

★★★★★
G.U.E.S.T.
PROGRAM

This document provides the terms of service styles & terminology used throughout the GUEST© training.

Includes cultural and religious considerations and forms of address.

www.quest-program.com



The following PYA GUEST© glossary is the culmination of the combined efforts of, and lengthy global discussions amongst some of the most experienced facilitators in the luxury yachting world's interior crew sector.

FOREWARD

This current glossary is intended for use by all Interior Crew members and will be used in conjunction with the PYA GUEST© training program at all levels. It is as relevant to those of you who are enjoying an introduction to the Yachting World and who may be unfamiliar with many of the terms outlined here, as it is to experienced Heads of Department, for whom it will prove to be an invaluable tool to 'plug the gap' in some areas of knowledge.

Our aim is to facilitate your growth within the Superyacht industry. Make good use of the information offered here, share it with others, but remember to be flexible when necessary, keeping your aim of 'Excellence in Service' at the forefront of your minds at all times.



Whilst we have done our utmost to make this document as accurate, comprehensive and up-to-date as we possibly can, we appreciate that there will inevitably be some ambiguities, differences of opinions and eventual changes in trends and we would welcome any constructive comments you may have to ensure that the information herein continues to serve you all.

CONTENT

- ≈ Service: Styles of Service / Service Terminology / Service Cultures
- ≈ Cultural and religious considerations
- ≈ Forms of address

Service Terminology

Every interior crew member needs to have an awareness of global service terminology. Some of the more commonly used ones are outlined below:



Service Terminology	Explanation
APERITIFS or Cocktail Hour	Pre- dinner drinks
HORS D'OEUVRES . Also known as Appetizers or Canapés	<p>Hors d'Oeuvres literally means "outside the main body of work" and refers to small portions of food served before the main meal. It is a term used both in regards of an appetiser or canapé and, at times to mean a starter course before the main meal (see below).</p> <p>Bite-sized foods, which can be eaten with the fingers (i.e. finger foods), or with small forks; served in hors d'oeuvre spoons or in other receptacles (mini-glasses etc).</p> <p>Small napkins should be offered to the guests as hors d'oeuvres are being served.</p> <p>Hors d'oeuvres are generally served at Apéritif/Cocktail hour, prior to dinner and typically made up of savoury foods. They can be served hot or cold and may be very sophisticated. Much simpler foods such as olives, nuts, bite-sized cheese portions, vegetables, chips & dips and can simply be referred to as snacks or 'nibbles'.</p>
STARTER Also called Hors d'oeuvres in some instances	<p>A starter or first course is usually called an Entrée in Europe, Australia and in South America.</p> <p>NB: In France, 'Hors d'oeuvre can mean the entrée or starter.</p> <p>A "Mise en bouche" (which is a French term, meaning 'to put in the mouth') or an 'Amuse bouche' (something 'to please the mouth') may be served before the starter/hors d'oeuvre course. It's like a pre-starter and usually very small.</p>
MAIN COURSE	Normally called an Entrée in America, but Main Course in most other cultures.
DESSERT	<p>The word 'Dessert' originates from the French verb 'desservir', which means to clear away. Thus, dessert is served at the end of the meal once everything else has been cleared away.</p> <p>It is a sweet course, occasionally fruit, but also includes other sweetmeats (foods high in sugar content).</p>
PUDDING	<p>In UK Aristocratic and upper classes the term "pudding" is sometimes favoured over the expressions of "dessert". With "dessert" being used to describe the fruit course".</p> <p>However, pudding is essentially a British term and used mostly in reference to boiled or baked soft food, sweet or savoury with a cereal base. e.g. rice pudding, semolina pudding, tapioca pudding, Christmas pudding, bread and butter pudding, Yorkshire pudding, black pudding and so on.</p>
MISE EN PLACE	Originally a galley/kitchen term which is now used in service areas when setting up a table and/or a bar. It is a French term which means to have everything in place and ready to go. Literally translated it means "To put in place"



CHARGER also called a *Service Plate, Show Plate, Under Plate, Cover Plate or Liner Plate.*

And is a decorative plate set on the table on which a dinner, starter or soup plate (with under liner plate) will be placed. Chargers can be made of a variety of materials including porcelain, glass, silver or wicker. They are for decorative purposes only and food should never be served directly onto them.

The use of chargers is not obligatory when setting a table, but they do add flare and glamour to a table setting and are particularly conducive to elegant dinner service.

The original function of the charger plate, first used in the 1900s was to protect the table from spillage from the dinner plates. Some hotels remove the charger plate even before the first course is served. This may be considered one too many steps, which can look and feel awkward for the guests, so could easily be avoided. However, if the Charger is heavy and the first course plate also heavy or oddly-shaped, it may be prudent to remove it after the napkin has either been taken by the guest him/herself or placed on the guest's lap by the server.

The most commonly considered correct time to take away a charger is after the first or soup course, particularly if the charger plate has become dirty. However, they can be left until after the main course in order to protect the table from hot plates on a delicate table surface, but never longer than this. Chargers are never used when serving dessert.

If you plan to keep the chargers for the main course, ensure that main course plates sit steadily on top of the chargers and that there is a sufficient difference in size between the charger and the main course plate to warrant it's use – if not, remove it before the main course is served.

NB: Always find ways to protect the table with an under cloth beneath the tablecloth. This makes service quieter, as well as protecting the table.

PLATE SERVICE

Food is arranged decoratively on a plate in the galley then brought to table to be served to the left hand side of the guest. Then cleared away from the right hand side; this is the 90% rule on most vessels.

Some Heads of Department/Owners/Captains prefer that the serving personnel carry no more than two plates at a time, particularly if the vessel is underway, but this can vary from yacht to yacht; be flexible and adhere to the wishes of your Head of Department.

Some Heads of Department/Owners/Captains may prefer that food is served and cleared from the right. If this is the preferred style on-board it should then be the adopted by all servers so that there is consistency at all times.

HOWEVER, if serving and/or clearing from the right at any given time means that a guest has to be disturbed, for example during a conversation with someone sitting to his/her right, then simply serve/clear from the left to ensure a smooth and seamless service at all times. The golden rule is to avoid disturbing the guests as much as is possible.

PLATTER SERVICE

(Silver Service & Butler Service)

Food is arranged on large serving platters made from silver, silver plate, aluminium or porcelain (oval works best) and then served from the left of a guest, by a server using a spoon and fork. NB Use a service cloth to protect your arm if the platter is hot.

Plates, warmed as necessary, will have been placed in front of the guests, from the left hand side just prior to the arrival of the food.

TABLE D'HOTE

Literally means 'the table of the host'. In terms of a type of menu, it means a set menu, referring that the host has chosen the menu for his guests.

Table d'hote menus are most commonly offered to guests aboard yachts, based on the owners' or principal charter guests pre-chosen food preferences.

A LA CARTE

Literally means 'From the menu'. In other words, each guest chooses what they would like to eat at individual meal times. This is, for the most part, impractical aboard yachts, due to limited space for storing a great variety of different foods for each meal and the time constraints on the chef(s) to prepare numerous different dishes for each meal, with the obvious exception of buffet service, where each guest has a choice of several dishes.

Styles of Service

There are many styles of service. The service used on-board is influenced by the culture of the owner of the yacht. Therefore the most important rule in determining the style of service for a particular yacht is to identify the owner's culture, habits & preferences.

From here, the details will be identified and a customised type of service is created ensuring the owner and his/her guests will enjoy their service received during their time on-board. It is not uncommon to mix service styles throughout the meals provided. A combination makes sense in certain situations.

In the next pages we will discuss all different techniques & styles that can be applied throughout your career. The main style everyone always refers to is **SILVER SERVICE**. The technique used is called Silver Service and is applied [at times in combination] with many different types of service. Regardless of service styles, when servers move around the table to serve guests they do so in the same direction, usually clockwise.

Style of Service

Explanation

SILVER SERVICE
Also known as
British/English
Service

A style of Platter Service:

- ≈ Food is served from a platter with a spoon and fork and occasionally with silver serving tongs (not encouraged as tongs are not elegant or classic, however certain cultures [Russian for example] prefer this type of utensil).
- ≈ Food is served to the left hand side of the guests, from platters onto plates already placed on the table in front of the guests (plates will then be cleared from the right.)
- ≈ The chefs' food preparation will be carefully planned and executed and the desired service style attributed to each dish to be served. Skilled service staff have the ability to serve foods of all shapes, sizes and textures and in a variety of service styles. They will present the food in accordance to the chef's wishes and in an identical fashion to each guest seated at the table in order to standardize and optimise the final result. Silver Service is a practical, elegant and skillful technique and very pleasing when executed correctly.
- ≈ All students should be taught the Silver Service techniques of using the spoon and fork together, giving the service personnel a look of skilled elegance whenever they serve food, whether at the dining table or when the technique is being used at a buffet table.

