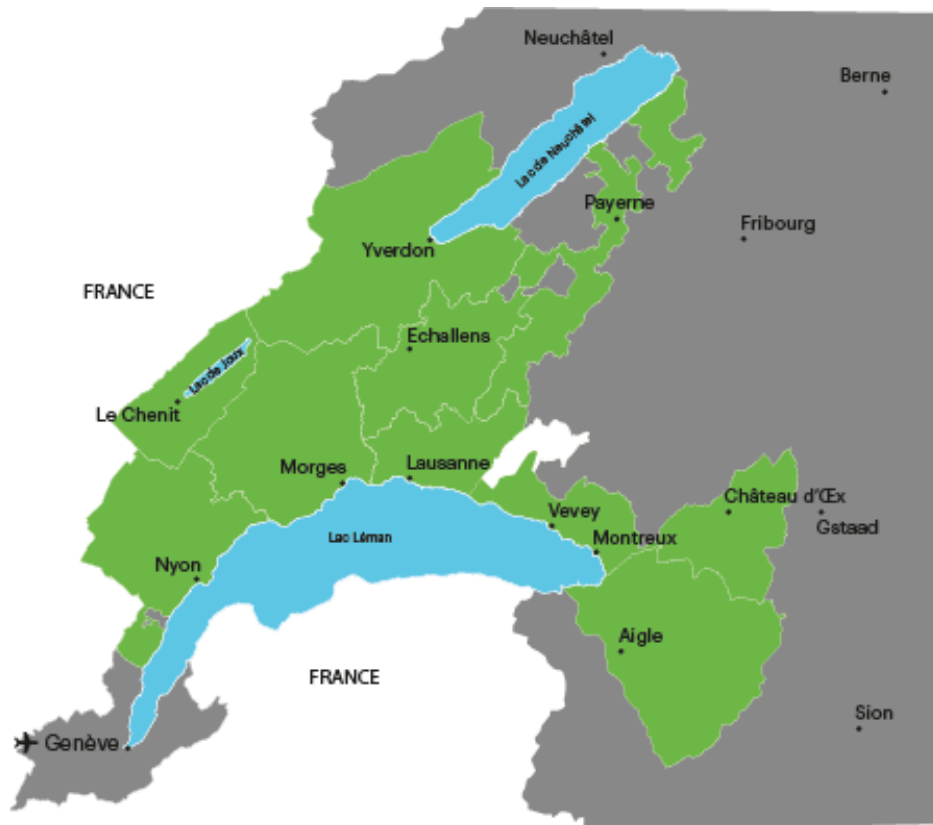


RESTAURANT
STÉPHANE DÉCOTTERD
SERVICE HANDBOOK



THE TERROIR

The Canton of Vaud



The canton of Vaud is one of the 26 cantons of Switzerland. It is composed of ten districts and its capital is Lausanne. Its flag bears the motto "Liberty and Homeland" on a white and green background. The canton of Vaud is the third largest canton in the country by population and the fourth largest by area.

Cheeses, wines, lake fish and more than 700 local specialties make up the incredible gastronomic wealth of the canton of Vaud. Many events celebrate the different specialties of the region throughout the year.

THE CHEF

Stéphane Décotterd

The chef was born in Switzerland as the son of a local butcher, in Bulle, in the Gruyère district. He grew up at the foothills of the mountains, near the vineyards of Lavaux. His cuisine is regional (well rooted in the Pre-Alps and Lake Lemman during his career as a chef), sustainable and original, yet it is always evolving, unlike the water of the Lake Lemman that inspires him so much.

« My cooking is naturally nestled in this delicious territory of ours, winding between lakes, forests, and mountains. »

In 1998, the chef discovered the Pont de Brent and the cuisine of Gérard Rabaey, who had three Michelin stars at the time (he also met his future wife, Madame Décotterd, who was the restaurant's sommelier at the time).

In 2011 he decided to return to the restaurant as head of the kitchen and his wife as head of the dining room. He will obtain 2 Michelin stars in his first year.

