

Objectives of a good layout:-

The planning of spaces for serving food should be aimed at achieving:-

1. Smooth flow work
2. Prompt & efficient service
3. Effective utilization of space
4. Minimum Investment
5. Profit maximization
6. Less staff movement
7. Ease of supervision
8. Chance of future renovations
9. Aesthetic appeal
10. Efficient flow of Operation
11. Safe working areas
12. Low maintenance cost
13. Follow governing laws (State + Central)
14. Preserving food quality
15. Avoiding queuing problem
16. Maintaining standards of Environmental Hygiene

Steps in Planning Various F&B Outlets (Planning Process)

1. Prepare a prospectus or program guide

The Prospectus must include

- i) title of the project
- ii) reason and need for the project
- iii) goals and objectives of the project
- iv) policy guidelines of the project
- v) procedure to be followed

The prospectus also includes physical and operational characteristics such as style of the building, type of food served, type of service system to be followed, profile of customers etc. it also includes regulatory information such as standards of safety, hygiene, noise control etc.

2. Planning team:-

The planning team is organized and may include some or all of the following

- i) Owner or administrator
- ii) food service manager or director of food + beverage
- iii) design consultant
- iv) equipment representative
- vi) general manager
- vii) builder or contractor
- viii) maintenance engineer or chief engineer

3. Conduct a feasibility study:-

A feasibility study is defined as "the collection of data about the market and other factors relating to the operation of the proposed facility to justify the proposed project."

It will include research on:-

- i) proposed site
- ii) potential customer profile
- iii) community growth
- iv) building trends
- v) competition in the area
- vi) possible revenue generating sources like function catering etc.
- vii) cost component of the project

4. Menu Analysis:-

Menu Analysis involves identifying the type of menu to be served, food service systems to be followed such as quick-chill method etc. sample menu and menu patterns are designed for this purpose. From this the followed data is derived

- i) type of storage needed
- ii) portions size of each dish
- iii) total number of portions
- iv) batch size of all dishes
- v) method of cooking and processing
- vi) work surface or equipment required
- vii) storage or holding equipment required

5. Consider architectural features like Building style and material:-

The style depends on the type of operation, area and menu selected. Material depends on the type of architecture and local weather conditions. If a restaurant is situated near the sea shore or facing a pool, it can go for glass walls to utilize the scene views in its architecture.

Floors:-

While selecting the flooring, the utility, durability, resistance to acids, grease and stains should be considered. The time of the surface selected can have an effect on productivity. Like a hard surface can tire the employees faster. Also carpeted floors may not be the right choice for the use of trolleys or heavy movement. Hard tiles or quarry stones are best suited for kitchen floors as they are smooth, easy to clean and slip resistant.

All the kitchen floor surfaces must be covered 6 inch up at walls and equipment base for sanitation purposes.

Walls, Ceiling and Noise Reduction:-

For choosing walls and ceiling finish aesthetic values, sanitary conditions and noise reduction are considered. The wall finish depends on the amount of natural light available.

Ceramic tiles are best suited for kitchens as they are durable and easy to clean. Tiling is done

for upto 1.5 to 2.5 metres to take care of food and water splashes.
The height of the ceiling is kept at an average of 4.5 to 6 metres.

Kitchen and dining rooms ceilings and walls are acoustically treated to reduce the noise levels. Ceiling are given a lighter colour than walls as it gives an illusion of space to a room. Sound proof materials are also used to insulate vents, radiators, pipes etc. rubber parts are used in the areas where dishes are washed to prevent excess noise of equipments.

Lighting:-

Correct lighting for the facility is selected. The lighting should be adequate and suitable. It should help to increase the efficiency, as the correct lighting increases workers productivity by 3-4 %. Correct design should allow as much natural light as possible. Light gets reflected from the floors, walls + ceiling and that is to be considered while selecting the lighting.

Direct or down lighting system is used in kitchens to create natural light effect.

Light fixtures should be positioned in such a way that the employees do not work in their shadow. Good lighting reduces eyes strain and increases productivity.

Heating, Ventilation and Air conditioning (HVAC):-

Efficient and effective heating and Ceiling system is required, for the comfort of the guest and employees. It also helps to increase the productivity by 5-15 %.

Proper ventilation has to be ensured in kitchens and consist of exhaust fan system, built into the hoods over cooking equipment and eliminates odour, fumes, moisture + grease vapour. Fans bring in fresh air from outside.

Built-in-refrigeration:-

Proper selection of built-in-refrigeration is ensured keeping into consideration the space available for the purpose in the kitchens.

