

1.0 FOOD & BEVERAGE SERVICE - INTRODUCTION

Every hotel has two major revenue producing areas, Rooms and Food and Beverage service. The Services offered in the F&B outlets are commonly termed as Food & Beverage Services, and the department dealing in such services are termed as Food & Beverage Service department. This is a department where managers can delight their increasingly sophisticated and demanding guests. Every hotel operation spends a lot of time and money in developing this particular service in order to increase the revenue and delight the guests. In our hotel the Food and Beverage services offered are:

FOOD AND BEVERAGE OUTLETS

- | | |
|-------------------------|--|
| 1. BANQUETS | - The function halls |
| 2. TORQUE / ESCAPE | - The Fun Place-The pub |
| 3. MUSTANG | - The Bar |
| 4. ONCE UPON A TIME | - Multi cuisine Restaurant |
| 5. TULIPS | - The Coffee Shop |
| 6. ROOM SERVICE | - The room guest service facility |
| 7. BUSINESS CLUB LOUNGE | - Breakfast is served for B.C &
Suite room guests & evening 7pm to 8 pm
the same guest can enjoy happy hour. |

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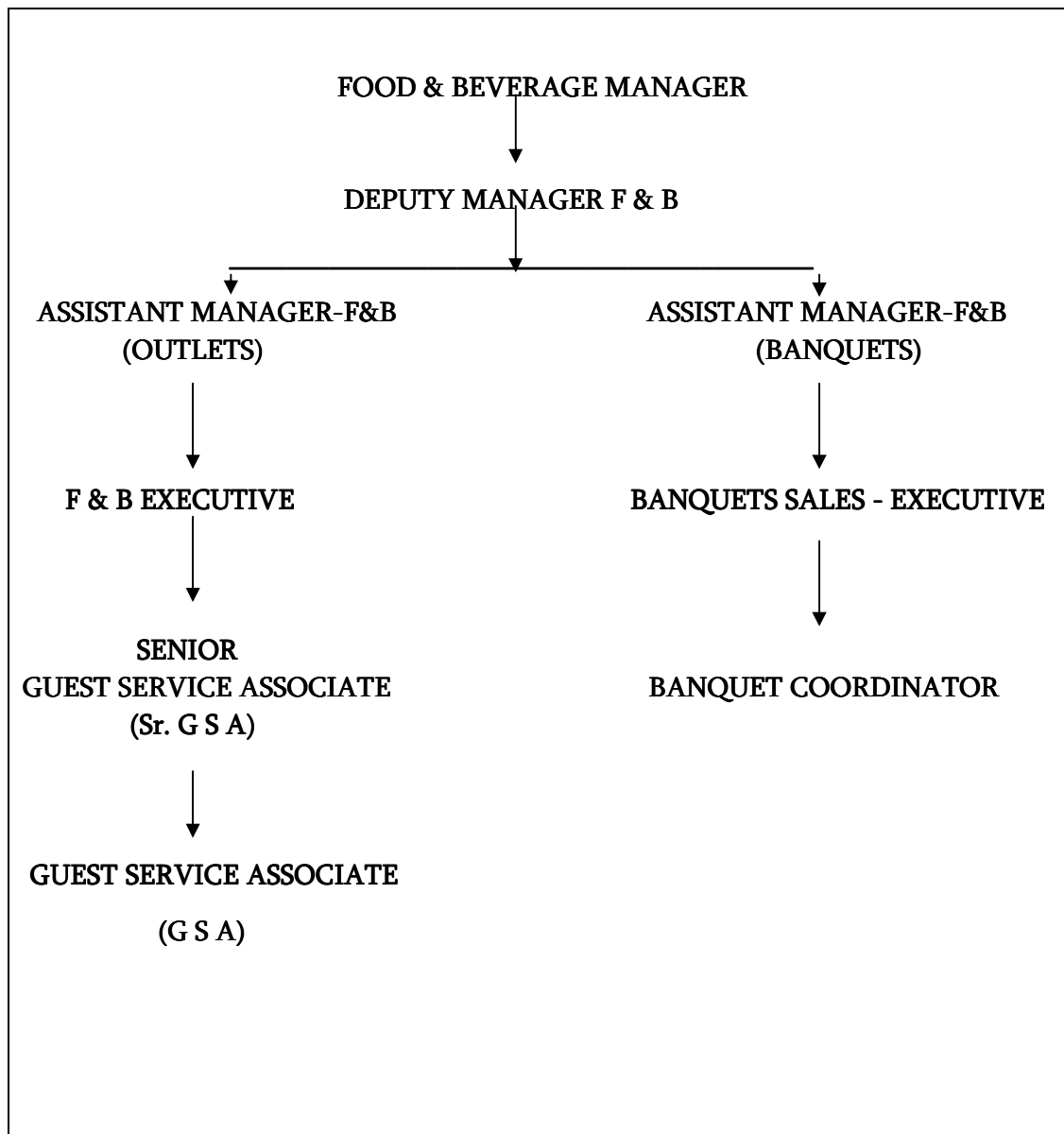
1.1 F&B SERVICE OPERATIONS

Food & Beverage service department basically provides the guests' food, beverages and related services. The department caters to the basic needs of guests, in a manner that meets our standards of quality. Delighting guests by providing them with excellent service creates guest loyalty and builds repeat business. The objectives of this manual are to guide Food Service personnel in delivering guest- driven service and continuously improve the process of providing excellent services. The basic functions of this department include:

1. Attending to all inquiries of the guests about the services
2. Taking down reservations from the guests, prior to their use of services and process the same as per the requirements
3. Receiving guests on their arrival and seating them as per their preferences and availability of tables.
4. Taking orders from the guests and placing the same with the concerned department for preparation.
5. Preparing alcoholic and non-alcoholic orders and serving the same to guests as per their orders, in the bar.
6. Serving mineral water and tinned juices to the guests as per their order, directly from the bar
7. Serving the guests with the food course wise and drinks as per their orders and instructions
8. Ensuring that the guests are comfortable in the outlet and their expectations are met, satisfactorily
9. Clearing the soiled crockery & cutlery and ensuring that the table is cleaned for further service.
10. Presenting the corresponding check for payment, to the guest who is hosting the meal and clearing the same.
11. Maintaining continuity of operations and ensuring that every guest receives the same attention and care.