In September 2021 he took over the management of the kitchens of the new establishment

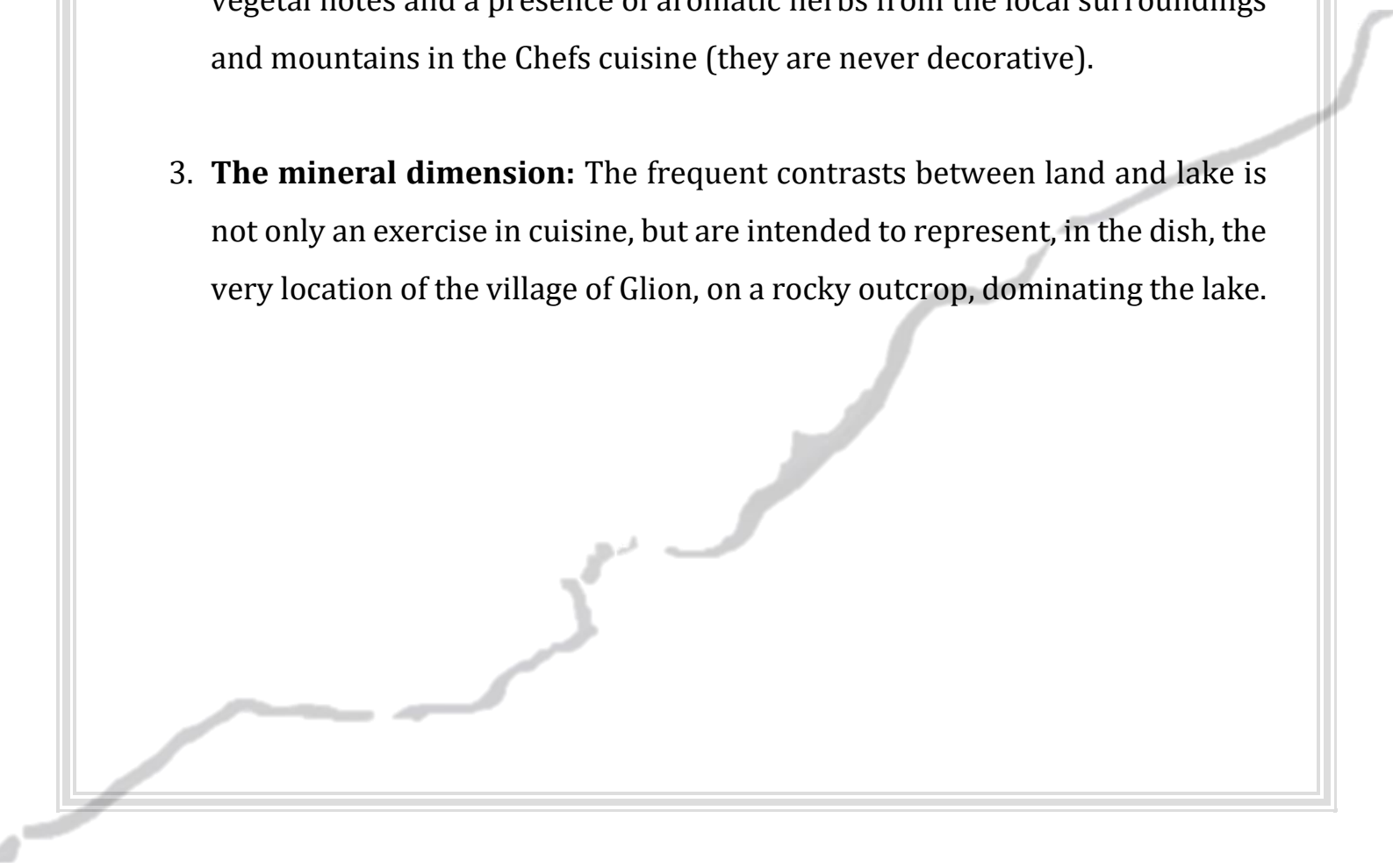
"La Maison Décotterd" in the Glion Institute of Higher Education.



THE CUISINE OF STÉPHANE DÉCOTTERD

Local cuisine over our lakes, forests, and mountains

These following Stéphane Décotterd culinary dimensions should be highlighted to the client.