FRENCH SERVICE
Also known as
Butler Service

Another style of Platter Service:

- ≈ Guests serve themselves from the platter with a spoon and fork.
- ≈ Service personnel holds platter on their left arm and presents the platter to guests' left hand side (plates should be cleared from the right)
- ≈ This style of service works well on board, if the vessel has the correct service pieces and the room to move around the table.
- ≈ Guests choose how much and which foods they want to eat. It gives them control. During this type of service the host of the table is of outmost importance. He/she will be in control of the service and work closely with the Chief Steward/ess making sure that all his/her guests are served appropriately. Second rounds are offered and the host will ALWAYS take when offered [even if he/she rather not] as that allows everyone else to have seconds as well.

This particular service lends itself beautifully to synchronized service. It requires great planning and a close working relation with the chef, however when done properly, the owner and his/her guests will be well impressed.

*French service is also known as **BUTLER SERVICE**. In Butler Service the guest helps him/herself with a spoon and a fork from a serving platter held by **the butler**.*

SYNCHRONISATION

Sometimes known as “hand service” or “service in concert”

All types of service, American, Russian, French (Butler) can be applied in a synchronized fashion. Once you know the technique it can be applied to large groups where it is a very powerful visual tool or a small dinner for two were the couple will be left in awe when 2 service steward/ess’ approach them in a synchronized fashion.

Synchronization is efficient, elegant and much easier to perform than to describe.

- ≈ True synchronized service calls for one server to two seated guests. The server carries two plates and the plates are set on the table simultaneously upon a signal from the leader. If plate covers are used, then they are also lifted at the same time.
- ≈ As the server arrives at the table from the Galley or Gueridon, the first server walks to the guest that is furthest away, and positioning themselves to the right of the guest, waiting for all servers to be ready and awaiting the signal to serve.

The technique:

Focus on the job at hand and provide the service calmly. There is no reason to rush, you are providing “the ballet of service”. Synchronisation can be applied during a casual, an informal or a formal meal.

For this example we are serving 4 guests:

- ≈ Make a service plan,
- ≈ Chair one and two, three and four (etc. by more guests). When entering the dining room, you always walk in line [based on height of the servers], into the dining room
- ≈ Plan who serves the first two guests and who serves the following two guests. So you know who takes each side of the table.
- ≈ When you walk inside, look out of your eye corner that you walk in in a straight line around the table.
- ≈ When you arrive by the first guest wait on the right side of the chair and wait till your colleague has also arrived by his guest, you should aim to arrive at the same time through pacing your speed.
- ≈ When you are given signals by the leader, he or she can do that with eye signals or through observing the body language.
- ≈ The leader looks in the eyes of his colleague on the other side of the table, the leader nods with his head or blinks with his eyes and both do a step with their left foot on the right site of his guest.
- ≈ Both setting their plate with the same speed and harmony in front of their guest, and with the same elegant way and speed they take their empty hand back from the table.
- ≈ Come back to your starting point behind the guest, and look to the leader, when he nods you go to your next guest, always clock wise.
- ≈ Repeat what you did by your first guest, both setting the plate with the same speed and harmony in front of the guest, and with the same elegant way and speed remove your empty hand back from the table.
- ≈ When you are finished you step back behind the guest and observe the leader. He nods with his head [or blinks his eyes] and you proceed to walk in line from the table to the galley.
- ≈ When both guests are finished with their meal you walk both to your first guest on the right side. The leader nods with his head [or blinks his eyes] and you take the plate out from the right side with the same elegant way and speed as when you set in the plate.
- ≈ Behind the back of the guest you re-arrange the cutlery and both step to the next guest and do the same as by the first guest. When finished the leader nods with his head and both are walking out of the dining room.

A note; this example uses the service style from the right. There is a global discussion in regards to what is correct, left or right. As a body, the PYA believes that this is driven by the Culture of the yacht owner. His or her background determines the style provided onboard.

This is the preferred style of service on-board any sized vessel.

PLATE SERVICE
Also known as
American Service

- ≈ Food is prepared, plated, and decorated in the galley.
- ≈ The plated food is served either to the right or to the left hand side of the guests. Service to the right is a relatively new method of serving plated food and is largely dependent on the owner's background/culture.. The chosen side should be clarified by the Head of Service-in advance of service. Both methods are correct, but consistency of service is important, so one of the two methods should be chosen and used throughout all plated service delivered aboard. Plates are cleared from the right.
- ≈ Communication is key when it comes to providing seamless American service. It is vital that there is great communication between the galley and the interior and that all interior crew serving the meal are well trained and have an understanding what is being served on the plates.
- ≈ Always keep in mind that the service steward/ess is the extension of the chef. He or she has put all his creativity, flair and professionalism into the plates you are carrying to the guests. It is his/her creation that you are serving in a simple, yet stylish and professional way. A true team effort, one can't do it without the other!

GUERIDON SERVICE
Sometimes known as
Side Table or
Trolley Service.

- ≈ Preparing food in direct view of the guests. A gueridon may have a gas hob and chopping board for food preparation.
- ≈ A gueridon is often used to filet fish and carve meat in front of the guests and the portioned food is then arranged on plates and served to the guests' left hand side. Plates are cleared from the right.
- ≈ Can also include preparation of cold foods such as specialty salads (Caesar salad, etc.).
- ≈ Excellent for the presentation and serving of birthday and other celebratory cakes.
- ≈ Can be used for the preparation of omelettes during breakfast service.
- ≈ Flambé work, such as the preparation of Steak Diane or Crepes Suzettes should be practiced by skilled, properly trained interior crew members to avoid unnecessary risks.
- ≈ Can be very impressive for guests, but the correct techniques required need to be properly learned.

FAMILY STYLE SERVICE
Also known as 'En-famille' service

- ≈ All serving dishes for a particular course are placed on the table.
- ≈ Guests help themselves to food.
- ≈ Once a course has finished, the dishes are cleared and the process is repeated for the next course.
- ≈ Servers still have to be alert and expect to assist at any time.
- ≈ It is important that the dishes are well thought out with the chef and that there are enough of them. The "golden rule" is to have enough food for 4 people on a dish / platter and for those 4 guests to be able to reach the dish without having to pass it on to each other.
- ≈ Very informal.
- ≈ Very popular with Middle Eastern guests.
- ≈ Good style of service to use for 'theme nights'.

Arrangement of different foods on a table or side table where guests help themselves to food.

BUFFET SERVICE

- ≈ Works well for both breakfast and lunch service.
- ≈ Tables may be set in a normal manner. Guests initially choose their food from the buffet table, but may need assistance with second helpings, particularly if leaving the table would cause a lot of disruption to other guests (ie if seating is built into the bulkhead of the yacht. This works well for smaller groups.
- ≈ For larger groups of people, buffet service works well when the guests hold their plates and flatware, in their hands and eat wherever they find a place to sit. Servers need to be available to pick up plates as soon after the guests are finished as possible. It is possible to rent chaffing dishes, plates, glasses, flatware, table clothes, chairs, tables, and so on if your vessel does not have the space or capacity to hold all of the items required. NB Chaffing dishes are containers used to keep food warm. A bain marie is a water bath in which serving dishes are placed to keep food warm (or to cook food). Generally used in canteens.
- ≈ Food should be arranged carefully and attractively on the buffet table, following a sequence of courses and with accompanying condiments and/or sauces placed near to the relevant dishes. All food should all be easily accessible to the guests with sufficient serving utensils available.
- ≈ Menu cards should be used ensuring the guests are able to identify the food.
- ≈ It is vital that there are servers at the buffet to assist the guests.

RUSSIAN SERVICE

Today, mostly all western restaurants serve Russian Service.

The Service:

- ≈ In terms of actual Russian traditions today, the meal is usually composed of three courses: appetizers (which may further be split into cold followed by hot appetizers), the main course, and dessert. In the home or on the yacht food is served on shared platters for diners to serve themselves, as opposed to individual portions.
- ≈ The platters are brought in, silver served to the guest and left on the table for the guests to be seen. The service staff continues to monitor the table and offers food as and when required. This is repeated with the other courses

The Meal:

- ≈ The appetizers are by far the most important part of the meal. The emphasis is on variety, rather than merely whetting the appetite as the English word "appetizer" may suggest.
- ≈ A proper table must be overflowing with all kinds of appetizers -- salads, gelatins, pies, pick- led vegetables and mushrooms, cold cuts, cheeses, caviar, vegetable spreads and smoked fish. Soup is not a course on its own and therefore served with the starters.
- ≈ The "main" course is almost an after- thought. Nevertheless, it usually consists of a hearty meat or poultry dish with a side dish of some kind of potatoes or grains.
- ≈ The dessert course consists of a torte and a variety of fruit [pre- serves].

