

- Ice cream sandwiches: It is predicted that we'll see more of these portable desserts, particularly from food trucks and popup restaurants.



## 2014 food trends

- Nontraditional chips: Instead of tortilla chips, potato chips or crostini, it is predicted we'll see more items such as the beef tendon chips.



## 2014 food trends

- Sea-to-table: "We're sort of thinking next year is going to see this whole sea-to-table movement," noting that chefs are experimenting with less common seafood, such as octopus and monkfish liver.



## 2014 beverage trends

- Infused ice: Last year, bars and restaurants were making distinctive cubes or shaving their own ice. Now, they're infusing cubes with herbs and other ingredients to enhance flavors.


Photo Credit: Brit \& Co

## 2014 beverage trends

- Wine by the ounce: "People don't like commitment," Freeman said, noting that they also like to try different things, which is why more restaurants are offering wine by the ounce, as well as recommending wine flights.
- Artisanal spirits: Local craft beer is well-established, but local spirits are trending, too. "Local spirits are infusing cocktails like I have never seen," Freeman said.


## 2014 beverage trends

- Tippler nibblers: Expect more food-drink combinations such as potent snow cones and graham cracker squares in root beer floats.



## Over

- Cupcakes
- Cocktails
- Croissants



## Trends

- Doughnuts
- Beer and beer cocktails
- Pretzels



## Upcoming

- Ice cream sandwiches
- Tea and tea cocktails
- Biscuits


On the menu in 2014. By: THORN, BRET, Nation's Restaurant News, 00280518,

## 2014 restaurant trends

- Tableside service: Traditional tableside presentations, like the bollito misto cart at Poggio in Sausalito, Calif, and the Caesar salad at Carbone in New York, along with not-so-traditional ones, like the Margarita cart at Stampede 66 in Dallas, where the drinks are frozen with liquid nitrogen, appeal to customers and are good for the bottom line, according to Freeman. "The
 wow presentations mean big bucks"


## 2014 restaurant trends

- Niche ethnic: Restaurants like Fat Rice in Chicago, which specializes in the
 cuisine of Macao, and La Urbana in San Francisco, serving the food of Mexico City, are examples of the specificity with which some restaurants are presenting their ethnic cuisine.



## 2014 restaurant trends

- Multipurpose restaurants: Expect more places like Pass and Provisions in Houston, which is a finedining restaurant on one side and a casual
restaurant on the other.



## 2014 restaurant trends

- Live art: Restaurants are using digital images, both still and moving, such as the videos of Flamenco dancers at Canela in San Francisco, to keep their art changing.


On the menu in 2014. By: THORN, BRET, Nation's Restaurant News, 00280518, 12/2/2013, Vol. 47, Issue 23

KAHVALTI 10:30-13:00 aras servis edilir

## SAHANDA YUMURTA

12 TL
OMLET sade / peynirli-domatesli / mantarlh/jambonlu $16 \mathrm{TL} / 20 \mathrm{TL}$ ÇEDAR PEYNIRLí TOST trüflü patates kuzartmast ve coleslaw 32 TL

## 2014 restaurant trends

- Year of the brasserie: Not necessarily French, but casual, sophisticated and boisterous restaurants such as Lafayette in New York and Cavalier in San Francisco are on the leading edge of this trend. Beymen is one of the trend leaders in Turkey.


## ATISTIRMALIKLAR

GUACAMOLE MARTINI nachos 30 TL
ACILI TAVUK KANATLARI kereviz sapı, rokfor dip ..... 38 TL
TACO Meksika fasulyeli dana knyma, guacamole, ..... 40 TL eksi krema, jalapeno, cedar peyniri

MINI HAMBURGER trüftü patates kzzartmast ve coleslaw 42 TL

## ÖRDEKLí GYOZA erik sos

KARIDESLi GYOZA mangolu acl-tath sos ..... 39 TL
PEYNIR TABAGI ..... 42 TL
POPCORN KARIDES ..... 45 TL
SARKUIERI TABAGI prosciutto, fume dit, üme dana eti, ..... 52 TL

## SANDVIÇLER

"STEAMED BUN" BUHARDA EKMEKLİ SANDVIC

* Karides, krmaz soğan turşusu, kişnis, acıh aioli (3 adet)*Pekin ördeği, taze soğan, salatahk, hoi sin sos (3 adet)
*Domuz kaburga, kisnis, salatahk, Meksika biberi (3 adet)
BRASSERIE HAMBURGER ( 180 gr ) ..... 42 TL
trüflü patates kzzartması ve coleslaw
BUFFALO MOZARELLLA ve DOMATESLI BRUSCHETTA 36 TL mevsim yesillikleri, balsamik sos


## 2014 restaurant trends

- Gilded Chopsticks: Higherend Asian restaurants are in the offing at places like Hakkasan in New York, San Francisco and Miami, and M.Y. China in San Francisco.



## Menu 'sweet spots'