1. **The Terroir:** The importance of the terroir which starts in the Pre-Alps and ends on the shores of Lake Lemán; the gastronomic experience must be anchored in a territory. It is important to emphasize, whenever possible, the regional origins of the product and cuisine. Each course designed to allow the client to clearly perceive the identity of this dimension.
 2. **Local Vegetation and Aromatics:** There is an important role and effort of vegetal notes and a presence of aromatic herbs from the local surroundings and mountains in the Chefs cuisine (they are never decorative).
 3. **The mineral dimension:** The frequent contrasts between land and lake is not only an exercise in cuisine, but are intended to represent, in the dish, the very location of the village of Glion, on a rocky outcrop, dominating the lake.
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THE SERVICE

Introduction

There has been a clear evolution in restaurant service throughout the years, and it no longer consists of knowing how to place a plate or serving water or wine correctly. From the commis to the maître d'hôtel, each team member in contact with the customer must enable him/her to enjoy a unique experience and an exceptional moment, the cuisine only being one element.

For each individual, leading the customer towards understanding the unique story linked to the history and personality of the chef is essential. Each person should present the fundamental elements of the chef's universe to our customers while remaining consistent between team members; the story told individually is the same for all customers.

A description for each dish currently served in the restaurant is listed below in the following manner: Title (as it is on the menu) - Statement (as it should be announced to the customer) - Cutlery - Components of the dish - Specific tasting advice if necessary.

The speech features (imaginary, thematic) allow you to tell a story and bring the customer into the chef's culinary world.

The reminder is a statement or a question that emphasizes a critical element of the dish and/or the story during the tasting of the dish or when clearing the plate.

The meal is not a trial!

The customer does not need encouragement such as "good luck" or "bonne continuation," when a meal is served, nor do they need to reassure service that all is well when clearing the table, with "did it go well?" or "ca s'est bien passé?"

Certain questions may suggest concerns on the smoothness of the course of the meal, such as "Is everything going well?". This implies that it could go wrong.

Assume that the meal is bound to go well because of the quality of service. On the other hand, the customer may not understand or appreciate some flavors.

High-quality service must be free of automatisms and empty formulas. At Maison Décotterd, when serving a dish, it is not recommended to use the terms: "bon appétit," "bonne dégustation," or "bonne continuation." Nor is it suggested to use the following terms when clearing up a table: "Is everything all right?", "Is everything going well?" "How was everything?" "Did you like it?".

Instead, ask about the customers' perception of the dish or a flavor. For example, "did you appreciate it...?" or "did you notice...?". Accentuate the dish by highlighting a complementary element to enrich the customer's gastronomic experience.

THE GASTRONOMIQUE FLOOR PLAN

Main dining room



Salon Louis XIII



MAISON DECOTTERD TABLE LAYOUT

Gastronomic Restaurant



Place the chairs at the base of the tablecloths.



**Stand behind the chair and place the serving plates in the centre of the table
1cm from the edge.**



Place the bread plates centred to the left of the serving plates, 1cm apart.



Place the butter knives on the right side of the bread plate 1cm from the rim.



Place the rolled napkins to the right of the serving plate, folded outwards, 1cm from the plate and the edge of the table.



Place the water glasses at the top right-hand corner of the serving plate, 1 cm from the plate.



Place the flowers on the window side of the table 10cm from the edge

THE FLOOR PLAN

Bistro Décotterd

Main dining room



Table Layout



Table Setting:

1. **Center the Placemat:** Place a red triangular placemat on the table in front of each chair.
2. **Place the Dinner Plate:** Center a small plate on the placemat for bread or appetizers.
3. **Fold the Napkin:** Take a cloth napkin and fold it neatly. Place it on the center of the plate.
4. **Set the Cutlery:**
 - Place a fork on the napkin looking outwards.
 - Place a knife on top of the fork with the blade facing inwards.
5. **Position the Glass:** Place a water glass at the top right corner of the placemat.
6. **Final Touches:**
 - Place a candle holder at the center of the table.
 - Ensure the chairs are neatly tucked in and aligned with the placemats.

Additional Points:

- **Cleanliness:** Ensure all items are clean and free of spots or stains.
- **Alignment:** Make sure all items are symmetrically aligned with each other.
- **Glassware:** Ensure the glass is sparkling clean and placed properly.

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