AFTERNOON TEA

Afternoon tea is a ritual introduced in Britain by the wealthy classes in the early 1840's. It is a late afternoon meal to stem the hunger and anticipation of an evening meal, usually enjoyed between 4pm and 6pm.

Evolving from the 1840's as a light meal including bread and butter with a small cake and tea, to a later version of customarily luxury ingredients which included cucumber, egg and cress, fish paste, ham and smoked salmon sandwiches, with Battenberg cake, fruit cake or a Victoria sponge. Today's interpretation is increasingly more elaborate with a wider selection of finger sandwiches, mini savories and bite size cakes, fancy desserts and scones with jam and cream; accompanied by a selection of teas and a glass of champagne.



Service Cultures



American Service

American Table Settings and American Vessels may be different to many other service setups, as they do not normally carry or use a starter/salad/luncheon knife. These knives often need to be purchased by a special purchase order and should be available for internationally chartered vessels.

Americans also eat in a slightly different manner, as they usually swap their utensils over from one hand to another, i.e. they transfer their forks to their right hands for eating after they have cut their food in the normal continental style, then place their left hands in their laps. This, in the United States is perfectly acceptable and considered very formal.

We generally encourage a continental style set up, particularly if the vessel is a busy international charter vessel. The only exception would be if the vessel is American-owned and the guests are mainly American.



Arabic Service

Arabic tables are mainly set and served in French/Butler or Silver Service Style; with approximately 15-20 plus platters to be served with a continuous rolling exchange of dishes and clearing of dishes in between courses. Platters are individual items and are never mixed. e.g. one platter of filet of beef, one platter of veal, one platter of chicken.



In the Eastern Mediterranean a common description would be "Meze", "Mezides", or similar. They normally place five or six cold appetizers on the table either just before the diners take their seats or immediately after they are seated. Soon afterwards the hot appetizers are produced and placed on the tables, not in one big batch but individual dishes or small groups of dishes as they are ready.

(Throughout the meal certain dishes are sometimes replenished if the demand is there).

Main course dishes follow, usually with fish before meat.

Eventually dessert comes out and the final item is fruit. All in all 15-20 dishes are served at lunchtime and dinner - sometimes more!

To make it even more fun, whilst the more senior guests tend to use utensils some of their guests may be more comfortable with the traditional method of eating with their fingers; so finger bowls are a must and the napkins are used for something other than the basis of a pretty table decoration!



Russian Service

In terms of actual Russian traditions today, the meal is usually composed of three courses: appetizers (which may further be split into cold appetizers followed by hot appetizers), the main course, and dessert.

In the home, food is served on shared platters for diners to serve themselves, as opposed to individual portions. Cheeses are served with the appetizers -- even very strongly flavoured ones. Coffee and tea are served simultaneously with dessert.

The appetizers are by far the most important part of the meal. The emphasis is on variety, rather than merely whetting the appetite as the English word "appetizer" may suggest. A proper table must be overflowing with all kinds of appetizers -- salads, galatins, pies, pickled vegetables and mushrooms, cold cuts, cheeses, caviar, vegetable spreads and smoked fish. Soup is not a course on its own and therefore served with the starters.



The "main" course is almost an afterthought. Nevertheless, it usually consists of a hearty meat or poultry dish with a side dish of some kind of potatoes or grains. Pasta, which historically has been of very poor quality in Russia, is considered vulgar food and is not usually seen at the traditional holiday table. The holiday dessert course consists of a torte and a variety of fruit preserves (particularly if the majority of guests elect to have tea, rather than coffee).

It is generally considered bad taste to consume different alcohols in the course of a single meal (except for sweet liquors at the end). So champagne with the first course, red wine with the main and Grand Marnier with the dessert is not something you will see in Russia very often. In fact, Russian pairing and drinking traditions are positively mystifying to a westerner. Wines are mostly sweet or semi-sweet. Dry wines are considered inferior and are usually served chilled (sometimes even over ice) to dull their bouquet. It is not unusual to see people drinking Cognac or port with the appetizers or the main course.

Service à la Française is the practice of serving various dishes of a meal at the same time, in contrast to service à la Russe, where the dishes are brought sequentially and served individually. Formal dinners were served à la Française from the Middle Ages until the 19th century. Since 1810 Service a la Russe replaced the till then very popular service a la Française. The Russian Ambassador Alexander Kurakin is held responsible for introducing this style of service to the Western world.

The rise of service a la Russe totally transformed even casual dining today. Modern families blend many styles unknowingly. If you've ever matched your wine to your meal, that's Russe. A cocktail before dinner is a modern (1920s) addition to Russe. Even the cutlery and serving utensils used today reflect Russe's influence. Salad forks, soup spoons, tongs, iced tea spoons, olive forks, a vast array of specialized pieces, and even their placement were invented for dining a la Russe.



Chinese Service

Eating is a dominant aspect of Chinese culture, and in China, eating out is one of the most accepted ways to honour guests. Similar to Westerners drinking in a bar with friends, eating together in China is a way to socialize and deepen friendships.



Table etiquette is very important to Chinese people. In Chinese culture, using correct table manners is believed to bring "luck" while incorrect use will bring shame. Similarly, table etiquette indicates children's' educational status: holding chopsticks incorrectly leaves a bad impression and shames the parents, who have the responsibility of teaching them.

There are many traditions that govern table manners in China, such as the correct treatment of guests and how to correctly use chopsticks. Although each household has its own set of table manners and rules, the foundational traditions used to welcome guests are the same.

There are common rules for inviting guests over. When the guest of honour enters into the room, the hosts stand until the guest of honour is seated. The host then orders the dishes brought, and the guest should be silent. When the dishes arrive, the meal begins with a toast from the host, and the guests then make a toast in turn in the honour of the host. The guest of honour should be the first one to start the meal. The best food in a dish should be left for the guest of honour.

A basic place setting comprises a small teacup, a large place with a small, empty rice bowl in the centre, a set of chopsticks on the right hand side of the table, and a spoon. More elaborate place settings may include a chopstick holder, water- or red wine style glass, and a small baijiu glass.

At each place setting, a cloth napkin may be present. It is ordinarily placed under the place setting, diagonally, so that it appears as a diamond shape to the diner. Unlike formal Western dinners, a cloth napkin is not placed on the lap. Instead, whether provided by the hosts or waitress, or already present, folded at the place setting, it is to be placed with one corner under the large plate of the place setting, and the rest hanging down diagonally over the edge of the table, and partially onto the lap of the diner.

Also present on the table, for communal usage, are toothpicks, and paper napkins. It is polite, when taking a napkin for oneself, to provide one to guests seated next to you.

Chopstick usage

Since chopsticks are often used in many dishes in Chinese cuisine, knowing correct chopsticks usage is essential. The most common chopsticks usages are the following:

- It does not matter whether you hold the chopsticks in the middle or at the end, but you should make sure that the ends are even.
- Chopsticks are not used to move bowls or plates.
- Chopsticks are not used to toy with one's food or with dishes in common.
- When not in use, chopsticks must always be placed neatly on the table with the two sticks lying tidily next to each other at both ends.
- Treat chopsticks as extension of your fingers. It is impolite to use them to point at other people or to wave chopsticks around.
- Unless they are disposable, chopsticks will be washed and reused. Consequently, don't use them to pick at your teeth or for other unseemly endeavours.
- Do not impale food with chopsticks.
- Do not leave chopsticks sticking out of a bowl of rice with the tips down and the back ends up; it implies the food is for the dead. This is disturbing to adults.
- One should not 'dig' or 'search' through one's food for something in particular. This is sometimes known as "digging one's grave" or "grave-digging" and is extremely poor manners.
- Do not bang your chopsticks as though you were playing a drum. It implies you are a beggar or a child.
- When not in use, and if provided, place the front end of the chopsticks on the chopstick rests. These are usually small ceramic rests placed near your napkin on the right hand side of your bowl.

At most formal meals, there are likely pairs of what are called "gong kuai" (serving chopsticks) in China, Singapore, and Malaysia, called "gong fai" in Hong Kong.

These are sets of chopsticks specifically for shared dishes only. Often, these will be distinct from the "pu tong kuai" (regular chopsticks) in that they will be longer than the regular chopsticks, be of a different colour entirely, be decorated at the back, perhaps made of a different type of wood, have handles of ivory and the front end stainless steel, etc. There will sometimes be one set of gong kuai per shared dish, or possibly one set of gong kuai per two or three dishes.

If there are no gong kuai, the reverse ends of normal chopsticks are used for the shared dishes, and the front end for the individual. The two are not mixed. The only exception to this is stainless steel rounded chopsticks. The back-ends of these types of chopsticks are slippery and difficult to use in the manner prescribed above.

