

## **CHAPTER II**

### **REVIEW OF RELATED LITERATURE**

#### **2.1 Definition and Historical Background of Tableware**

Tableware can be interpreted as a tool used in serving and enjoying food on the table, for example silverware or tableware, chinaware or utensils made of ceramics, and glassware or drinking containers. Spence, Harrar, and Piqueras-Fizman (2012) indicate that the physical characteristics of tableware such as weight, color, and material have a significant influence on the sensory perception of food connoisseurs. S.A (2025) where as F&B Manager of Astonn Inn Batu explained that tableware is "equipment used to serve and enjoy food at the table." Historically where tableware has evolved from simple tools having a base of wood and metal materials to silverware and porcelain to be more refined. The development of tableware that has ingredients from ancient China and then spread to Europe so that it has an influence on eating practices among aristocrats (Hucanxin, 2023). In the Western world where silverware became a symbol of wealth and manners, especially in the 17th century (Robbe % Berking, 2019; The History of Antique Tableware, 2017). Elias (2014) indicates that tableware can be a symbol of civilization and identity in the colonial period in America in the early days.

#### **2.2 Table Setting Etiquette and Cultural Variations**

In western cultures where the arrangement of tableware has followed neatly arranged rules of etiquette. Cutlery is arranged from the outside and then inside and adjusted to the order of dishes from appetizers to desserts (Clark, 2020). Formal banquets usually use equipment such as a charger plate, dinner knives, soup spoons, and wine glasses (Craven, 2018). In the American style of eating where the fork has been moved hand after cutting the food, while in the Continental style where the fork remains in the left hand at the time of the eating process (Etiquipedia, 2014).

Eating etiquette has differences in every culture. Wang (2023) states that Western dining culture has emphasized the use of personal cutlery for each guest as a reflection of values as individualism. However, in Chinese tradition and Asian culture in general, there has been an emphasis on dishes that go hand in hand with a collective meal using chopsticks, rice bowls, and skewers. Li (2016) indicates that eating in Chinese culture where the hierarchy of seating and courtesy is indicated in gestures, has an important role. At the Aston Inn Batu, O.C (2025) indicates that in banquets that have a Chinese theme, chopsticks, soup spoons, and teacups are provided while in arranging Western-themed meals there is more emphasis on the use of steak knives and wine glasses.

Indonesian culture observed by E.A (2025) indicates that the more complete use of silverware, namely dessert forks or butter knives, is usually only applied formally, for example at weddings or romantic banquets. In daily hotel services where simpler practices are generally established by combining Asian and Western elements that use forks and main tablespoons for practicality.

### **2.3 Types and Functions of Tableware**

Tableware can be classified into 3 main parts, namely silverware, chinaware, and glassware.

#### **2.3.1 Silverware (Cutlery)**

Examples of silverware utensils are dinner knives, steak knives, butter knives, dinner forks, dessert forks, soup spoons, and teaspoons where these tools have been used to help cut, spread, and consume various types of dishes. Harrar et al. (2013) indicate that the weight and shape of cutlery will have an influence on food perception where heavier utensils can often increase the perception of the quality of the dish. At Aston Inn Batu where staff routinely use steak knives used in the main course made of meat and dessert spoons are the dessert serving (S.A, 2025).

### 2.3.2 Chinaware

Chinaware utensils consist of dinner plates, soup bowls, dessert plates, bread plates, coffee cups, and coasters. This chinaware is selected and adjusted to the type of food as well as the need to serve. Hucanxin (2023) indicates that porcelain's ability to maintain heat and durability is more suitable for formal banquets. E.A (2025) indicates that soup bowls are used as dishes traditionally, examples are rawon and soto while dessert plates are used for serving cakes and fruits.

### 2.3.3 Glassware

Glassware includes water glasses or called water goblets, red and white wine glasses, hurricane glasses, martini glasses, flute glasses, and shot glasses. Piqueras-Fizman and Spence (2012) indicate that glasses can have an influence on the release of aromas and the perception of taste of drinks. O.C (2025) indicates that in each type of event using different glassware, for example, highball glasses are used for juice at breakfast, flute glasses are used for champagne, and red wine glasses have the shape of balloons that are used for formal meals.

