
Servery

SECTION 3 SERVERY

- 3.1 SERVERY
- 3.2 BACK BAR & FRONT OF HOUSE COOKING
- 3.3 PANTRY
- 3.4 SIDEBOARD
- 3.5 ENTRANCE LOBBY AND QUEUE SPACE
- 3.6 CLOAKS AND TOILETS

3 Servery

3.1 SERVERY

FUNCTION

The servery is the focal point for the service of all meals. The layout will be dictated by a number of interacting factors including:

NTBF

The meal period(s).

The required speed of diner throughput (service density).

The structural shape and required flow patterns of the servery area.

The type of unit.

The type of menu(s) to be served.

Point of Sale Finishing (front of house cooking)

Pay As You Dine (PAYD) considerations including circulation, retail opportunities, and payment points.

Compatibility with Front of House facilities under Scale 52 provisions.

LAYOUT CONSIDERATIONS

The servery has a direct functional relationship with the main kitchen, dining room, crockwash and the pantry and, to a lesser degree, the utensil wash. The layout should be designed to minimise the cross flow of both staff and diners.

The servery should be planned for either self-service or staffed service for the 3 meals daily or through the day service according to the particular requirements. The areas given in JSP 315, Scale 39, Parts 3a and 3b and Scale 52 allow for the circulation of both staff and diners.

Where a cafeteria type service is offered involving the customers approaching the servery counter displays directly, a full-height solid wall should separate the servery and kitchen. Access doors should be wide enough to ensure the safe movement of staff who may be carrying hot food. The doors should be capable of being held open (electronically) during the service period or swing through 180°, with a dedicated in/out traffic flow.

Where a full steward service is offered the servery may form part of the kitchen fitted out with a suitable 'service pass'.

The layout of the service counters should provide for the required number of diners to be served and have completed their meal within the given meal period. Flow patterns and the number of service points will need to account for service density and speed of throughput. Equally, each service point should be positioned to allow hot and cold foods to be brought from the kitchen areas directly to the counters speedily and avoiding safety hazards. Hot counters should be placed as close to the kitchen as possible.

Adequate ventilation should be provided and be designed so as not to draw cooled air across the surfaces of the hot counters. (see Section 7.11)

In PAYD installations, account should be taken of the particular requirements of the unit with regard to opening times throughout the day and that there is provision of a flexible layout to allow for the peaks and falls of customer numbers. Sufficient payment points and appropriate data cable ducts shall be provided to meet the maximum service density of the unit.

The servery area is pivotal within the daily operations of the mess and each mess will require individual consideration with regard to particular requirements. It is important therefore that detailed consultations take place with the end users to provide a facility that meets their requirements within the scaled allowance.

There may be a requirement to secure the servery area from the front of house and in some circumstances, to additionally secure the servery from the kitchen. The relevant KDEA should be consulted.

JUNIOR RANKS

The servery should be designed as an extension of the dining room and not as part of the kitchen/working areas. The design should be functional to meet the given menu content and achieve a modern attractive appearance that reflects the colour scheme of the dining room, however, the choice of finishing materials shall not conflict with the need for hygiene and ease of cleaning.

Servery counter layouts should take account of the service density by providing a -



'free-flow' concept to ease menu selection and reduce queuing times. It may prove beneficial, where appropriate, to site particular aspects of the menu provision remote to the main servery area.

Consideration shall be given to PAYD and the need to channel diners through the food service areas and forward to the point of payment.

See also Back Bar, Pantry, Sideboard, Dining Room and Queuing Space.

OFFICERS & SNCOs

The servery may be visually separated from the dining room. The design should be functional to meet the given menu content. The designer should give consideration to the use of the servery when planning the layout. It should be adaptable to both self-service and assisted service operations. In many Officers' and SNCOs' mess, members take some of their meals in an informal manner, but the flexibility to adapt to a formal service is required. The relevant KDEA should be consulted.

Soup, salad, cold sweets and cheeses may be provided on the servery counter or from within the dining room from bespoke counters. These counters may be mobile and may be made up from an element of the servery counter provision. The finishes

and fabric should reflect those in the public areas. The relevant KDEA should be consulted.

Care must be taken to avoid noise penetration from the servery and adjacent areas into the dining room. This is particularly important during formal functions when a steward service is in operation.

Doors between the servery and the front of house shall be of sufficient width and designed to allow the passage of a standard hot servery counter, to allow flexibility of service throughout the mess.

Consideration shall be given to PAYD. The systems of control and payment shall be taken into account during the design of the servery. The relevant KDEA should be consulted.

See also Back Bar, Pantry and Sideboard.

3.2 BACK BAR & FRONT OF HOUSE (THEATRE) COOKING

A back bar and other direct cook to order provision may be installed in the servery or adjacent areas to provide an additional call order point of service. It shall:

- Be capable of providing an element of front of house cooking supported by chilled and frozen storage and operating independently out of standard core service hours based on the service density as required by the unit.
- Be supported by a stand-alone point of sale facility fitted with the appropriate data cabling ductwork.
- Be capable of providing catering for reduced numbers and negate the need to use the main kitchen equipment, thus reducing energy consumption.