After using the gong kuai, the guests will leave the handle side of the gong kuai at an angle neither facing themselves nor directly at another person. If they were to leave the handle facing another, it implies they have control over that pair of gong kuai and are guarding the dish or controlling who can eat what. By leaving it generally in the direction of someone else, they are welcoming others to the dish. They will not to leave it pointing directly at someone to their left, right, or immediately in front of themselves, and will not point the handles towards the centre of the table because that just makes it difficult for other people to get.

NB : Chopsticks should always be the same length. There should never be chopsticks for use that are different in length on the table. This is because, in the old times, the bottom part of a coffin was made with two short boards for the head and three long boards for the bottom and sides. This type was called "Three Long, Two Short", and came to imply disaster.



Service of tea

No-one should point the mouth of the Chinese teapot directly at others: this has the same meaning of using the finger to point to somebody, that's very impolite to the one that is being pointed at; sometimes, it also means that this person is not welcome at the table. Obviously, at a circular table, the teapot mouth must point at someone, but it is not supposed to point directly to the person on the left or right of the teapot. Across a table does not count, so it is fine.

When someone is using a teapot to pour tea for the others, he or she should hold the teapot with his right hand and press the teapot lid with another hand to show his honour and sedateness. This also prevents the teapot lid from falling into the cup or onto the table.

If one is getting tea for oneself, then that person should make sure to ask others first, if they would like some more tea. Then serve themselves after they have served others.

A **Lazy Susan** is a rotating tray at the centre of the table. Many Chinese tables are circular, and the Lazy Susan is circular. It is put there so that everyone has equal access to the food; so that there is no bias. Though there are seats of honour within a table that is respect-related. The Lazy Susan is because the host is responsible for taking care of his guests when they are his guests; the Lazy Susan is for hospitality and from a concept of "welcoming everyone equally." It is rude to turn the Lazy Susan when someone is transferring food from the communal dishes to their own bowl, even if the movement is only slight and will not prevent the other person from still being able to get their food. It is impolite to hoard a dish. It is appropriate to take a small amount, then let that same dish go at least one circle before you take seconds. A good host will still ask if everyone can "reach the food" even if there is a Lazy Susan on the table. Ensuring that everyone has a fair chance at the more special dishes (such as fish roe, lobster, etc.) is a sign of a good host. One way of doing this is to ask if a particular person has tried the dish yet. If you don't want to try that dish, simply say that it looks delicious but you are very full.

Order of Service

Snacks: are the first items to be present. Two or more small plates are brought to the table. They may include boiled unsalted peanuts, salted roasted peanuts, pickled vegetables or other dishes. These may be consumed while waiting for other dishes to arrive, or in the case of restaurant meals, during ordering.

Beverages: Tea is always provided, either in advance of the diners being seated, or immediately afterward. It can be consumed at leisure throughout the meal. Water is sometimes served, but tea is the normal substitute.

Unlike the West, at restaurant meals, drink orders are not taken first. They are ordered at the same time as ordering food, and will arrive only after ordering is complete. With the exception of tinned soft drinks, most beverages are served by the pitcher or large bottle.

Juices, such as corn or watermelon juice, are served by the pitcher, and are usually provided before main dishes.

If beer is ordered, it is normally brought to the table area after all ordering is done, but placed on a side table, often several bottles at a time. These are not provided to individuals, but will, when served, be communal. Beer will not normally be consumed until main dishes arrive.

If diners will consume baijiu, an entire bottle, usually brought by the diners themselves is placed on the table at the time everyone is seated. This is opened and poured, normally only to adult men, before dishes arrive. Some may be consumed before main dishes arrive, but not always.

Main course: This consists of many dishes, usually roughly one dish per person, or more. These are eaten communally.

Soup: Not always served, but common in restaurant dinners with many guests, soup is served. This is normally a clear soup with containing a small amount of meat, but may also be a thick, vegetarian soup.

Dumplings, noodles, or baozi : Near the end of the meal, a starch dish is sometimes served.

Dessert: A common dessert is fruit plates with toothpicks in each piece. Other desserts include red bean soup, rice soup, and almond tofu.



Japanese Service

The Japanese put a lot of value on etiquette. There are several things, which should be done when eating Japanese food to communicate respect and gratitude for the food and drink. Whether people are eating sushi, miso soup, simple rice or any other kind of Japanese food, these rules are followed to make a good impression.

Japanese soups and broths are meant to be drunk directly from the bowl. The bowl is lifted to the mouth with one hand, and chopsticks used in the other hand to direct solid pieces in the soup toward the mouth. Japanese people feel free to slurp – this is not bad manners in Japan.

In Japan, it is considered offensive to the itamae (the chef in a Japanese kitchen) and to the host to leave any food on the plate. It is especially rude to leave rice left on the plate, even if it is only a single grain, because this symbolizes waste.

If the itamae pours a drink, he or she is thanked with a nod, the glass is raised and people say “kanpai” before drinking. This is a way of saying “cheers” in Japanese.

It is considered uncultured to pour one’s own drink or to allow a friend to do the same. Instead, Japanese people always pour drinks for others and allow others to pour them a drink.

Tea is a common drink at any Japanese meal, and traditional Asian tea cups do not have a handle. The tea bowl is held in one hand and the other hand used to support it from underneath.

Green tea in sushi bars is unusually hot. The reasoning behind it is that hot green tea is better at washing away the oils in one’s mouth after eating some types of sushi.

Sushi has a delicate flavor, and it can’t be fully tasted if one’s tongue is still oily from the last sushi eaten. In this sense green tea acts like a cleaning agent, much like gari (marinated ginger) which is also served in sushi bars for this purpose.

Soy sauce is not used like ketchup. It is used in moderation to flavour fish or vegetables, and never poured directly on rice. Overuse of soy sauce can be seen as inconsiderate and wasteful. Only a small amount is poured into a soy sauce dish, and more requested if needs be.



Cultural and religious considerations



Since the beginning of time, dietary practices have been incorporated into the religious practices of people around the world. Some religious sects abstain, or are forbidden, from consuming certain foods and drinks; others restrict foods and drinks during their holy days; while still others associate dietary and food preparation practices with rituals of the faith.

The early biblical writings, especially those found in Leviticus, Numbers, and Deuteronomy of the Old Testament (and in the Torah) outlined the dietary practices for certain groups (e.g., Christians and Jews), and many of these practices may still be found among these same groups today. Practices such as fasting (going without food and/or drink for a specified time) are described as tenets of faith by numerous religions.

Religious Belief Expressed as Food Customs

To understand the reasons for nutritional and dietary customs in any religion requires a brief orientation of the rationale for such practices and laws. Many religious customs and laws may also be traced to early concerns for health and safety in consuming foods or liquids. In the past, preservation techniques for food were limited. Modern conveniences such as electricity were unavailable, and the scholars of the day did not understand theories of health promotion, disease prevention, and illness as they do today.

Therefore, religious leaders of the day developed rules about the consumption of foods and drinks, and religious practices, restrictions, and laws evolved. Specific laws about what can be consumed remain in most religions today. The lack of mechanisms to refrigerate or preserve foods led to certain rituals, such as the draining of blood from slaughtered animals, while restrictions on the eating of foods known to spoil easily, such as eggs, dairy products, and meats, were devised for safety reasons.

Attention to specific eating practices, such as overeating (gluttonous behaviours), use of strong drink or oral stimulants, and vegetarian diets, were also incorporated into the doctrine of religious practice. In addition to laws about the ingestion of foods or drinks, the practice of fasting, or severely restricting intake of food and/or drink, became prevalent, and is still practiced by many religions today.

Despite the time frame or reason behind it, religious sects uphold and observe the practice of fasting globally. Some religious food practices and restrictions are attributed to early health concerns in food and drink consumption. Before, food preservation methods are very limited. The absence of refrigerators and other food preservation techniques led to rituals like the draining of blood from butchered animals. For safety reasons, there are also restrictions on consuming foods which easily spoil like meat and dairy products. The vegan discipline also traces back to early food and religion customs.

Religious food customs vary extensively. The prohibitions and restrictions involved within a particular religion may vary between branches or denominations. So if ever you will be providing hospitality to people from another religion, consider serving a selection of vegan and meat products on separate trays.

Use of and abstention from stimulants

A stimulant is a product, food, or drink that excites the nervous system and changes the natural physiology of the body, such as drugs and consumable products that contain caffeine, such as tea, coffee, or chocolate. The use of caffeine is prohibited or restricted by many religions because of its addictive properties and harmful physical effects. Many also restrict spices and certain condiments, such as pepper, pickles, or foods with preservatives, because they are injurious by nature and flavour the natural taste and effect of foods.

➤ **Kosher foods** are those that meet certain criteria of Jewish law. Kashrut is the body of Jewish law dealing with what foods Jews can and cannot eat and how those foods must be prepared and eaten. "Kashrut" comes from the Hebrew root Kaf-Shin-Reish, meaning fit, proper or correct. It is the same root as the more commonly known word "kosher," which describes food that meets these standards. Invalidating characteristics may range from the presence of a mixture of meat and milk, to the use of produce from Israel that has not been tithed properly, or even the use of cooking utensils which had previously been used for non-kosher food.

