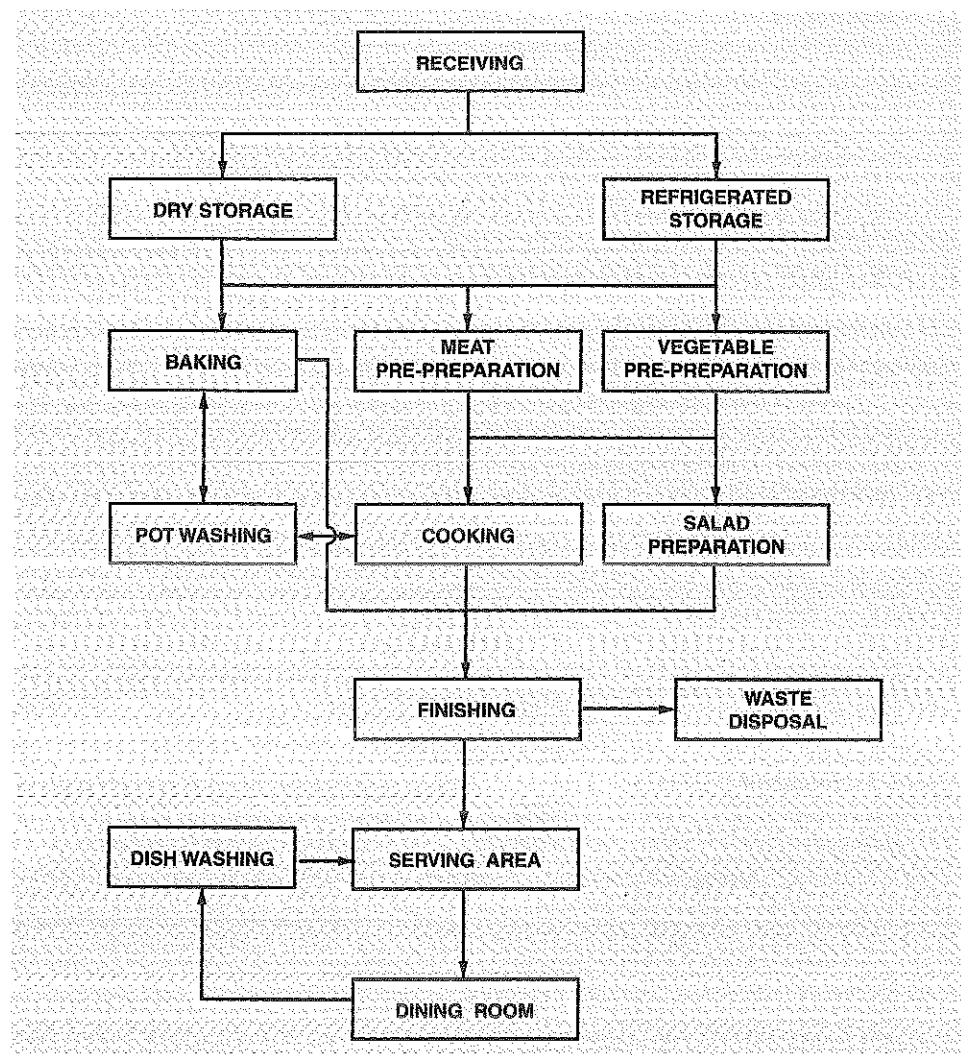


ILLUSTRATION 3-5

Typical kitchen product/traffic flow.SOURCE: EDWARD A. KAZARIAN,
FOODSERVICE FACILITIES PLANNING,
JOHN WILEY & SONS, INC.

closer to the guests. They might slice and serve bread, ladle soup, arrange and dress salads, or pour beverages themselves. The idea is to speed service and preserve the (sometimes inadequate) kitchen space for actual cooking tasks.

Another critical decision to be made early in the design process: Should the wait staff come into the kitchen to pick up food, or should it be handed to them through a *pass window* between kitchen and dining area? Although the pass window is considered more informal, it can still be used in a fancier restaurant, perhaps masked from public view by a wall or partition.

Each of these items—distance and kitchen access—help determine your flow patterns. In a perfect world, flow patterns would all be straight lines that do not intersect. However, this ideal is rarely achieved. One simple rule is that the faster you want your service to be, the more important it is that your flow patterns do not cross. In a fast-service scenario, the flow lines must be short and straight. The next time you're standing at a fast-food counter, notice how few steps most of the workers have to take to pour your soft drink, pick up your burger, and bag your fries. Speed is the desired outcome.

The reverse is true in a fine-dining establishment, where the work may all be done in the kitchen specifically to enhance the feeling of a leisurely dining experience. No clattering plates, no bustling wait stations here.

Now that we've looked at the flow of people as they perform their restaurant duties, let's follow the *food flow line*: the path of raw materials from the time they enter the building to the time they become leftovers.