Back bar equipment detailed in JSP 315, Scale 39 and 52, is normally located to the rear of, adjacent to or within a servery counter. Units shall be supplied and installed as described in Specification 42–Catering Equipment Specification, Serial 30, or the Particular Specification. Additional items of equipment may be added according to the Mess' requirements; these may include specific specialised items sited within the servery counters to meet the Particular Specification. It is important that the M & E design reflects these requirements during the design process.

No gas fired equipment shall be installed in this area.

Where the installation includes equipment such as deep fat fryer, bratt pan, char-grill or other intense heat cooking equipment, a suitable fire suppression system must be provided to cover the equipment in question. The system must be automatically operated and be provided with the facility to operate manually in case of emergency, the operation of this system should be linked in such a manner that its operation closes off the power to the equipment.

The back bar cooking equipment must be served by a suitable ventilation system that meets the requirements of Crown Fire Standards, Para. 4.10 of Standard E5 refers. (*see also Section 7.11*)

Back bar equipment shall be wired to its own individual isolator. Each isolator shall be wired to a single isolator located in an easily accessible location for use in an emergency.

The back bar shall be capable of being totally isolated at a remote location within a secure area to prevent unauthorised usage of the equipment.

3.3 PANTRY

A dedicated Pantry is only to be provided to Training Units where the Sideboards are located within the dining room, forward of the servery and within Officers' and SNCOs' messes.

Where PAYD systems operate the area formerly allocated to the Pantry within the JSP scales is incorporated into the Servery area to provide the beverage counter facility.

See Section 4.2.

3.4 SIDEBOARD

A dedicated Sideboard is only to be provided to Training Units where there is a requirement for beverages and ancillary items to be located within the dining room, forward of the servery. Sideboards may also be provided within Officers' and SNCOs' messes according to the particular unit's requirements.

See Section 4.3.

3.5 ENTRANCE LOBBY AND QUEUE SPACE

FUNCTION

To provide entry to the Servery and Dining Room with access to the Toilets.

Note: This section and JSP 315, Scales 39 & 52, Part 3a, apply only to Junior Ranks. For Officers and SNCOs, see JSP 315, Scales 29 and 34.

LAYOUT CONSIDERATIONS

The area should be sited to give easy access to the Servery, Toilets and Dining Room without causing cross flows of customers.

The entrance should be well protected from the weather with a set of doors leading into a draught lobby and a further set of doors leading into the queue space within the servery or dining room.

If the Entrance Hall leads directly from the outside, a substantial heavy-duty mat area should be provided immediately inside the doors to the full width of the entrance. The Designer should consider the type of floor surface to be provided and the need for drainage, in light of the volume of numbers to be catered for. Where a Mess is particularly busy, with customers entering directly from 'field' activities, the provision of shoe scrapers located outside and a floor gully for ease of cleaning may be considered.

The particular design will need to consider PAYD facilities according to the specific requirements. This may include adjacent or inclusive retail and leisure space as a complete complex as defined in JSP 315, Scale 52.

QUEUE SPACE

The areas are given in JSP 315, Scale 39, Part 3a.

The Queue space may be aggregated. See JSP 315, Scale 39, Part 3a. Dependent on the position of the Dining Room to the living accommodation and other buildings, the Queue Space may be provided in the form of a covered area between adjoining buildings, adjacent retail area or included within the Dining Room itself.

The space need not be planned as a single line queue situation but as an area where diners can assemble out of the cold and wet whilst awaiting access to the servery. The scale provides for a maximum queue time of 10 minutes.

With the advent of PAYD, the need to provide space for diners, prior to reaching the various servery counters and exiting from the food service area through to the point of payment, is important. The designer will need to consider how the space is allocated and where it is located to provide sufficient flexibility to provide an efficient flow of diners within the desired time-scale.

EQUIPMENT AND FITTINGS

See JSP 315, Scales 39, Parts 3a, 4a and 4b & Scale 52, Annexes B & D

FINISHES AND SERVICES

See Section 7.

3.6 TOILETS

FUNCTION

To provide toilet facilities for Junior Ranks.

Note: This section and JSP315, Scale 39, Part 3a, apply only to Junior Ranks. For Officers and SNCOs, see JSP 315, Scales 29 and 34.

LAYOUT CONSIDERATIONS

See JSP 315, Scales 39, Parts 4a and 4b & Scale 52 Part.3, Ser: 45 & Part 4, Ser: 64 To be sited for ease of access from the entrance Lobby, Queue Space and Dining Room on entry and exit. The facilities shall be provided in accordance with JSP 315, Scale 39, Part 3a.

Additional space and facilities may need to be considered for the temporary storage of baggage where there is a requirement to feed diners who would be attending the Dining Room either directly prior to or after field exercises. The KDEA should be consulted at an early stage.

Disabled facilities shall be so designed to comply with all current legislation, including Health and Safety, Disability Discrimination Act, Building Regulations, British Standards, European Normalisation and Codes of Practice.

EQUIPMENT AND FITTINGS

See JSP 315, Scale 52 Part.3, Ser: 45 & Part 4, Ser: 64

FINISHES AND SERVICES

See Section 7.