According to the Torah, the five books of Moses, cloven hoofed, cud-chewing mammals are kosher. Deer, sheep and goats are all considered kosher foods.

- Only certain birds are considered kosher: chicken, duck, goose and turkey.
- Lobsters are not considered to be kosher. For a fish to be kosher, it must have fins and easily removable scales. In most cases, scales must be present on the fish in order to be purchased by the consumer. If a fish monger isn't kosher, that means his cutting implements and machines aren't kosher either. If it is to be considered kosher food, it must be prepared with kosher equipment.
- Fish and meat cannot be served together.
- Milk and meat cannot be served together.
- Processed food must be prepared in the presence of a rabbi.
- Poultry and meat must be slaughtered under strict guidelines called "shechita." This means the animals are slaughtered without pain. Only those who are trained and qualified are allowed to slaughter kosher animals. Once the animal is no longer alive, another team of experts will examine the animal to be sure the animal is without illness, abnormalities or anything else that can be considered unsanitary. The lungs in particular must be pure. In addition, all blood and most fat must be removed.

Families who eat only kosher food must use two separate sets of utensils, pots, pans and dishes. One set is for poultry or meat, and another is set for everything else. In addition, these dishes and utensils can't be washed together. If a kitchen has two sinks, it is an ideal setup for a kosher family. If not, one set of dishes must be washed; the water emptied and sink scrubbed before the other set can be cleaned. Dishes and utensils must be dried using separate racks or dishtowels.

There are many other rules to be followed for anything to be considered kosher food. Suffice it to say that if one is purchasing prepared food, one must examine the packaging to be sure the food is labelled kosher.

➤ **Buddhism.** Many Buddhists are vegetarians, though some include fish in their diet. Most do not eat meat and abstain from all beef products. The birth, enlightenment, and death of Buddha are the three most commonly recognized festivals for feasting, resting from work, or fasting. Buddhist monks fast completely on certain days of the moon, and they routinely avoid eating any solid foods after the noon hour.

- **Mahayana Buddhism** generally advises monks to be strictly vegetarian, but followers may choose whether to be a vegetarian or not, although most do eat meat.
- In the **Theravada** tradition monks are allowed to eat meat if it were being offered to them, nothing has been said about householders' diet.

➤ **Christianity.** While vegetarianism is not common in Christian thought, the concept appears periodically. According to the Bible, in the beginning, humans and animals were vegetarian. After the flood, God permitted the eating of meat. Some Christians believe that the Bible explains that, in the future, humans and animals will return to vegetarianism. Some Christian leaders have supported the view that Jesus was a vegetarian. Some people believe that the Book of Daniel specifically promotes vegetarianism as beneficial. However, common theology argues that in this instance Daniel is rejecting food that is considered to be unholy by his faith (eating food that had been sacrificed to pagan gods), not strictly meat. Specifically, some believe that the New Testament of the Bible says that a person's dietary choice is of small consequence and should not be a point of confrontation. Therefore, some modern Christians consider vegetarianism as a perfectly acceptable personal choice that has many of the same implications as fasting.

➤ **Eastern Orthodox Christianity.** An essential element of practicing an Orthodox life includes fasting, since its intrinsic value is part of the development of a spiritual life. To practicing Orthodox believers, fasting teaches self-restraint, which is the source of all good.

➤ **Hinduism.** Hindus do not consume any foods that might slow down spiritual or physical growth. The eating of meat is not prohibited, but pork, fowl, ducks, snails, crabs, and camels are avoided. The cow is sacred to Hindus and therefore no beef is consumed. Other products from the cow, however, such as milk, yogurt, and butter are considered innately pure and are thought to promote purity of the mind, spirit, and body. The most major paths of Hinduism hold vegetarianism as an ideal. There are three main reasons for this: the principle of nonviolence (ahimsa) applied to animals; the intention to offer only "pure" (vegetarian) food to a deity and then to receive it and the conviction that non-vegetarian food is detrimental for the mind and for spiritual development. Nonviolence is a common concern of all the vegetarian traditions in Hinduism; the other two aspects are relevant for those who follow special spiritual paths. However, in the practice of vegetarianism among some particular Hindu

castes, they might allow for the consumption of foods like fish, since they occur as staple foods in those parts of the country. Other animal products like milk and honey are consumed and also used in worship. Many devout Hindus fast on the eighteen major Hindu holidays, as well as on numerous personal days, such as birthdays and anniversaries of deaths and marriages. They also fast on Sundays and on days associated with various positions of the moon and the planets.

➤ **Islam.** allows consumption of meat, if the meat is "halal" which is meat slaughtered by the Islamic standards, and disallowed meat is haram, which is non-permitted meat or meat not slaughtered according to Islamic standards. Muslim vegetarians are very rare as the consumption of meat is intertwined with religious sacrificing of animals (namely caprods, bovines and camels in Eid ul-Adha. Moreover, according to Islamic jurisprudence it is wrong to forbid that which is not forbidden. When travelling to locations where it is difficult to get halal meat, Muslims might eat fish or vegetables but they must be sure that the vegetarian food does not contain wine or other alcoholic taste enhancers. However, meat-eating is not compulsory and one may abstain from it if they do not like the taste or need to abstain for health reasons.

➤ **Jainism.** Followers of Jainism are either lacto-vegetarians or vegans. No products obtained from dead animals are allowed. Jains hold vegetarianism as the ideal diet in a similar fashion to Hindu traditions but with emphasis on their principle of all-round non-violence (ahimsa). This is for them an indispensable condition for spiritual progress. Some particularly dedicated individuals are fruitarians. Honey is forbidden, because its collection is seen as violence against the bees. Some Jains do not consume plant parts that grow underground such as roots and bulbs, because tiny animals may be killed when the plants are pulled up.

➤ **Mormonism.** The law of health—the Word of Wisdom—contains the laws for proper eating and the rules of abstinence for tobacco, alcohol, coffee, tea, chocolate, and illegal drugs. Mormons must choose foods that build up the body, improve endurance, and enhance intellect. Products from the land, such as grains, fruits, vegetables, and nuts, are to take the place of meats; meats, sugar, cheeses, and spices are to be avoided. Reason and self-control in eating is expected in order to stay healthy.

➤ **Neopaganism** Many who practice a faith that falls under the Neopagan umbrella also practice vegetarianism. Since Neopaganism generally emphasizes the sanctity of Earth and Nature, a vegetarian diet is sometimes adopted out of concern for the environment and/or animal welfare. Conversely, many Neopagans view the consumption of meat as natural and a part of the cycles of life. The only qualms they may have is with the way in which animals are treated prior to being killed and the method in which they are killed.

➤ **Roman Catholicism.** The dietary practices of devout Catholics center around the restriction of meat or fasting behaviors on specified holy days. On the designated days, Catholics may abstain from all food, or they may restrict meat and meat products. Water or non-stimulant liquids are usually allowed during the fast.

➤ **Rastafarianism.** strictly encourages a vegan diet and abstinence from meat and fish. Members of this group are permitted to eat any food that is *I-tal* food, meaning that it is cooked only slightly. Therefore, meats are not consumed, canned goods are avoided, and drinks that are unnatural are not allowed. Fish under twelve inches long may be eaten, but other types of seafood are restricted. There are several religious reasons behind this discipline and several modern day researches suggest that a vegetarian diet can significantly decrease heart disease rates and promote a longer life expectancy. Although marijuana has been shown to control pain in advanced diseases such as cancer, it has been considered a restricted drug by all but those practicing Rastafarianism. Rastafarians introduced marijuana into their religious rites because they consider it the "weed of wisdom," and because they believe it contains healing ingredients.

➤ **Seventh-day Adventists.** The Seventh-day Adventist Church advocates a lacto-ovo vegetarian diet, including moderate amounts of low-fat dairy products and the avoidance of meat, fish, fowl, coffee, tea, alcohol, and tobacco products (though these are not strictly prohibited). The church's beliefs are grounded in the Bible, and in a "belief in the wholistic nature of people" (Seventh-day Adventist General Conference Nutrition Council). While the dietary practices of different religions vary, and the rationale for each practice is based upon different texts, there is also much commonality. The practice of fasting is almost universal across religious groups, and most regard it as a mechanism to discipline the followers in a humbling way for spiritual growth. Many fasting practices are connected with specific holy days. The variation in consumption of meat and vegetables has a much wider variation.

➤ **Sikhism** Followers of the Sikh religion are divided in their opinion on whether their religion opposes meat consumption for Sikhs. Although many Sikhs eat meat, some Sikhs abstain from the consumption of meat and eggs. In the case of meat, the Sikh Gurus have indicated their preference for a simple diet and depending on what one sees as a simple diet could be meat or vegetarian. The tenth guru, Guru Gobind Singh prohibited the Sikhs from the consumption of halal or Kutha (any ritually slaughtered meat) meat because of the Sikh belief that sacrificing an animal in the name of God is mere ritualism (something to be avoided).