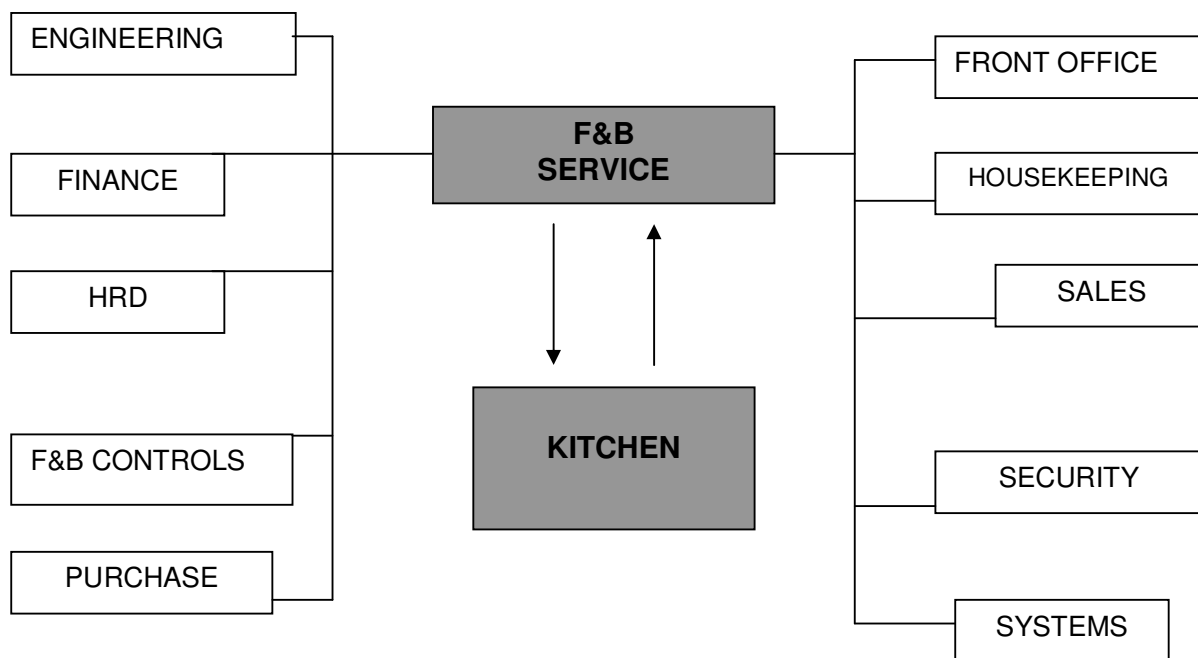
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1.2 HIERARCHY, AUTHORITY AND COMMUNICATIONS FLOW -



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1.3 INTERDEPENDENCE –



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2.0 DUTIES & RESPONSIBILITIES OF GUEST SERVICE ASSOCIATE

- 1) To check the availability of menu item for sale, from the kitchen before start of every session.
- 2) To keep the waiter's kit,(a spring action pen, scribbling pad, bottle opener, lighter, comb and handkerchief) at all times while on duty .He should also carry a waiter's cloth during service.
- 3) To attend briefings at the stipulated time, on daily basis in proper uniforms and kits.
- 4) To exchange linen from linen room during specified timings, observing the stipulated procedure.
- 5) To wipe clean all tableware and place it on the tables and stack the Sideboards as per the departmental procedures.
- 6) To procure all tableware from Stewarding after washing.
- 7) To set up the tables as required and instructed.
- 8) To complete the buffet layout, as detailed by the Captain.
- 9) To set up the restaurant as per the departmental standards, as and when instructed by the Captain.
- 10) To clean and set up side boards, as per the procedure and standards followed in the department.
- 11) To open the restaurant, on instructions from the outlet In-charge.
- 12) To welcome and seat the guests, in coordination with the Hostess or the Captain.
- 13) To hold a station or pick up food from kitchens or carry out any other work delegated in the duty allocation.
- 14) To pour water, present menus and ensure that the guests are comfortable and are taken care of, while they are in the outlet
- 15) To serve food, as per the procedures followed in the department.

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- 16) To behave with the guests in the most courteous manner and provide service of the highest standards.
- 17) To present the bill on completion of service and instructions of the guest.
- 18) To clear the bill and return the exact change to the guest, after clearing it from the cashier.
- 19) To thank the guests and wish them goodbye, while they are leaving, as per the procedures followed.
- 20) To set the table for the next guest, in the shortest time possible.
- 21) To handover the shift to the reliever, properly with inventory.
- 22) To close down the restaurant, once the last guest leaves after operation hours, on receiving instructions from the Outlet In-charge.
- 23) To carry out all winding up functions, as per the Captain's job allocation
- 24) To switch off all electrical equipment and lights before closing the outlet
- 25) To train the assistants and trainees on the job and ensure that they get adequate exposure before facing any real situations.
- 26) To wear and maintain the uniform in proper condition, at all times
- 27) To maintain discipline in the department.
- 28) To complete any other assignment delegated by the seniors, as per exigencies of work.
- 29) To assist the Captain in any manner possible, for providing effective service to the guests.

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2.1 DUTIES & RESPONSIBILITIES OF CAPTAIN

- 1) To allocate jobs to the subordinates
- 2) Check the grooming of the subordinates.
- 3) To take briefings of the subordinates on a daily basis, at the stipulated time, as per the departmental procedures.
- 4) To coordinate with Kitchen Stewarding for all needs of tableware, chinaware and glassware.
- 5) To coordinate with Housekeeping for cleaning of the outlet and linen requirements on a daily basis.
- 6) To receive guests and seat them, in the outlet.
- 7) To take orders and suggest dishes when specifically asked by the guest taking care not to upsell too much or embarrass the guest.
- 8) To take the order and enter the KOT on the system copy of which is generated at the kitchen.
- 9) To look after the guests and ensure that they receive prompt and courteous service.
- 10) To handle any complaints of the guests, as per the departmental procedures.
- 11) To report any grievance and complaint to the Outlet In-charge for follow up actions.
- 11) Ensure that all KOTs are raised, food served and bills raised for settlement.
- 12) To check with the cashier for settlement of all the bills of the outlet.
- 13) To allocate assignments to the subordinates for closing down functions.
- 14) To supervise all operations and ensure that company's policies are adhered to while dealing with the guests.
- 15) To relieve subordinates and account for all their assignments.
- 16) To ensure proper use and safety of all the equipment used.

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- 17) To take induction orientation of newly joined employees as per schedule issued by HRD.
- 18) To wear and maintain the uniform in proper condition, at all times.
- 19) To maintain discipline in the department.
- 20) To act on behalf of the Maitre D Hotel, in his/her absence.
- 21) To complete any other assignment delegated by the seniors, as per the exigencies of work.
- 22) To assist the seniors in any manner possible, for providing effective service to the guests.

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3.0 MISE EN PLACE AND MISE EN SCENE

PURPOSE

Mise en scene means preparation of the place. This is a very important function of F&B operations as it involves all those activities that lead to smooth service.

SCOPE

Mise en place involves all such actions that involve setting up the place for operations. It includes cleaning of the outlet, cleaning of equipment, setting up of furniture and fixtures, garnering the ambience, preparation of items that might be required during operations etc.

PROCEDURE

Mise en scene, can be further segregated into the following activities -

A. OUTLET SETTING –

As soon as the outlet is opened, or being made ready for a service session the following must be checked -

- | | |
|---------------------------------------|---------------|
| 1. Carpet/flooring clean | Housekeeping |
| 2. Tables & Chairs not wobbling | Engineering |
| 3. Lights functioning | Engineering |
| 4. Music system working | Engineering |
| 5. Fresh linen procured against dirty | Service Staff |
| 6. Fresh flower buds procured | Housekeeping |

In case any of the above not up to the standards mentioned, the same should be notified to the concerned department and rectified at the earliest.

The following activities must be carried out once all the above have been completed -

1. Open Windows and Doors for fresh air to come in, for a while
2. Wipe clean menu cards and tent card dockets
3. Remove any soiled or creased menu cards
4. Lay tablecloth on the tables
5. Fold napkins
6. Keep extra linen in cupboard
7. Change wilted flowers with fresh ones
8. Close the doors and windows and start air conditioning

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B. TABLE SETTING -

Before setting a table, it should be dusted properly so as to remove any dirt and stains from its surface and legs. At this time, any wobbling tables should also be checked and discreetly padded or rectified with the help of the Maintenance department.