## 2.4 Material-Based Strengths and Weaknesses

Spence et al. (2012) and Singh & Seo (2023) have indicated that the emphasis on tableware materials has an important influence on guest satisfaction levels.

Type	Strength	Weaknesses
Silverware	Durable, hygienic, reusable, enhances formal appearance	Requires polishing, potentially confusing for guests if overused
Chinaware	Heat-resistant, stylish, enhances plating	Fragile, heavy, susceptible to chipping
Glassware	Elevates drink aesthetics, allows aroma appreciation	Breakable, requires delicate Handling

Staff at Aston Inn Batu, namely S.A (2025) indicate that glassware and chinaware must be treated and prepared in a careful way, especially in room service or during banquets and banquets.

## 2.5 Sensory and Psychological Effects of Tableware

According to Spence, Harrar, and Piqueras-Fiszman (2012) revealed that the physical characteristics of tableware can influence the way food is perceived where heavier cutlery tends to make food richer or have more expensive value. This is in

line with Singh and Seo (2023) who have explained that using personalized tableware when compared to standard properties can increase the sensory and emotional satisfaction of food connoisseurs. Piqueras-Fizman and Spence (2012) have indicated that the shape and size of glassware can influence the view of carbonation levels and flavor intensity, especially in beverages such as sparkling wine and juice.

### **2.6 Integration of Tableware Terminology in ESP (English for Specific Purposes)**

ESPs have an important role in hospitality communication, especially for staff who are interacting with international guests. Davis et al. (2017) indicate that mastery of specific language terms in work tools is needed to provide professional services. In Aston Inn Batu, S.A and E.A (2025) indicate that words such as "steak knife", "water globet", and "dessert fork" have been used every day in explaining menus or arranging services.

The training program at Aston Inn Batu has linked English language learning based on Duolingo and the golden rules guidebook by containing bilingual terms, namely English and Indonesian. O.C (2025) has indicated an understanding of the name and function of equipment that has English to increase confidence in staff, especially in guest trust.

### **2.6.1 Guest and Outsider Perception of Tableware Use in Dining Contexts**

While English for Specific Purposes (ESP) in hospitality mainly focuses on professional communication among staff, it is also important to consider how guests or individuals outside the hospitality field perceive tableware in formal dining settings. Many guests do not have professional training in restaurant service, which may influence how they interpret and use tableware during meals.

In formal dining traditions, utensils are generally arranged according to the sequence of courses, typically from the outside inward. However, this structured arrangement may not always be fully understood by guests who are unfamiliar with formal service settings. Their use of utensils is often shaped by personal habits and everyday dining experiences rather than formal etiquette knowledge.

From a service management perspective, the physical environment plays an important role in shaping customer behavior. Mary Jo Bitner (1992) explains through the concept of *servicescape* that physical surroundings function as nonverbal communication cues that influence how customers respond within a service setting. In this context, tableware arrangement can be understood as part of the restaurant's physical design that subtly guides guests in using utensils in a particular order.

In practice, however, guests may not always follow the intended sequence. Hospitality principles emphasize customer satisfaction and comfort as central objectives of service delivery (Philip Kotler, Bowen, & Makens, 2017). Therefore, staff are generally trained to adapt professionally when guests use utensils differently from formal expectations, ensuring that the dining experience remains comfortable and positive.

Research in multisensory dining also indicates that tableware contributes to overall perception and experience. Charles Spence et al., (2012) demonstrate that characteristics such as the weight, shape, and appearance of tableware can

influence how food is perceived. This suggests that while technical correctness in utensil use may not always be the primary concern for guests, the broader sensory and service environment significantly shapes their overall dining experience.

From an ESP perspective, tableware terminology functions primarily as a professional language among staff. Guests may recognize utensils visually but may not necessarily know specific English terms such as “hurricane glass” or “dessert fork.” This indicates that ESP in hospitality serves operational clarity and coordination among staff, while guests rely more on visual cues and personal dining habits.

Overall, the interaction between professionally trained staff and guests with varying levels of familiarity with formal table settings reflects a functional distinction in language use. ESP terminology supports internal communication and service efficiency, while guest experience is shaped more by comfort, atmosphere, and service responsiveness.