

RE: F&B Online Platform Audit 2501B

**From** Shane EDWARDS <Shane.Edwards@swissotel.com>  
**Date** Mon 1/20/2025 10:17 AM  
**To** KANNAN Jayesh <Jayesh.Kannan@swissotel.com>; David DELACRUZ <David.DelaCruz@swissotel.com>  
**Cc** FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; Atsuko YORIFUJI <Atsuko.Yorifuji@swissotel.com>; Mototsugu KASHIMOTO <Mototsugu.Kashimoto@swissotel.com>; Masahiro UEDA <Masahiro.Ueda@swissotel.com>; Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>

Thanks you gentleman please resolve the below asap.

David can you please set up a reminder in your calendar so we do not miss sending the report. This should be on a Wednesday noon so that we have time to review before F&B Revmax. If off on that day please make arrangements to send it earlier.

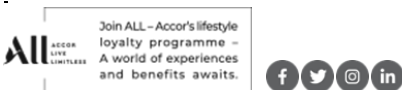
Thank you in advance.

To ensure we have additional support Steve can you please allocate someone in our team that can work with David so we have 2 people sharing the knowledge as I am sure there will be times that David will need to take leave.

Kind regards,

シェーン・エドワーズ  
 Shane Edwards  
 総支配人  
 General Manager

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**From:** KANNAN Jayesh <Jayesh.Kannan@swissotel.com>  
**Sent:** Monday, January 20, 2025 8:57 AM  
**To:** David DELACRUZ <David.DelaCruz@swissotel.com>; Shane EDWARDS <Shane.Edwards@swissotel.com>  
**Cc:** FORRESTER Steven <Steven.FORRESTER@swissotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swissotel.com>; Atsuko YORIFUJI <Atsuko.Yorifuji@swissotel.com>; Mototsugu KASHIMOTO <Mototsugu.Kashimoto@swissotel.com>; Masahiro UEDA <Masahiro.Ueda@swissotel.com>; Mariangela SILVESTRE <Mariangela.Silvestre@swissotel.com>; Mawi ZABAT <Mawi.Zabat@swissotel.com>  
**Subject:** Re: F&B Online Platform Audit 2501B

Dear David,

Thanks for sharing. Can we try to send it out in the middle of the week as per our original discussion?

Also, can you please check on the following:

1. Minami can only be booked for 5 people max? Is this correct?

☐ I confirm I've read the Message from Venue above



|  |   |
|--|---|
| <div> <div>2</div> <div>-- Adults --</div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> </div> | <div> <div>2025-02-12</div> <div>7:00 PM</div> </div> |
| <div> <div>1</div> <div>-- Baby --</div> <div>5 years and under</div> </div>                                       |   |
| <div> <div>Special Menu</div> <div>Set Menu(1/6-)</div> <div>Drink</div> <div>Seats only</div> </div>              |   |

2. Same thing for Shun, only available for 5 adults?

be combined with other discounts.

- Please call us if you will be late by more than 15 minutes; otherwise, we cannot guarantee your seat.

- Smoking is prohibited inside the store.

Inquiries by phone: 06-6646-5122  
Inquiries by email: shun.osaka@swissotel.com

☐ I confirm I've read the Message from Venue above

-- Party Size --

1

2

3

4

5

-- Select Date --

-- Select Time --

Lunch

Dinner

Lunch [Online reservation only special offer]

Dinner [Online reservation only special offer]

Se

3. Shun for Feb is not available for lunch on 2 or 3 weekdays I checked, example below, can this be checked? It is available for Jan.

- Smoking is prohibited inside the store.

Inquiries by phone: 06-6646-5122  
Inquiries by email: shun.osaka@swissotel.com

☐ I confirm I've read the Message from Venue above

2

2025-02-19

-- Select Time --

Category

Any

counter

table

Dinner

Dinner [Online reservation only special offer]

Seat Reservation

Dinner

Traditional

Homemade bread / 2 Appetizers / Stick Vegetables / 8 Kinds of Creative Deep-Fried Skewers / Meal / Dessert

Our creative kushiage, made with fresh seafood and seasonal vegetables, is made with only thin batter and special vegetable oil, so it's healthy and doesn't leave any oil residue, so women can enjoy it with peace of mind.

Traditional

World Travel Series : January-February Japan

AOSASWEED BAGUETTE  
TOASTED MINI BRIOCHE

AMUSE

Read more

4. Can we hide the Lounge take away page if nothing is being sold here? Please advise.

Select a Venue

「ザ・ラウンジ」(テイクアウト) / Swisshotel Nankai Osaka

## Book at 「ザ・ラウンジ」(テイクアウト) / Swisshotel Nankai Osaka

### Message from Venue

- ▶ Please place your order by 10am the day before.
- ▶ Other promotions, discounts or benefits are not be applicable.
- ▶ Changes cannot be made after the reservation is made. If you wish to change your reservation, please cancel and reschedule your reservation.
- ▶ Please note that if you are late for more than 1 hour after the specified time without contacting us, your reservation will be automatically canceled and we will not be able to provide a refund.
- ▶ For orders of 10 or more, please contact us by phone.

For inquiries by phone: 06-6646-5004  
Email inquiries: thelounge.osaka@swisshotel.com

☐ I confirm I've read the Message from Venue above

1 2025-01-22 -- Select Time --

## Requests

QUESTION If you are a member, please enter your member ID.

Answer

REQUESTS

Best Regards,  
Jayesh

From: David DELACRUZ <David.DelaCruz@swisshotel.com>  
Sent: Sunday, January 19, 2025 8:21 PM  
To: KANNAN Jayesh <Jayesh.Kannan@swisshotel.com>; Shane EDWARDS <Shane.Edwards@swisshotel.com>  
Cc: FORRESTER Steven <Steven.FORRESTER@swisshotel.com>; Yutaka MORIZONO <Yutaka.Morizono@swisshotel.com>; Atsuko YORIFUJI <Atsuko.Yorifuji@swisshotel.com>; Mototsugu KASHIMOTO <Mototsugu.Kashimoto@swisshotel.com>; Masahiro UEDA <Masahiro.Ueda@swisshotel.com>; Mariangela SILVESTRE <Mariangela.Silvestre@swisshotel.com>; Mawi ZABAT <Mawi.Zabat@swisshotel.com>  
Subject: F&B Online Platform Audit 2501B

Dear all,

Here is the audit report of the audit for this week.

Thank you all for the support, everything is looking really good in Tablecheck and Ikyu. For Tabelog please let me know if you have any questions about what changes should be made so is updated with the latest information.

Additionally, for Table36, there are some dates in Ikyu where lunch is not available, please let me know if there is a special reason.  
For SH'UN everything looks good! Please just add the menu in Ikyu for Feb.

Thanks again!

Best Regards,  
デビッド・デ・ラ・クルス  
David De la Cruz

F&Bマーケティング  
F&B Marketing

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