Once the table is stable and clean it should be set with the following items -

- | | | |
|------------------------------------|-------------|----------------|
| 1. Table cloth of appropriate size | OUT | over the table |
| 2. Bud vase | OUT | at the centre |
| 3. Cruet Set | ALL OUTLETS | at the centre |
| 4. Sugar bowl with tongs | TULIPS | at the centre |
| 5. Paper table mats | TULIPS | at the covers |

The table should have all the covers laid according to the capacity of the table (the approximate size of a cover is 22" by 15")

A cover, on the table consists of the following -

- | | | |
|------------------|-------------|----------------------|
| 1. Quarter Plate | RESTAURANTS | left of cover |
| 2. Soup Spoon | RESTAURANTS | right of knife |
| 3. AP Knife | RESTAURANTS | right of napkin |
| 4. AP Fork | RESTAURANTS | left of napkin |
| 5. Dessert Spoon | RESTAURANTS | top of napkin |
| 6. Dessert Fork | RESTAURANTS | just below the spoon |
| 7. Water tumbler | RESTAURANTS | tip of knife |
| 8. Napkin fold | RESTAURANTS | centre of cover |

It should be noted that the covers are not set in Mustang and Escape. Proper crockery and cutlery is brought along with the orders, if required.

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C. PREPARATION OF SIDEBOARD -

Before the restaurant opens the sideboard should be equipped with the following items -

- | | |
|-------------------------------|-------------------------------------|
| 1. Water Jug with under plate | 26. Pickles |
| 2. Menu Card | 27. Ketchup |
| 3. Straw holder with straw | 28. Mint chutney |
| 4. Chinese cruet | 29. Saunf, supari, sugar candy |
| 5. Cruet set | 30. Tabasco |
| 6. Bud vase with flower | 31. Worcestershire |
| 7. Quarter plate (B&B Plate) | 32. Chili sauce |
| 8. Dinner plate (Full Plate) | 33. Mustard paste |
| 9. Dessert plate (Half Plate) | 34. Carbon papers |
| 10. Hi ball glass | 35. Napkins |
| 11. Tom Collins glass | 36. Hot water flask |
| 12. Roly poly glass | 37. Finger bowl with lemon |
| 13. Brandy balloon | 38. Salver |
| 14. Beer Goblet | 39. Coasters |
| 15. Juice glass | 40. Swizzle sticks |
| 17. Saucer with doily | 41. Canopy stick |
| 18. Service spoon | 42. Ice bucket & tongs |
| 19. Service fork | 43. Sugar bowl with cubes and tongs |
| 20. Dessert spoon | 44. Check folder |
| 21. Dessert knife | 45. Comments card |
| 22. Dessert fork | 46. Mineral water bottles (OUT) |
| 23. Tea spoon | 47. Mineral water dispenser |
| 24. Parfait spoon | |
| 25. Soup spoon | |

All the above, in specified quantity should be present in the sideboard, neatly stacked in the allocated space for each item, before commencement of operations in the outlet.

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3.1 STORE INDENTING -

All packaged food & beverage items, required by the various outlets are indented on a regular basis from stores. The schedule of indent from stores, outlet wise, is as under -

Issue of items from stores is done against an indent made on the computer by the outlet in charge. The indent authorized by the HOD and is accessible by the store in-charge.

Available items are issued as per the requisition by the store in-charge and non available items are informed to the concerned department.

All items should be drawn on specified days during regular working hours of the stores, and no effort should be made to open the stores during off hours. The items should be checked in the stores, for quantity and then only taken out. Any irregularity in the above should be brought to the notice of the in-charge and the material replaced, immediately.

The items drawn should be properly stacked in the outlet cupboards. These items should be used consciously, without wastage. However, any item should not be denied to the guest, under any circumstance.

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3.2 LINEN EXCHANGE -

F&B linen has to be exchanged during the following timings everyday -

- | | |
|----------------------------------|---------------------------|
| 1. BANQUETS | 09.00 am to 9.20 am |
| 2. TULIPS | 11.00 am to 11.15 am |
| 3. O.U.T | 11.15 am to 11.30 am |
| 4. B.C & ROOM SERVICE | 01.30 Pm to 14 pm noon |
| 5. TORQUE/ESCAPE | 01.30 pm to 14 pm.00 noon |
| 6. ROAST AND GRILL (at GPC only) | 03:30 pm to 03:15 pm |

Linen is exchanged on fresh for soiled basis.

Outlet personnel, linen exchange in charge, should collect all the soiled linen and segregate them - item wise. Then each item should be counted and tied in separate bundles of ten pieces each. These bundles can then be taken to linen room, during the prescribed exchange timings.

A LINEN EXCHANGE SLIP has to be filled in duplicate for all such exchange. The details to be filled in the slip are as under -

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HOUSE KEEPING DEPARTMENT LINEN EXCHANGE

RESTAURANT-----

TIME-----

DATE-----

DESCRIPTION	PAR STOCK	SOILED LINEN	FRESH LINEN	DIFF. TO BE RECEIVED
TABLE CLOTH				
65" DIA				
60"X 85"				
54"X 78"				
60"X 60"				
35"X 75"				
NAPKINS				
21"X 21"				
18"X 18"				
12"X 12"				
FRILLS				
SPUN				
SATIN				
SHOW PLATE				
MATS				
TORANS				
CHAKLAS				
APRONS				
MOULTONS				
WAITER'S CLOTHS				
COOK DUSTERS				

 LINEN INCHARGE

 CAPTAIN INCHARGE

The slip has all the items printed on separate rows for individual exchange of items.

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A copy of the slip is retained with Linen Room and filed for reference and balancing of the loans and short supplies.

The second copy of the slip should be retained with the outlet for counter checking all the transactions carried out during exchange. In case of extra requirement of linen during a particular session, the same may be requested from the Linen Room In charge. Extra linen can be drawn on returnable basis, mentioning the same in the Linen Exchange Slip.

Any persistent misuse of linen may be debited to the outlet, at the sole discretion of Housekeeping Executive.

3.3 BUFFET SETTING -

Buffet setting is done, as per the procedure laid down below –

- a) Set the buffet tables, side by side, as per the buffet spread depending on the no. of dishes to be accommodated on the counter.
- b) Lay clean and fresh table cloth on the table, ensuring that there are no creases in between, where the tables are joined.
- c) Put up a frill, with the tablecloth at the edge. The frill should just fall enough so as to touch the floor. Pleats can be incorporated in the frill at regular intervals to add to the decor.
- d) Place required no. of chaffing dishes at equal distance, approx.6" behind the edge of the table. Chaffing dishes should be clean and free from any marks or stains.
- e) Should be of same design, size and aligned properly
- f) For all salads, food accompaniments etc. that do not require to be served hot - chaffing dishes need not be arranged. All such items should be placed in platters or specific containers, as under -

Contd.....