Plumbing and Electricity:-

Electricity or power requirements are calculated based on the equipment that needs to run. Power requirements of various equipments has to be considered. Concealed wiring is carried out in kitchens and service areas.

Proper drainage and sewage disposal systems has to be ensured and considered.

6. Budget and Cost Relationship:-

No food service can have an unlimited budget as it would not practical. Hence a balance beds to be made between quality, quantity or space and cost. A well planned and designed facility proves cost effective in the long run.

7. Design Development:-

The first step is to determine space allocation, with the help of flow diagrams. All work units along with their roots for supplies and workers are represented schematically in a flow diagrams.

The next step is drawing a blue print to scale for placement of equipment.

The blue print is then submitted and contract documents are formulated for contractors. Tender or bids are called to select the builder or contractor. Once the builder is selected the next stage involves signing a contract with the builder.

Periodic inspections are conducted to ensure that the construction is as per the specifications and the blue print.

Factors Affecting Restaurant Planning and Designing:-

Factors:

Internal Factors

- i) space available
- ii) budget (initial & ongoing)
- iii) no. of cover
- iv) target market
- v) type of service

External Factors

- i) market trend
- ii) designer
- iii) psychological effect on guest
- iv) future renovation chances
- v) competitor
- vi) Govt. rules & regulations

Additional factors

- i) Cost of repair and maintenance
- ii) Equipment layout
- iii) Preference Preference of owner
- iv) Division Zone (like smoking zone)
- v) flow pattern

Major factors affecting Restaurant's Planning & Designing

1. Cost/ funds in Hand:- It means that how much expenses are required or available for the making, renovation or for operating the establishment. The cost factor is always considered on the priority base and will determine the number & types of activities that can be carried out.

2. Space available:- Space is also an important criterion in restaurant planning because different types of seating arrangement require different amount of space. The area of the space at hand will determine the number and extent of activities that can be carried out in it. Besides shape of the space is important in planning work centres efficiently.

3. Style of Service:- Style of Service also affects your restaurant planning. Suppose you want to offer Gueridon service to the guest then it is difficult to put carpet on restaurant floor because

it creates problem in rolling of wheels.

A self service facility will require a larger area for the display of foods. If the style of service is buffet, the space for seating should be limited to the sides of the dining area. Similarly, in a kiosk, only a window counter is sufficient to pass on ready to serve prepared items to customer. In a restaurant equipped for leisurely dining, at least 50-60 cms space on the table is required per person.

4. Cover:- It means for how many people you are making the restaurant or the number of people or pax can be accommodated at a time in the restaurant. The number of cover always depend upon the available space in the restaurant. But it is always preferable to have the maximum utilisation of the available space which can be achieved by offering different sizes of tables like- offer two, four, six or group tables in your restaurant.

5. Type of Customer:- Type of customer you are catering will have a greater impact on the type of restaurant e.g., for elite class, fine dining is suitable a cafeteria is suitable for office goers or shoppers.

6. Number, type and size of equipment:- The total number of meals served at any meal time and the menu composition helps to determine the quantities of various dishes to be produced and the size and type of holding and reheating or finishing equipment necessary in the serving area. For a cafeteria Beverage equipment for hot & cold beverages, display cases for snacks, salads & deserts or hot cases for holding food prior to or during service, trolleys for stacking trays if it is self service are required.

For seating furniture may be fixed along the sides of dining rooms or adjustable tables may be used for seating and standing arrangements as required.

7. Man Power:- In case of fast food & other outlets where there is full or semi self service style, the number of skilled staff required is less as the waiting staff have not to serve on the tables. The number of staff are determined by the number of customers to be served at one time, composition of menu, style of service & type of the restaurant.

8. Menu:- during the restaurant planning process, menu is the most important factor because it works as a selling tool plus also merchandising the dishes. The menu has to be planned in accordance to the locality or target market and as per the type of restaurant you intend to plan. It's physical layout like menu paper, language, word font etc should also match with the restaurant's theme.

9. Sanitation and Safety:- sanitation is related with the cleaning aspect of restaurant. If your restaurant is carpeted, it will require more time as well as more man power to clean it. On the other hand, if the floor has hard or marble flooring it can be easily cleaned and there is less chance of spots etc. Safety means security from various future uncertainties like fire, terrorist attacks etc. so the restaurants must be planned in such a way so as to ensure safety & protection of the guests & staff. E.g., fire extinguishers at various places, fire alarms must be put. Emergency exits & evacuation plans must be ensured and put into place.