Ramadan

In the Muslim faith, the holy month of Ramadan is the ninth month of the Islamic year and is devoted to prayer, fasting, and charity. Muslims believe that it was during this month that God first began to reveal the holy book of Islam, the Quran, to the prophet Muhammad. Most Muslims are required to refrain from food and drink during daylight hours for the entire month. The fast is broken in the evening by a meal called the *iftar*, which traditionally includes dates and water or sweet drinks, and is resumed again at sunrise. Fasting during Ramadan is one of the five Pillars of Faith, which are the most important religious duties in Islam. The practice is meant to remind Muslims of the poor, to cleanse the body, and to foster serenity and spiritual devotion. Ramadan ends with Eid al-Fitr, the "Festival of Breaking the Fast"

Other dietary considerations:

➤ **Vegetarianism** is the practice of not consuming the flesh of any animal (including sea animals) with or without also eschewing other animal derivatives, such as dairy products or eggs^[1]. Many vegetarians also choose to refrain from wearing clothing that has involved the death of animals, such as leather and fur. Veganism excludes all animal products from diet and in some definitions from attire also^[2], whether or not the production of clothing or items has involved the actual death of an animal (dairy, eggs, honey, wool, silk, down feathers, etc.). Vegetarians have varied motivations including religious, cultural, ethical, aesthetic, environmental, social, economic, health, political, and personal concerns. It is therefore very important that, as chief steward/stewardess that you liaise closely with the chef should you have vegetarians on board. It is important to understand the degree to which the person concerned, guest or crew member is vegetarian and respect that persons requirements. The different forms of vegetarianism are:

- **Semi-vegetarians:** these people will either, not eat red meat, all meats other than poultry, or all meats. Diets will include fish and may include dairy produce and other animal products.
- **Lacto-ovo vegetarians:** these people will not eat any meat, fish or poultry, but may eat milk, milk products and eggs.
- **Lacto vegetarians:** these people will not eat any meat, fish or poultry or eggs, but may eat milk and milk products.

➤ **Vegans:** Veganism is a complex lifestyle to follow religiously. Vegans are supporters of products that do not promote animal testing. They do not use any products that came from animal skin or fur or anything whose parts were taken out of any animals. A vegan diet entails no animal products or by products on their daily intake.

It is a lifestyle, a philosophy, a set of core values and principle; and in a sense a religion - but a religion in the sense that it has been their belief and principle realizing how it can be beneficial for their health, society and nature.

One of the vegan commitments is an austere vegan diet, which has been around for years. Their choices of food vary from vegetables, fruits, grains, nuts and seeds. Needless to say they avoid all kinds of meat and dairy products. But the complete list is endless since they also avoid all products that use any animal by products down to, say, Vitamin A which came from egg yolk or oil from fish liver.

For most vegans, religion was the basis of this preference. Although, a vegan diet is a much stricter version of a vegetarian diet, not all vegetarians are vegan and the discipline needed for this way of life is easier said than done; which is why there has been a lot of criticisms directed towards their religion and their beliefs.

➤ **Fruitarianism:** this is a more restricted form of vegetarianism and all foods of animal origin together with pulses and cereals are excluded from the diets. The diet consists of raw and dried fruit, nuts, honey and olive oil.

➤ **Celiacs:** Celiac disease is an inherited autoimmune disorder that is triggered by eating the protein gluten, which is found in grains, including wheat, rye and barley.



Why and How People Eat. All humans eat to survive. They also eat to express appreciation, for a sense of belonging, as part of family customs, and for self-realization. For example, someone who is not hungry may eat a piece of cake that has been baked in his or her honour. People eat according to learned behaviours regarding etiquette, meal and snack patterns, acceptable foods, food combinations, and portion sizes. *Etiquette* refers to acceptable behaviours. For example, for some groups it is acceptable to lick one's fingers while eating, while for other groups this is rude behaviour. Etiquette and eating rituals also vary depending on whether the meal is formal, informal, or special (such as a meal on a birthday or religious holiday). A meal is usually defined as the consumption of two or more foods in a structured setting at a set time. Snacks consist of a small amount of food or beverage eaten between meals. A common eating pattern is three meals (breakfast, lunch, and dinner) per day, with snacks between meals. The components of a meal vary across cultures, but generally include grains, such as rice or noodles; meat or a meat substitute, such as fish, beans, or tofu and accompaniments, such as vegetables. Various food guides provide suggestions on foods to eat, portion sizes, and daily intake. However, personal preferences, habits, family customs, and social setting largely determine what a person consumes.

Social Influence Members of a social group depend on each other, share a common culture, and influence each other's behaviours and values. A person's membership in particular peer, work, or community groups impacts food behaviours. For example, a young person at a basketball game may eat certain foods when accompanied by friends and other foods when accompanied by his or her teacher.

Religious Influences. Religious proscriptions range from a few to many, from relaxed to highly restrictive. This will affect a follower's food choices and behaviours. For example, in some religions specific foods are prohibited, such as pork among Jewish and Muslim adherents. Within Christianity, the Seventh-day Adventists discourage "stimulating" beverages such as alcohol, which is not forbidden among Catholics.

Economic Influences. Money values, and consumer skills all affect what a person purchases. The price of a food, however, is not an indicator of its nutritional value. Cost is a complex combination of a food's availability, status, and demand.

Environmental Influences. The influence of the environment on food habits derives from a composite of ecological and social factors. Foods that are commonly and easily grown within a specific region frequently become a part of the local cuisine. However, modern technology, agricultural practices, and transportation methods have increased the year-round availability of many foods, and many foods that were previously available only at certain seasons or in specific areas are now available almost anywhere, at any time.

Political Influences. Political factors also influence food availability and trends. Food laws and trade agreements affect what is available within and across countries, and also affect food prices. Food labelling laws determine what consumers know about the food they purchase.

Eating habits are thus the result of both external factors, such as politics, and internal factors, such as values. These habits are formed, and may change, over a person's lifetime.

Cultural influences. Geographical location determines what one would be accustomed to in terms of food. The cultural influence has been a big part of how humans look at food and what they think is the norm. As humans started to travel throughout the world, the cultural influences on food have become a guideline commonly used by everyone around the world. Not only do we identify a type of food by its culture, this also reflects heavily on the type of service surrounding this food.



TABLE OF WORLD RELIGIONS, FOOD PRACTICES, RESTRICTIONS AND RATIONALE FOR BEHAVIOUR

Type of religion	Practice or restriction	Rationale
Buddhism	<ul style="list-style-type: none"> Refrain from meat, vegetarian diet is desirable • Moderation in all foods Fasting required of monks 	<ul style="list-style-type: none"> Natural foods of the earth are considered most pure Monks avoid all solid food after noon
Eastern Orthodox Christianity	<ul style="list-style-type: none"> Restrictions on Meat and Fish • Fasting Selectively 	<ul style="list-style-type: none"> Observance of Holy Days includes fasting and restrictions to increase spiritual progress
Hinduism	<ul style="list-style-type: none"> Beef prohibited • All other meat and fish restricted or avoided • Alcohol avoided • Numerous fasting days 	<ul style="list-style-type: none"> Cow is sacred and can't be eaten, but products of the "sacred" cow are pure and desirable • Fasting promotes spiritual growth
Islam	<ul style="list-style-type: none"> Pork and certain birds prohibited • Alcohol prohibited • Coffee/tea/stimulants avoided • Fasting from all food and drink during specific periods 	<ul style="list-style-type: none"> Eating is for good health • Failure to eat correctly minimizes spiritual awareness • Fasting has a cleansing effect of evil elements
Judaism	<ul style="list-style-type: none"> Pork and shellfish prohibited • Meat and dairy at same meal prohibited • Leavened food restricted • Fasting practiced 	<ul style="list-style-type: none"> Land animals that do not have cloven hooves and that do not chew their cud are forbidden as unclean (e.g., hare, pig, camel) • Kosher process is based upon the Torah
Mormonism	<ul style="list-style-type: none"> Alcohol and beverages containing caffeine prohibited • Moderation in all foods • Fasting practiced 	<ul style="list-style-type: none"> Caffeine is addictive and leads to poor physical and emotional health • Fasting is the discipline of self-control and honouring to God
Protestants	<ul style="list-style-type: none"> Few restrictions of food or fasting observations • Moderation in eating, drinking, and exercise is promoted 	<ul style="list-style-type: none"> God made all animal and natural products for humans' enjoyment • Gluttony and drunkenness are sins to be controlled
Rastafarianism	<ul style="list-style-type: none"> Meat and fish restricted • Vegetarian diets only, with salts, preservatives, and condiments prohibited • Herbal drinks permitted; alcohol, coffee, and soft drinks prohibited • Marijuana used extensively for religious and medicinal purposes 	<ul style="list-style-type: none"> Pigs and shellfish are scavengers and are unclean Foods grown with chemicals are unnatural and prohibited • Biblical texts support use of herbs (marijuana and other herbs)
Roman Catholicism	<ul style="list-style-type: none"> Meat restricted on certain days • Fasting practiced 	<ul style="list-style-type: none"> Restrictions are consistent with specified days of the church year
Seventh-day Adventist	<ul style="list-style-type: none"> Pork prohibited and meat and fish avoided Vegetarian diet is encouraged • Alcohol, coffee, and tea prohibited 	<ul style="list-style-type: none"> Diet satisfies practice to "honor and glorify God"

Forms of address:

It is essential that you know how to correctly address your guests, particularly those with titles or professions which carry a particular title. If you know you have titled guests arriving, do some pre-charter research and pass the information onto all crew members.