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- | | |
|-----------------|---|
| 1. Salads | Platters and bowls |
| 2. Salads | Salad Bowls |
| 3. Salads | Mirror |
| 4. Curd | Set curd is purchased & kept at the buffet in a stain less steel bowl, in which it was set. |
| 5. Raita | Glass bowl |
| 6. Papad | Platter |
| 7. Papad | Bread basket |
| 8. Vadiams | Bread Basket |
| 9. Pickle | One portion glass bowl (peanut bowl) |
| 10. Chutney | One portion glass bowl (peanut bowl) |
| 11. Ice cream | Casserole |
| 12. Sweet meats | Platters |
| 13. Pastries | Platters |

- g) For all chaffing dishes, fill up fuel pots with solid fuel, and place at least one under each smaller chaffing dish and two under a bigger chaffing dish.
- h) Pour hot water in the chaffing dish, approx. to a height of 1 cm.
- i) Print/Write in Bold lettering, at least 1 cm in size, individual dish names on separate chits of paper size 4" X 3", and place these chits in Plastic docketts. These docketts are otherwise stored in the Hostess desk/Side station.
- j) The prepared docketts should be placed in front of individual chaffing dish wherein that particular dish is to be kept. It is to be noted that there should be a sequence followed in placing the dishes. Each buffet sequence can be different; however, the following points must be kept in mind -
- k) Soup should be kept, either on a separate counter or at the start of the buffet, in a soup tureen.
- l) Salads should be kept at the beginning of the counter, in separate platters/mirror/bowls etc.
- m) Rice should be at center of the buffet.
- n) All curries should be segregated into vegetarian and non- vegetarian. Vegetarian dishes should be together and non-vegetarian should be kept side by side.
- o) Dishes of same color should not be kept together.

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- p) Dishes of similar style of preparation or ingredients should also not be kept together.
- q) Cereals/ Dal / Sambar should be kept beside the rice.
- r) All accompaniments of the food should be kept at the end of the buffet, along with Curd/ Raita / Papad / Pickle etc.
- s) Desserts should necessarily be placed on a separate counter.
- t) Appropriate service spoon should be placed, for each individual dish on the buffet counter, on a half plate. For smaller items like salads, accompaniments and desserts - service spoon may be placed on a saucer. The service gear should be placed in front of each dish, keeping it convenient for the guest to serve himself.
- u) Once all the above has been completed the food pan should be brought from the kitchen, and placed in each chaffing dish marked for it. Any items on platters should also be brought and placed at the allocated space on the counter.
- v) Before the dishes are being placed, fuel should be lit up by showing a lighted candle to it. The lid of the fuel pot should be opened only slightly so that there is a controlled flame, just enough to keep the water in the pans warm, thereby maintaining food temperature.
- w) The buffet can be opened for the guest, after ascertaining that all the dishes have been brought and placed at appropriate place. All the dishes are proper in appearance and taste, being checked by the chef.

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4.0 INTRODUCTORY FUNCTIONS

BRIEFING -

It is the responsibility of the outlet in charge to take briefing before the commencement of each session of service or starting of a shift, as the case may be.

The objective of briefing is to appraise all the personnel coming On duty, of the day's plan of work, availability of items in the kitchen, expected guests (if any), reservations and special arrangements to be made etc. However, briefing also initiates a dialogue between the personnel and any doubts, grievances, problems should also be redressed here. The person taking briefing should also check if all the Guest Service Associates are adequately equipped with the service kit which consists of Scribbling pad, click pen, waiter's cloth, black comb & lighter.

The procedure of taking briefings, is as under -

1. The briefing should be done, in a scheduled place so as to avoid any disturbances during the session.
2. Briefing should be done after completing set up of the outlet.
3. The person taking briefing should stand facing all the others, who should be standing in a line.
4. Everybody should stand erect and be attentive to the proceedings.
5. The person taking briefing should wish everyone present and go on to share information of the day's plan, as described above.
6. Any clarifications, doubts, grievances should be redressed as and when they arise.
7. While briefing, grooming of the waiters should be checked and ensure that each waiter has a waiter's kit.
8. Previous session's proceedings may also be referred, to emphasize on a point, if required.
9. An attempt should be made to improve the skills of the personnel, in terms of knowledge or traits or service techniques.

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10. Towards the end of the session, duties should be allocated to individuals and expectations laid down in clear terms.
11. Unparliamentarily language should never be used while briefing.
12. Briefing should end in about 15 minutes with a note of thanks to everyone, attending.

4.1 OPENING AN OUTLET FOR SERVICE -

Before opening the outlet for guests, the in charge should check the following –

1. Get the table and chairs in position and see that they do not wobble. Pad wobbling tables with paper.
2. See that tables and chairs are clean.
3. Tables on which the tablecloths are to be used are covered with a thick soft cloth. This is done as:
 - It offsets the noise of plates and glasses being put on the table.
 - It absorbs any spillage and protects the elbows from the edge of the table.
4. The tablecloth should be placed squarely on the table with its fold forming a line down the middle. Torn, crumpled, soiled or stained table cloths should never be used. See that the right side is always up.
5. The crockery must be spotlessly clean and unchipped and the serving dishes should be clean, well-polished and free of odor or dents.
6. All crockery, linen and cutlery are placed one inch from the edge of the table and all covers should be directly opposite to each other.
7. All knives and spoons are placed at the right side of the plate with the cutting edge turned left. Forks are placed at the left hand side with the prongs up.

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8. The dessert spoon and fork are placed parallel on top of the cover as dessert indication with spoon handle facing towards right hand side of the cover & bowl of the spoon facing towards the left side of the cover, Prongs of the fork facing the right side of the cover. Fork comes underneath the spoon, towards the plate.
9. The water glass is to be set at the tip of the largest knife/spoon, at the right side of the cover.
10. The napkins are placed in the center of the cover.
11. Monograms of all equipment should face the guest whenever possible.
12. Centre of the table should have bud vase and cruet set (filled) in the same order.
13. Music in the outlet should be playing smoothly.
14. All the lights and electrical equipment should be in order, and air conditioning should be working.
15. All the personnel should be ready with their uniforms and service gear.
16. The ambience in the outlet is set and is ready to welcome the guests.
17. The last but certainly not the least important point is "GUEST CONVENIENCE PREVAILS OVER ALL RULES"

Once all the above is satisfactorily completed, the outlet should be opened to the guests

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4.2 RECIEVING A GUEST -

As soon as a guest approaches the entrance of any of the outlets, the Hostess or the Manager or anybody else in proximity should open the door.

The guest should be greeted, wishing him/her with the appropriate time of the day, as -

Good Morning/Afternoon/Evening -
"Welcome to (outlet name) sir/madam.

The hostess should enquire the following from the guest -

"Are we holding a reservation for you?"

IF YES:

The same would have been noted in the cover register. The hostess should check the same.

IF NO:

The guest should be asked for his/her requirement in terms of the capacity of table -

"How many of you are there, sir/madam?"

In case, tables are not available, as per the guest's requirement - the following procedure may be adopted -

RESERVATION AVAILABLE -

The table blocked for the guest should be released. The following procedure should be followed -

The hostess should confirm the reservation, as under -

"I am holding your reservation Mr. /Ms. (guest name), for (no. of pax) people"

"Your table is ready. This way please. "

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The guest should be escorted to the table, and made to sit by pulling a chair for him/her and the other guests as well.

RESERVATION AVAILABLE, BUT TABLE NOT READY -

In case the reservation is available, but the table is not yet ready, the hostess should apologize to the guest and make him/her comfortable

“I am sorry; your table would take some time to be ready.”

