
Re: F&B Platforms Audit 2410A

From FORRESTER Steven <Steven.FORRESTER@swissotel.com>

Date Wed 10/9/2024 1:00 PM

To David DELACRUZ <David.DelaCruz@swissotel.com>; Shane EDWARDS <Shane.Edwards@swissotel.com>; KANNAN Jayesh <Jayesh.Kannan@swissotel.com>

Cc Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; Ayuri NISHIYAMA <Ayuri.Nishiyama@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>

Thanks David,

I think its very positive that we continue to find and become aware of our gaps.

The more we open up, the more guests we have and the more money we make.

Winning...

From: David DELACRUZ <David.DelaCruz@swissotel.com>

Sent: Wednesday, October 9, 2024 12:58 PM

To: Shane EDWARDS <Shane.Edwards@swissotel.com>; KANNAN Jayesh <Jayesh.Kannan@swissotel.com>

Cc: Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Ayuri NISHIYAMA <Ayuri.Nishiyama@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>

Subject: Re: F&B Platforms Audit 2410A

Dear all,

I will present and send this week audit at our meeting today.

We will also discuss about the drinks plans as mentioned last time and the closing times in our online platforms.

Thanks!

David De la Cruz

From: Shane EDWARDS <Shane.Edwards@swissotel.com>

Sent: Wednesday, October 9, 2024 12:51:15 PM

To: KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; David DELACRUZ <David.DelaCruz@swissotel.com>

Cc: Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Ayuri NISHIYAMA <Ayuri.Nishiyama@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>

Subject: RE: F&B Platforms Audit 2410A

I have in my calendar that we will be updated by COB today.

Kind regards,

シェーン・エドワーズ
Shane Edwards

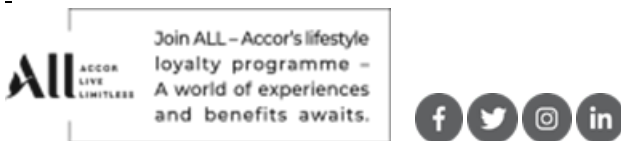
総支配人
General Manager

Swissôtel Nankai Osaka

スイスホテル南海大阪
5-1-60 Namba, Chuo-ku, Osaka 542-0076 Japan
大阪市中央区難波5-1-60

Tel: +81 (0) 6 6646 1111 | Fax: +81 (0) 6 6646 5201

Shane.Edwards@swissotel.com | [swissotelnankaiosaka.com](https://www.swissotelnankaiosaka.com) | [swissotel.com](https://www.swissotel.com) | [all.accor.com](https://www.all.accor.com)



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From: KANNAN Jayesh <Jayesh.Kannan@swissotel.com>
Sent: Wednesday, October 9, 2024 12:47 PM
To: Shane EDWARDS <Shane.Edwards@swissotel.com>; David DELACRUZ <David.DelaCruz@swissotel.com>
Cc: Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Ayuri NISHIYAMA <Ayuri.Nishiyama@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>
Subject: Re: F&B Platforms Audit 2410A

Hi David,

This is exactly what we need. Do keep us posted on the status of last week's issues and what is resolved/ still pending.

As this is an internal document, to save time you may choose not to format the document too much and just use the default theme.

Best Regards,
Jayesh

From: Shane EDWARDS <Shane.Edwards@swissotel.com>
Sent: Friday, October 4, 2024 1:02 PM
To: David DELACRUZ <David.DelaCruz@swissotel.com>; KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Ayuri NISHIYAMA <Ayuri.Nishiyama@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>
Subject: RE: F&B Platforms Audit 2410A

Thank you David

Important that we resolve outstanding as a starting point. Can we please review again next Wednesday on follow up as we work through the outstanding.

I have added Mawi and Nishiyama san to the group for additional comments and support.

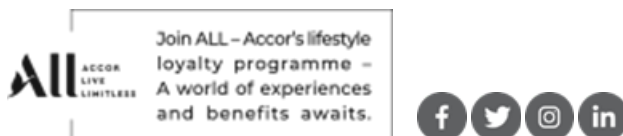
Kind regards,

シェーン・エドワーズ
Shane Edwards

総支配人
General Manager

Swissôtel Nankai Osaka

スイスホテル南海大阪
5-1-60 Namba, Chuo-ku, Osaka 542-0076 Japan
大阪市中央区難波5-1-60
Tel: +81 (0) 6 6646 1111 | Fax: +81 (0) 6 6646 5201
Shane.Edwards@swissotel.com | swissotelnankaiosaka.com | swissotel.com | all.accor.com



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From: David DELACRUZ <David.DelaCruz@swissotel.com>
Sent: Wednesday, October 2, 2024 6:25 PM
To: Shane EDWARDS <Shane.Edwards@swissotel.com>; KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; FORRESTER Steven <Steven.FORRESTER@swissotel.com>
Subject: F&B Platforms Audit 2410A

Dear all,

Here is the audit for this week.
Please let me know if you have any comments.

Will keep updated when the issues are fixed. For the critical issues I will check tomorrow (Empress room not showing dinner menu in Ikyu).

For Nambar10 and Shun, we will contact Hot Pepper to created accounts.

Let me know if you have any questions or find something I missed.

Thanks!
David De la Cruz