Below is a table of titles and addresses to use:

Position	On envelopes	Salutation in letter	Oral address
King	HM The King	Your Majesty	Your Majesty, and thenceforward as "Sir"
Queen	HM The Queen	Your Majesty	Your Majesty, and thenceforward as "Ma'am"
Prince of Wales	HRH The Prince of Wales	Your Royal Highness	Your Royal Highness, and thenceforward as "Sir"
Wife of the Prince of Wales	HRH The Princess of Wales	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"
Princess Royal	HRH The Princess Royal	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"
Royal Peer	HRH The Duke of London	Your Royal Highness	Your Royal Highness, and thenceforward as "Sir"
Royal Peeress	HRH The Duchess of London	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"
Sovereign's son (unless a peer)	HRH The Prince John	Your Royal Highness	Your Royal Highness, and thenceforward as "Sir"
Sovereign's son's wife (unless a peeress)	HRH The Princess John	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"
Sovereign's daughter (unless a peeress)	HRH The Princess Mary	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"

Sovereign's son's son Prince of Wales's eldest son's eldest son (unless a peer)	HRH Prince John of London	Your Royal Highness	Your Royal Highness, and thenceforward as "Sir"
Sovereign's son's son's wife (unless a peeress)	HRH Princess John of London	Your Royal Highness	Your Royal Highness, and thenceforward as "Ma'am"
Sovereign's son's daughter (unless a peeress)	HRH Princess Mary of London	Your Royal Highness	Your Royal Highness
Sovereign's son's son's son (unless a peer)	The Lord John Windsor	Dear Lord John	Lord John
Sovereign's son's son's son's wife (unless a peeress)	The Lady John Windsor	Dear Lady John	Lady John
Sovereign's son's son's daughter (unless a peeress)	The Lady Mary Windsor	Dear Lady Mary	Lady Mary

Peers and peeresses

Duke	His Grace The Duke of London	My Lord Duke or Dear Duke (of London)	Your Grace or Duke
Duchess	Her Grace The Duchess of London	Madam or Dear Duchess (of London)	Your Grace or Duchess
Marquess	The Most Hon. The Marquess of London	My Lord Marquess or Dear Lord London	My Lord or Lord London
Marchioness	The Most Hon. The Marchioness of London	Madam or Dear Lady London	My Lady or Lady London
Earl	The Rt Hon. The Earl of London	My Lord or Dear Lord London	My Lord or Lord London
Countess	The Rt Hon. The Countess of London	Madam or Dear Lady London	My Lady or Lady London
Viscount	The Rt Hon. The Viscount London	My Lord or Dear Lord London	My Lord or Lord London
Viscountess	The Rt Hon. The Viscountess London	Madam or Dear Lady London	My Lady or Lady London
Baron Lord of Parliament	The Rt Hon. The Lord London	My Lord or Dear Lord London	My Lord or Lord London

Baroness (in her own right)	The Rt Hon. The Lady London or The Rt Hon. The Baroness London	Madam or Dear Lady London or Dear Baroness London	My Lady or Lady London or Baroness London
Baroness (in her husband's right) Lady of Parliament	The Rt Hon. The Lady London	Madam or Dear Lady London	My Lady or Lady London

Eldest sons of dukes, marquesses and earls

(Eldest sons of dukes, marquesses and earls use their fathers' highest secondary titles as courtesy titles. Eldest daughters do not have courtesy titles; all courtesy peeresses are wives of courtesy peers.)

Position	On envelopes	Salutation in letter	Oral address
Courtesy Marquess	Marquess of London	My Lord Marquess or Dear Lord London	My Lord or Lord London
Courtesy Marchioness	Marchioness of London	Madam or Dear Lady London	My Lady or Lady London
Courtesy Earl	Earl of London	My Lord or Dear Lord London	My Lord or Lord London
Courtesy Countess	Countess of London	Madam or Dear Lady London	My Lady or Lady London
Courtesy Viscount	Viscount London	My Lord or Dear Lord London	My Lord or Lord London
Courtesy Viscountess	Viscountess London	Madam or Dear Lady London	My Lady or Lady London
Courtesy Baron Courtesy Lord of Parliament	Lord London	My Lord or Dear Lord London	My Lord or Lord London
Courtesy Baroness Courtesy Lady of Parliament	Lady London	Madam or Dear Lady London	My Lady or Lady London

Heirs-apparent and heirs-presumptive of Scottish peers

(Heirs-apparent and heirs-presumptive of Scottish peers use the titles "Master" and "Mistress"; these are substantive, not courtesy titles. If, however, the individual is the eldest son of a Duke, Marquess or Earl, then he uses the appropriate courtesy title, as noted above.)

Scottish peer's heir-apparent or heir-presumptive	The Master of Edinburgh	Sir or Dear Master of Edinburgh	Sir or Master
Scottish peer's heiress-apparent or heiress-presumptive	The Mistress of Edinburgh	Madam or Dear Mistress of Edinburgh	Madam or Mistress

Position	On envelopes	Salutation in letter	Oral address
Duke's younger son Marquess's younger son	The Lord John Smith	My Lord or Dear Lord John (Smith)	My Lord or Lord John
Duke's younger son's wife Marquess's younger son's wife	The Lady John Smith	Madam or Dear Lady John	My Lady or Lady John
Earl's younger son Viscount's son Baron's son Lord of Parliament's son	The Hon. John Smith	Sir or Dear Mr Smith	Sir or Mr Smith
Earl's younger son's wife Viscount's son's wife Baron's son's wife Lord of Parliament's son's wife	The Hon. Mrs John Smith	Madam or Dear Mrs Smith	Madam or Mrs Smith
Daughters of peers			
(If a peer's daughter marries another peer or courtesy peer, she takes her husband's rank. If she marries anyone else, she keeps her rank and title, using her husband's surname instead of her maiden name.)			
Duke's daughter Marquess's daughter Earl's daughter unmarried or married to a commoner	The Lady Mary Smith	Madam or Dear Lady Mary	My Lady or Lady Mary
Viscount's daughter Baron's daughter Lord of parliament's daughter (unmarried)	The Hon. Mary Smith	Madam or Dear Miss Smith	Madam or Miss Smith
Viscount's daughter Baron's daughter Lord of parliament's daughter (married to a commoner)	The Hon. Mrs Smith	Madam or Dear Mrs Smith	Madam or Mrs Smith
Baronet	Sir John Smith, Bt	Sir or Dear Sir John(Smith)	Sir or Sir John
Baronetess in her own right	Dame Mary Smith, Btss	Madam or Dear Dame Mary (Smith)	Madam or Dame Mary
Baronet's wife	Lady Smith	Madam or Dear Lady Smith	My Lady or Lady Smith
Knight (of any order)	Sir John Smith	Sir or Dear Sir John (Smith)	Sir or Sir John
Lady (of the Order of the <u>Garter</u> or the <u>Thistle</u>)	Lady Mary Smith	Madam or Dear Lady Mary (Smith)	My Lady or Lady Mary

Dame (of an order other than the Garter or the Thistle)	Dame Mary Smith	Madam or Dear Dame Mary (Smith)	Madam or Dame Mary
Knight's wife	Lady Smith	Madam or Dear Lady Smith	My Lady or Lady Smith or Dame Mary (no surname)