“I request that you make yourself comfortable in the lobby, while I arrange for some soft drinks for you.”

Ensure that all the guests are comfortable and taken care of. Soft drinks should be arranged for the guests, in the lobby. If required, bell boys can be requested to help with serving soft drinks to the guests, after taking due permission from the Lobby Manager.

Effort should also be made to arrange for a table, as soon as it is free. As the guest had already made a reservation, he would not like to wait for a table, for too long.

The hostess should ensure that guests are kept informed about the status of their table, and they are comfortable while waiting for it.

Once the table is ready, the guests should be escorted to it as described earlier.

The hostess should once again apologize for the delay and Inconvenience caused.

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RESERVATION NOT AVAILABLE -

In case, the reservation could not be found, the same should be Informed to the guest, as under

“I am sorry, your reservation does not feature in our records but I will make the table ready (give the approx. time).”

“In the meanwhile kindly make yourself comfortable in the lobby, while I arrange for some soft drinks for you.”

“As soon as your table is ready, I'll escort you in. ”

It should be followed up that a table is made available to the guests, as soon as possible.

The guests should be escorted to the table as described earlier.

4.3 SEATING A GUEST

Guest should be seated as per his/her preferences. A vacant table, available, should be first shown to the guest suggesting him/her to take it, as under -

“Would you like that corner table?" or

“Would you prefer the centre table here?" or

“Would the table towards the aisle be fine with you?" or

“Would you care for the more comfortable sofas along the side?"

In all instances, guest's selection should be final and no effort should be made towards influencing him/her to change it unless there is a serious problem with the choice.

However, if there is no choice available for the guest, the same should be offered, as -

“I have a corner table for you. “Or

“I can give you that center table. “Or

“The table towards the aisle would be ready for you. “Or

“The sofas along the side would be comfortable for you.”

After the guest agrees on a table, he/she should be escorted to it by leading the way and asking him/her to follow, as -

“This way please.”

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Once the guest reaches the table, a chair should be pulled out preferably for the lady or seniors or any one of the guests. It should be done for all the guests. In case some of the personnel are passing by, they should also help in pulling the chairs. If the guest is having a child baby chair should be offered.

As soon as a guest is seated at the table, a note should be made in the cover register as under -

NAME	TABLE NO.	NO.OF PAX	TIME	CONTACT NO.

In case the guest is waiting also, the Cover Register should be updated to keep a track of which guest came first, and which came later. This facilitates allocation of tables on first come first basis.

At the end of the session, the register also helps in calculating the no. of covers sold.

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4.4 POURING WATER FOR THE GUEST -

After the guest has been seated, the Guest Service Associate on duty should pour water for all the guests after asking the guest's choice (bottled / filtered / still / sparkling water).

In Once Upon A Time only mineral water is served. As soon as the guest comes & seated comfortably one bottle of plain & one bottle of chilled mineral water bottle should be placed on the table.

The Guest Service Associate should announce that he is serving chilled water so that the guest can ask for plain water as per his choice. Thereafter every time he should serve it when water has been consumed out of the glass till the guest leaves the table.

Go up to the table, and get to the right side of the guest, you want to serve water to. It should be preferably the lady first and then onwards in a clockwise manner.

Before starting to proceed with the service, excuse yourself by saying -

“Excuse me Sir/madam.”

“Always guests first and hosts last”

Put your right foot forward when you reach the guest, and extend your right arm so as to take the bottle over the glass. The left arm should be used to hold the lid of the bottle.

Gently pour water into the glass filling it till approx 1cm below the rim.

As the water is filled, use the waiter's cloth to wipe the drop of water overflowing from the jug as you remove it from over the glass.

Gently but promptly, retrace your steps and proceed to serve the other guest.

In the whole process, never interrupt a guest during his/her conversation with other guests or on the phone.

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4.5 PRESENTING THE MENU

The Guest Service Associate should first approach the table with beverage list and then explain the guest the kind of choices available for the food.

If a buffet is available in the outlet at that time, the guests should be asked of his/her choice -

“Sir/madam would you like to try our buffet or order from the Menu”

If the guest would like to try the buffet, he/she should be assisted in picking up his/her food.

As per the guest's choice, menu can be offered in case he/she would like to order A'la carte, in the following manner -

Take as many menu cards as the no. of guests sitting on the table present a menu to each guest by gently offering the card.

Menu card should always be presented from the right hand side of the guests with the first page open

The menu should be presented first to a lady and then onwards in a clockwise direction.

It should be taken care that while presenting the menu, you should not come too close to the guest.

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4.6 ORDER TAKING

Guest should be given sufficient time to go through the menu, before taking the order. A minimum of 2-3 minutes should be given before approaching the guest for the order, unless the guest is ready to order before that itself.

Once assured that the guest is ready to order, the captain should approach the host and take the order -

"May I take your order, sir/madam?" or
"Are you ready to place the order now, sir/madam?"

The order is to be taken on a scribbling pad. The order should then be entered into the computer at the side station.

The details to be fed into the system are:

- | | |
|--------------|------------------------------------|
| 1. DATE | Date of taking the order |
| 2. TIME | Time of taking the order |
| 3. TABLE NO. | Table number (identification code) |
| 4. PAX | No. of guests sitting on the table |

Any special instructions like "less spicy"," no onions" etc. should also be entered in the system using the modifier option.

The guest should be assisted through the menu, as and when required by him/her. The captain should be ready with explanations for any dish that may interest the guest. A suggestion might be made to the guest, in case asked for, with regard to the selection of dishes. Any popular dish of the outlet can be suggested. In no case, however, an attempt should be made to push a high value item with the intention of improving sales turnover. A genuine suggestion should be offered, even if it is for reducing certain dishes due to the large portion size.

Each item, ordered by the guest should be clearly written down, along with the quantity required. Any special instruction for preparation of the dish should also be mentioned against the same, in clear and bold hand. Cover number of the guest should be mentioned against the particular dish/dishes as per the order, to enable service of right dish / drink to the right person.

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After the guest has given the order, it should be cross checked by repeating the same.

“May I repeat your order, sir/madam?”

The preparation time should be informed to the guest. Once this has been done the order has to be entered in the computer as per the procedure explained above. Any special instruction for preparation of the dish should also be mentioned against the same in the system. One copy of K.O.T is printed at main kitchen.

While the guest is waiting for the food, it should be ensured that water is regularly replenished in the glasses. The glass should never be left half-full.

In case, the guest is alone, and seems to be getting bored, the hostess or captain or the manager should take initiative to converse and keep him/her entertained.

If the guest amends/cancels the order it needs to be entered in the computer immediately and the previous order to be voided by the captain in-charge and authorization signature of the chef in-charge to be taken on the void KOT.

ENTERTAINMENT / HOUSE CONSUMPTION KOT -

When any of the hotel officials entertain any of their official guests or have their meal in the outlet, an ENT/HC KOT should be raised for them.

The option of ENT/HC is available on the system itself. The Guest Service Associate chooses the option and as usual the KOT is generated in the kitchen and the bill at the cashier. The difference here is that the amount on the bill is the average cost without the taxes and charges. The bill is printed and presented to the concerned Manager for payment/authorization.

Note:

Senior managers / Officials should be served first followed by the Managers.

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4.7 FOOD PICK UP AND PLACING –

The Guest Service Associate, doing the food pick up should be well aware of the table numbers and their exact order. Once food is ready in the kitchen the Guest Service Associate has to pick-up and make sure that he's done with one table at a time course wise i.e. soups and starters first, main course second and finally desserts.

The food should be placed on a tray, in individual containers for each dish, as given from the kitchen (heavier items positioned towards the body). This food should be placed on the concerned table & never kept on the sideboard. The Guest Service Associate doing pick up should inform the station holder about the food being placed on the side table.

This process has to be carried on till all the ordered food on KOTs have been picked up from the kitchen and placed in the outlet.

4.8 SERVICE OF FOOD & BEVERAGES -

The sequence to be followed during service is as under -

In case of a beverage to be served, as a welcome drink or otherwise, the following procedure should be used -

A. IN CASE OF NON - ALCOHOLIC BEVERAGE -

For all welcome drinks, the drink should be served on the table as soon as the guests have made themselves comfortable on their chairs. This should be done, immediately after pouring water for the guests.

All non-alcoholic beverages, ordered by the guest, should be entered in the system. On picking up the beverage from dispensed bar, it should be ensured that the glassware used is appropriate, clean, and not chipped at the rim. The drink should be adequately garnished as well.

The Guest Service Associate should pick up adequate coasters from the side station, on his way to the table.

The order should be brought to the table, the Guest Service Associate should approach the guest whom he is going to serve from the right hand side and excuse himself, as above. A coaster should be placed besides the water glass on the tip of the knife. However, it should be

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towards the outside that is to the right of the water glass. The beverage glass should be placed over the coaster.

Each guest should be served in the same manner, starting with a lady and proceeding in a clockwise direction.

B. IN CASE OF ALCOHOLIC BEVERAGES -

Alcoholic beverages should be picked up from the service bar, against the KOT raised. (Refer section 17.3)

1. SERVICE OF BEER -

Beer should be brought in the sealed bottle or the actual sealed container (in case of a can), along with a beer goblet and two coasters on a salver.

A coaster should be placed, as for non-alcoholic beverages and the beer goblet placed over it, Ensure the beer is adequately chilled, hold the neck of the beer bottle with one hand and take off the crown with the help of a bottle opener.

Gently pour beer out of the bottle, holding the mouth of the bottle against rim of the glass ensuring that not much of froth is formed. The glass should be filled till one cm below the rim. The bottle should be held in the left hand and glass on the right hand.

Place a coaster towards the center of the table and place the bottle, with the remaining beer, over it.

2. SERVICE OF ALCOHOL WITH MIXERS -

All such orders should be picked up from service bar only against a KOT raised in the computers.

Alcoholic drink should be taken in an appropriate glass, the measure as ordered by the guest. There should be a swizzle stick in the glass for mixing the drink. The mixer should be taken separately in a carafe.

Ice bucket filled with Ice cubes and ice tongs should be taken to the table and each glass filled with the cubes as per the requirement of the guest. The Ice bucket should be kept at the side board for any replenishment required by the guests.

The order should then be brought to the table, as in the case of non-alcoholic beverages.

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Glass should be placed, as described earlier, and the mixer poured in it after taking guest's permission as -

“Sir, may I add (name of the mixer e.g. soda/cola/juice) to your drink.”

When the guest agrees, mixer should be poured gently and slowly giving guest a chance to monitor the quantity being added. The Guest Service Associate should ask the guest, while starting to pour the mixer in his glass by saying

“Sir/Madam, would you like me to top it up with”

The mixer should be then taken back and kept at the side station for replenishing, as required.

For alcoholic beverages ordered without a mixer, the drink should be brought to the table and served as in the case of non-alcoholic beverages with the exception that an Ice bucket filled with ice cubes and a tongs should be taken to the table and cubes added in the glass, as per the guest's preference.

C. SOUPS AND STARTERS/SNACKS SHOULD BE SERVED IN THE FOLLOWING MANNER -

Soup should be picked up from the concerned kitchen (Chinese/pantry) as per the order.

In case of continental soups, 2-nos. bread rolls and soup sticks per portion should be placed in a bread basket and the basket placed on the table, as an accompaniment. Butter dish with butter and butter knife should also be placed alongside the basket, at the center of the table.

In case of Chinese soups, Chinese cruet should be placed at the center of the table.

The soup is to be picked up in soup bowl. These soup cups should be brought to the side station. A saucer should be placed as under liner beneath each soup bowl and placed at the center of cover, after excusing oneself from the guest being served.

A half plate should be placed in front of the guests, at the center of the cover, after excusing oneself from the guest being served.

Any snacks that are being ordered, as starters or along with the beverages ordered, should be picked up from the concerned kitchen and brought to the table & is served by the Guest Service Associate.

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Relevant accompaniments should be placed towards the center of the table.

Snacks should be served to each guest, on to the plate and the remaining is left at the table in the entrée dish.

D. SERVICE OF MAIN COURSE, SHOULD BE CARRIED OUT IN THE FOLLOWING MANNER -

In case of food being pre plated, i.e. already portioned out in plates, it should be brought to the table directly and placed at the center of the cover from right hand side of the guests being served. Any accompaniments, however, should be placed in advance, as in other cases.

In case of food not coming pre plated, the following procedure should be followed -

The Guest Service Associate inside the outlet should ensure that he places plates on the table just before the food is picked up. The plates should be placed at the center of the cover, after excusing oneself, by saying

“Excuse me, sir/madam.”

It should be ensured that the plates are all clean and wiped dry. There should not be any marks on the surface of the plate, nor there do any form of grease on the surface. The monogram if any should face the Guest. Ensure the plates are warm for hot food and cold for cold food. The plate should be held with the waiter's cloth and placed in the center of the cover from the right hand side of the guest.

After placing the plates, any accompanying sauces should also be placed according to the order.

Once all the required accompaniments have been placed, food should be brought and each dish served to guests one by one starting with a lady and proceeding in a clockwise manner from the left side of the guests being served.

During the meal guests should be left to enjoy their food, however, regular follow-up to check for their comfort would make their stay in the outlet very comfortable and enjoyable.

Food should be replenished in the guest's plate, as soon as it becomes less in quantity. The Guest Service Associate should take the dish to the guest and offer to serve, by saying -

“Excuse me sir/madam, would you like some (name of the dish)?”

On approval of the guest, the dish should be served, as described in section

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E. SERVING FOOD FROM PLATTER TO PLATE -

To serve food from the dish, in which it was brought from the kitchen, on to the guest's plate the following methodology, should be followed-

Take the waiter's cloth and place it over the left-hand palm. Place the dish over it. Take a pair of service spoon and service fork in the right hand.

Hold the service spoon at its neck, with the index finger and middle finger and place its end of the stem under the thumb. The service fork should be held between the tip of the thumb and the index finger, with the end of its stem also placed along with the spoon's stem.

This way the index finger acts as a lever and when removed from between fork and spoon enables the two to close on food to hold firmly.

Approach the guest, to be served, from his/her left side and excuse yourself, as earlier. Take the dish in the left hand in front, so that the guest can see it, and is also close to the guest's plate for ease of service. Announce the dish -

“(Name of the dish) for you sir/madam”

Gently take the right hand, with the service gear, to the dish and pick up food between the fork and the spoon by removing your index finger from the middle. The food, picked up in the spoon and fork should be carried over to the plate, without spilling, and gently released by bringing in the index finger to its earlier position between the two pieces of cutlery.