Scottish chiefs, lairds and feudal barons

Chief	John Smith of Smith or of Edinburgh or of that Ilk or The Smith of Smith or of Edinburgh or The Smith (varies according to family)	Sir or Dear Smith (if placename in title) or Dear Smith (otherwise)	Edinburgh (if placename in title) or Smith (otherwise)
Laird Feudal baron	John Smith of Edinburgh	Sir or Dear Edinburgh	Edinburgh
Female Chief, laird or feudal baron Chief, Laird or Feudal Baron's wife	As Chief/ Laird/Feudal Baron, substituting "Mrs" or "Madam" for first name or "The"	Madam or as on envelope	Madam or as on envelope
Chief (etc.)'s heir-apparent	John Smith of Edinburgh, yr or John Smith, yr of Edinburgh or John Smith of Edinburgh or (last only if different first name to father)	Sir or Dear Mr Smith of Edinburgh	Sir or Mr Smith of Edinburgh
Chief (etc.)'s heir- apparent's wife	Mrs Smith of Edinburgh, yr or Mrs Smith, yr of Edinburgh	Madam or Dear Mrs Smith of Edinburgh	Madam or Mrs Smith of Edinburgh
Chief (etc.)'s eldest daughter (if none senior)	Miss Smith of Edinburgh	Madam or Dear Miss Smith of Edinburgh	Madam or Miss Smith of Edinburgh
Chief (etc.)'s younger daughter	Miss Mary Smith of Edinburgh	Madam or Dear Miss Smith of Edinburgh	Madam or Miss Smith of Edinburgh

American-oriented forms of address:

Person	Letter Address	Letter Greeting	Spoken Greeting	Formal Introduction
President of the United States	The President The White House Washington, DC 20500	Dear Mr. (or Madam) President	Mr. (or Madam) President	The President or the President of the United States
Former President	The Honorable John J. Jones Current address	Dear Mr. (Mrs., Ms.) Jones	Mr. (or Mrs., Ms.) Jones	The Honorable John J. Jones
Vice President	The Vice President Executive Office Building Washington, DC 20501	Dear Mr. (or Madam) Vice President	Mr. (or Madam) Vice President	The Vice President or the Vice President of the United States
Cabinet members	The Honorable John (or Jane) Jones The Secretary of _____ or The Attorney General Washington, DC	Dear Mr. (or Madam) Secretary	Mr. (or Madam) Secretary	The Secretary of _____
Chief Justice	The Chief Justice The Supreme Court Washington, DC 20543	Dear Mr. (or Madam) Justice or Dear Mr. (or Madam) Chief Justice	Mr. (or Madam) Chief Justice	The Chief Justice
Associate Justice	Mr. Justice Jones or Madam Justice Jones The Supreme Court Washington, DC 20543	Dear Mr. (or Madam) Justice	Mr. Justice or Mr. Justice Jones; Madam Justice or Madam Justice Jones	Mr. Justice Jones; Madam Justice Jones
United States Senator	The Honorable John (or Jane) Jones United States Senate Washington, DC 20510	Dear Senator Jones	Senator Jones	Senator Jones from Nebraska
Speaker of the House	The Honorable John (or Jane) Jones Speaker of the House of Representatives United States House of Representatives Washington, DC 20515	Dear Mr. (or Madam) Speaker	Mr. Speaker; Madam Speaker	The Speaker of the House of Representatives
United States Representative	The Honorable John (or Jane) Jones United States House of Representatives Washington, DC 20515	Dear Mr. (or Mrs., Ms.) Jones	Mr. (or Mrs., Ms.) Jones	Representative Jones from New Jersey
United Nations Ambassador	United Nations Ambassador	The Honorable John (or Jane) Jones U.S. Ambassador to the United Nations United Nations Plaza New York, NY 10017	Dear Mr. (or Madam) Ambassador	The United States Ambassador to the United Nations
Ambassador	The Honorable John (or Jane) Jones	Dear Mr. (or Madam) Ambassador	Mr. (or Madam) Ambassador	The American Ambassador

	Ambassador of the United States American Embassy Address goes here			The Ambassador of The United States of America
Consul-General	The Honorable John (or Jane) Jones American Consul General Address goes here	Dear Mr. (or Mrs., Ms.) Jones	Mr. (or Mrs., Ms.) Jones	Mr. (or Mrs., Ms.) Jones
Foreign Ambassador	His (or Her) Excellency John (or Jean) Johnson The Ambassador of _____ Address goes here	Excellency or Dear Mr. (or Madam) Ambassador	Excellency; or Mr. (or Madam) Ambassador	The Ambassador of _____
Secretary-General of the United Nations	His (or Her) Excellency Milo (or Mara) Jones Secretary-General of the United Nations United Nations Plaza New York, NY 10017	Dear Mr.(or Madam) Secretary-General	Mr. (or Madam) Secretary-General	The Secretary-General of the United Nations
Governor	The Honorable John (or Jane) Jones Governor of _____ State Capitol Address goes here	Dear Governor Jones	Governor or Governor Jones	The Governor of Maine: Governor Jones of Maine
State legislators	The Honorable John (or Jane) Jones Address goes here	Dear Mr. (Or Mrs. , Ms.) Jones	Mr. (Or Mrs., Ms.) Jones	Mr. (Or Mrs., Ms.) Jones
Judges	The Honorable John J. Jones Justice, Appellate Division Supreme Court of the State of _____ Address goes here	Dear Judge Jones	Justice or Judge Jones; Madam Justice or Judge Jones	The Honorable John (or Jane) Jones; Mr. Justice Jones or Judge Jones; Madam Justice Jones or Judge Jones
Mayor	The Honorable John (or Jane) Jones; His (or Her) Honor the Mayor City Hall Address goes here	Dear Mayor Jones	Mayor Jones; Mr. (Or Madam) Mayor; Your Honor	Mayor Jones; The Mayor
The Pope	His Holiness, the Pope or His Holiness, Pope John XII Vatican City Rome, Italy	Your Holiness or Most Holy Father	Your Holiness or Most Holy Father	His Holiness, the Holy Father; the Pope; the Pontiff
Cardinals	His Eminence, John Cardinal Jones, Archbishop of _____ Address goes here	Your Eminence of Dear Cardinal Jones	Your Eminence or Cardinal Jones	His Eminence, Cardinal Jones
Bishops	The Most Reverend John Jones, Bishop (or Archbishop) of _____ Address goes here	Your Excellency or Dear Bishop (Archbishop) Jones	Your Excellency or Bishop (Archbishop) Jones	

Monsignor	The Reverend Monsignor James Harding. Address goes here	Reverend Monsignor or Dear Monsignor	Monsignor Harding or Monsignor	Monsignor Harding
Priest	The Reverend John Jones Address goes here	Reverend Father or Dear Father Jones	Father or Father Jones	Father Jones
Brother	Brother John or Brother John Jones Address goes here	Dear Brother John or Dear Brother	Brother John or Brother	Brother John
Sister	Sister Mary Marshall	Dear Sister Mary Marshall or Dear Sister	Sister Mary Marshall or Sister	Sister Mary Marshall
Protestant Clergy	The Reverend John (or Jane) Jones*	Dear Dr. (or Mr., Ms.) Jones	Dr. (or Mr., Ms.) Jones	The Reverend (or Dr.) John Jones
Bishop (Episcopal)	The Right Reverend John Jones* Bishop of _____ Address goes here	Dear Bishop Jones	Bishop Jones	The Right Reverend John Jones, Bishop of Detroit
Rabbi	Rabbi Arthur (or Anne) Schwartz Address goes here	Dear Rabbi Schwartz	Rabbi Schwartz or Rabbi	Rabbi Arthur Schwartz
Military Personnel	<p>For commissioned officers in the U.S. Armed services, the full rank is used as a title only in addressing letters and in formal introductions: one writes to Major General Sarah Miller, U.S. Army, and introduces her as Major General Miller. In greetings the full rank is shortened to General: "Dear General Miller." Similar acceptable shortened greetings follow categorized by full rank then greetings :</p> <p>Military Personnel</p> <p>For commissioned officers in the U.S. Armed services, the full rank is used as a title only in addressing letters and in formal introductions: one writes to Major General Sarah Miller, U.S. Army, and introduces her as Major General Miller. In greetings the full rank is shortened to General: "Dear General Miller." Similar acceptable shortened greetings follow categorized by full rank then greetings :</p> <p>Military Personnel</p>			
Army, Air Force, Marines	General of the Army Lieutenant General Brigadier General Lieutenant Colonel First Lieutenant Second Lieutenant	General General General Colonel Lieutenant Lieutenant		
Navy, Coast Guard	Fleet Admiral Vice Admiral Rear Admiral Lieutenant Commander Lieutenant, Junior Grade	Admiral Admiral Admiral Commander Lieutenant		

NB For enlisted personnel, a similar principle applies. Sergeants -- whether staff sergeants, gunnery sergeants, or first sergeants -- are greeted simply as "Sergeant"; privates first class are referred to as "Private"; and, in the Navy and Coast Guard, chief petty officers are referred to as "Chief."

Other noncommissioned officers are greeted by their ranks, although, informally, lower grades may be referred to generically as "Soldier" or "Sailor."

The universal terms of respect that lower ranks must use when addressing senior officers are "Sir" and "Madam." These terms are not applied to non-commissioned officers, however; the appropriate affirmative response to a sergeant, for example, is "Yes, Sergeant."