The food served on the guest's plate should not be a large quantity, nor should it be very less. It is advisable that the Guest Service Associate should take the signal from the guest, with regard to the quantity of food to be served.

After serving the guest, the Guest Service Associate should recede from the table and go on to serve the next guest. After serving all the guests, the dish should be placed towards the center of the table only if food is still left in it. As soon as food is exhausted from a dish, it should be removed from the table.

In case, of a lady sitting on the table, she should be served first. The next person to be served should be the one sitting adjacent to her, and if possible the host should be served the last.

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As and when any item gets exhausted from a guest's plate, it should be replenished from the dish, as explained earlier.

In the whole process above, replenishment of water should not be neglected at any stage. As soon as a guest drinks water from his/her glass it should be immediately replenished.

F. SERVING OF PRE-PLATED MEALS –

Pre-plated meals are the one prepared and portioned in kitchen with garnishes and accompaniments served directly on the guest table.

When the guest orders for such a meal the waiter need to lay the cover accordingly and should pick up the food plate / platter from the kitchen and serve it on to the guest table from his right hand side.

4.9 TABLE CLEARANCE -

As soon as the guest finishes having his/her meal, the table should be cleared of all the soiled tableware. This procedure is termed as clearance. Clearance should be carried out in the following manner -

As the contents of a dish have been consumed it should be removed from the centre of the table, after excusing yourself from the guest.

If the guest has finished having his/her meal and does not require you to replenish his plate then it should be cleared.

The guest would indicate that he has finished his meal by placing his cutlery together on the plate.

To clear a plate, approach the guest from his/her right side excuse yourself and seek his permission -

“May I clear your plate, sir/madam?”

On his/her approval, the plate may gently be removed from the table, with your right hand, after ensuring that the cutlery does not slip out of it while removing.

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The plate should be held on the left hand with fingers spread out and the thumb should support the ridge of the plate. One piece of the cutlery should be held under the tip of the thumb and all other pieces tucked under the first one.

The second plate should be removed in the same way, with the left hand being positioned behind the guest. The second plate should be transferred to the left hand, and placed over the thumb and the tip of the little finger coming out from beneath the first plate. The second plate would not cover the first plate, totally.

Any leftovers should be transferred to the first plate and cutlery tucked under the first piece tightly held under the thumb tip.

This cycle should be followed till all the plates are cleared. After clearing all the plates, the Guest Service Associate should take it to the back area and place it at the appropriate place.

Next, all the quarter plates should be cleared in the same manner. However, it is desirable that quarter plates should also be cleared along with the other plates in the first instance itself.

After all the plates are cleared any soiled glassware etc. should also be cleared from the table.

Clearance should be done for all the items, except for those which would be required on the table for the next course of the meal.

Accompaniments placed on the table should be cleared at the end.

Before serving the desert, crumb the table for any left over food particles which may be on the table with the help of crumbing brush with an underliner.

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4.10 SERVICE OF DESSERTS –

The Desserts should also be served, in a similar fashion as in the case of main course. However, most of the desserts come pre-plated from the kitchen. Hence, the waiter should just place the dessert at the centre of the cover, as in the case of soups or any other pre plated item served during main course.

However, before dessert could be served, the following must be done -

1. Remove all soiled plates, dishes, cutlery etc. from the table.
2. Take a finger bowl, half filled with Luke warm water from the hot water flask kept at the side station. Add a lime wedge to it; place it over a saucer with a doily.
3. Take this bowl to the guest and put it at the center of the cover, after excusing yourself.
4. Once the guest, cleans his/her fingers clear it from the right side, as explained in section.
5. Take the crumbing brush & pan. Approach the table and remove any food
6. Particles or other tit bits from the table by brushing it and collecting it in the dust pan. During the process, the Guest Service Associate should excuse himself from the guest and reach out to the food particle with his right hand. The pan should be kept at the edge of the table and the particle brought to the edge and pushed over to be collected in the pan.
7. After cleaning the table, the dessert spoon, placed at the top of the cover, should be brought down to the right side of the cover - where the knife was placed originally.
8. Cruet set should be removed from the table.
9. Water should be replenished, in case required.
10. Once all the above has been carried out, the Guest Service Associate can go on to serve the desserts, as preferred by the guest

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4.11 PAGING FOR A GUEST IN AN OUTLET -

To page for a guest in the outlet, is to find if the guest of a particular room is in the outlet. This is usually done, when there is a call holding for the guest or anybody wishes to contact the guest, urgently.

On receiving such a request, from telephones or from any of the hotel officials, the hostess/captain/manager of the outlet should write the name and Room No. Of the guest with a white board marker on the paging board kept in the Hostess desk/side station and ensure that the board is carried around in the outlet, so that all the guests can look at it. In case the guest is present in the outlet he/she would respond to the paging boy.

In the case of Tulips there is a speaker on which the telephone operator announces the name of the guest. In case the requested guest is available in the outlet, his call may be directed there by requesting telephones. Before, the call is taken; guest should be informed of the same -

"There is a call holding for you, Sir/Madam." Or

"We are holding a call for you, Sir/Madam."

If the guest agrees to take the call on his table, the cordless handset should be picked up, telephones be asked to connect the call and the set handed over to the guest.

In case the guest is not available, the same may be informed to the caller/inquirer.

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4.12 PRESENTING & CLEARING A CHECK -

When the guest is having their last course, and do not want to order for any other item (only in case specified already by him/her) the Guest Service Associate should go to the cashier and ask him to prepare the bill for that table, identifying it by the number assigned to it.

In case, it has not been specified by the guest, no attempt should be made by the Guest Service Associate to prepare the bill. However, it is advisable to ask the guest if he/she would care for something else -

“May I get you something else?”

In case the guest asks for something the same may be arranged instantaneously, and served accordingly.

In case the guest doesn't want anything else the Guest Service Associate may proceed with the preparation of the bill.

Necessary discounts (if any) needs to be given before the bill is printed out.

After getting the bill prepared, it should not be presented to the guest until and unless he/she specifically ask for it.

On the guest's request place the bill in a bill folder, on the right side, Guest Comments Card on the left side, and a pen in the center. Close the bill folder and place it near the host. In no case should the bill be presented to a lady, unless otherwise requested/specified by the guest.

At this point, the Guest Service Associate should also carry the toothpick holder along with the bill folder and place both together, on the table. The toothpick holder would be placed on a saucer with a doily paper.

The Guest Service Associate should recede from the table and stand at the side station, or complete any other task assigned.

The guest can sign on the bill, if he/she is staying in the hotel, stating his name and room number on the bill.

The guest can pay cash by placing requisite amount along with the bill.

In any of the above cases, the Guest Service Associate should approach the table, once it is ascertained that the guest has made the payment, in any of the forms mentioned above. The Guest Service Associate should take the folder, only after taking permission from the guest -

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“May I clear your check?”

The bill should be taken to the cashier with the card, or cash or the signatures. The cashier would process the bill as under -

IN CASE OF ROOM GUEST SIGNING THE BILL -

The bill would be posted to the guest's room account. Both the copies of the bill would be retained by the cashier. The guest would be given a copy of his bill by the Front Office cashier at the time of his check out and final payment of the bill.

IN CASE OF GUEST PAYING BY CREDIT CARD -

An impression of the credit card would be taken on a charge slip and given to the Guest Service Associate. The Guest Service Associate should place a pen and the charge slip, with the amount filled in by cashier in the folder and brings it to the guest who gave the credit card.

Once the guest signs on the charge slip, the same should be taken to the cashier. The cashier on tallying the signatures would return the card, last copy of the charge slip and the second copy of the bill, after putting a paid stamp.

All the three items should be kept in the folder and placed in front of the guest who made the payment

IN CASE THE CREDIT CARD DECLINE -

In case of a declined card, you may consider taking the host aside, to prevent an embarrassment in front of his guests. Inform the guest politely about the same and ask for another card / cash for settlement.

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IN CASE OF GUEST PAYING CASH -

Once the guest places cash in the folder, the same may be taken to the cashier for settlement.

The cashier would return change (if due) and second copy of the bill duly stamped, which should be brought in the folder and placed in front of the guest.

After clearing the bill, the Guest Service Associate should not stand near the table. The guests should be left alone to chat amongst themselves. However, the hostess or the captain or the manager of the outlet may take some comments from the guests with regard to food and service.

SEEING OFF THE GUEST -

As the guest prepares to leave the outlet, the Guest Service Associate should assist them by pulling back their chairs.

The guest should be escorted to the door and it should be pulled open for them. On their way out, the guest should also be offered some saunf, sweet supari and sugar candy kept in a tray.

As the guest leaves the outlet, they should be thanked and wished as -

“Thank you for dining with us.”

“Thank you very much sir/madam.”

“Pleasure Serving You”

“I hope you enjoyed your meal.”

“Have a nice day.” (During the day)

“Good night.” (During dinner session)

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4.13 HANDLING A GUEST COMPLAINT

The guest, on being dissatisfied with the service provided to him/her would express the discontent in form of a complaint. Handling a complaint in a positive manner is very important, considering the fact that the guest actually cares to let you know the shortcomings, in your manner of service.

The senior should handle all complaints. However, it is recommended that the outlet Manager/In charge handles all complaints.

Always apologize immediately and take steps to correct the fault. Brief the people in-charge about the complaint and ask him/her to attend to the guest. Never argue with the guest.

There are certain guidelines that should be kept in mind, while handling a guest who has a complaint -Empathize with the guest, and understand as to what is the complaint, in exact terms. Ask questions, if something is not clear but do not interrogate the guest.

Do not put the blame on anyone else. The guest is not interested in excuses.

Empathize with the guest and sincerely apologize for the inconvenience caused.

Take corrective actions immediately and make sure that the problem is sorted out, as soon as it could be done.

At all times, when dealing with the guests, politeness is of utmost importance.

Do not make the guest feel that he is not welcome to complain. It is he who intends to give you a chance to improve your services. Be thankful to him.

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HANDLING A GUEST WHO COMPLAINS OF FOOD NOT BEING GOOD -

Try and understand what the complaint is about.

In case it is about a specific dish, apologize and offer to change it immediately. Make sure that the replacement is ordered as per the guest's preferences of the style of preparation of the dish.

An ENT KOT should be raised on the system, for the dish that is returned stating the reason for the same. The Chef In charge should be briefed of the complaint and requested to take extra care for the dish. The dish should be picked up within the shortest possible time.

A cancellation KOT should be raised (by entering it in the system), for the dish that is returned stating the reason. Since the entry has already been made on the system the cashier's copy is automatically updated too.

The dish is to be made complimentary for the guest.

In case the guest is furious about the food quality, and there is a major complaint like some external article being found in the dish or the dish tasting absolutely bad, the person handling the complaint should try to pacify the guest and arrange to replace the dish, as above. A dessert course could be served complimentary to the guest, after raising an ENT for the same, as a gesture of apology. However, in extreme cases of complaint, the whole meal can be made complimentary after consulting a Manager on duty.

HANDLING A GUEST WHO COMPLAINS OF SERVICE BEING SLOW -

Understand the guest's grievance. Apologize for the delay. Do not give excuses, at the outset itself.

First, check with the concerned person, on the status of service and find out the reasons for delay. Ensure that the service is expedited, immediately. In case of the outlet being full of guests and there is heavy pressure, take extra hands from other outlets which are dull for the moment.

Ensure that the service is provided to all the guests, without delay.

Apologize to the guest and assure that the problem is rectified.

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HANDLING A GUEST WITH ANY OTHER COMPLAINT -

It is important that the complaint is understood and corrective action taken.

In case the outlet personnel cannot sort out the complaint on their own, the concerned person may be contacted and requested for assistance.

In case the guest complaint cannot be solved because of the nature of the request being immoral or illegal or against the Hotel's rules, the same may be politely denied. If the guest is still dissatisfied a senior Manager or the Duty Manager (in absence of other senior managers) may be requested to handle the complaint.

In case of a guest shouting or creating a nuisance for the other guests, in the outlet, he should be politely dealt with. The guest should be requested to calm down and assured of complete redressal of his/her grievance. However, if the guest persists in disturbing the other guests, a senior Manager should be requested to handle the situation.

GUEST DELIGHT ACTIVITY -

Guest delight activity to be followed in the restaurant when there is a birthday/anniversary of any guest dining in the restaurant. The information need to be shared with other departments through mails / messages. A cake is organised and it is cut as per the guest convenience. Simultaneously the birthday song is played in the background. Photographs of the occasion are taken and mailed to the guest and a copy is forwarded to the Training department.

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5.0 BANQUETS

Banquets is the section, in F&B Service that deals with parties, get together, conferences, weddings or any other sort of affair involving large no. Of guests who prefer an exclusive arrangement for themselves.

Banquets offer enclosed and exclusive areas for private events to any guest who is willing to host such a function. Exclusive catering services are also offered to the guests, as per their specific requirements.

BANQUET SERVICES

Apart from the halls, other services that are arranged for the guest on request are as under -
Conference equipment: The following conferencing facilities are available, on request –

1	OVER HEAD PROJECTOR	as per actuals, on contract
2	SLIDE PROJECTOR	as per actuals, on contract
3	VIDEO PROJECTOR	as per actuals, on contract
4	VIDEO CASSETTE PLAYER	as per actuals, on contract
5	POTO GRAPHY	as per actuals, on contract
6	VIDEO GRAPHY	as per actuals, on contract
7	VCD PLAYER	as per actuals, on contract
8	LCD PROJECTOR	as per actuals, on contract
9	MIKE	complimentary from the hotel
10	WHITE/BLACK BOARD	complimentary from the hotel
11	FLIP CHART BOARD	complimentary from the hotel
12	PODIUM	complimentary from the hotel
13	FLOWER ARRANGEMENT	complimentary from the florist
14	FAX/XEROX/E-MAIL/COMPUT center	as per rates, from business

Some of the equipment, as stated above has to be hired from an outside contractor arrangement for which is done by the Banquets office personnel.

OTHER FACILITIES –

Other facilities available in the section are

STAGE	a stage can be set up, on request
DECORATION	flower decoration is done on contract at actual
BAR SETUP	a bar can be set up, subject to Govt. regulations
DANCE FLOOR	a dance floor is set only for private parties
FURNITURE	special furniture hired, on request, at actuals
MUSIC	piped music can be arranged in the halls

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5.1 HANDLING ENQUIRY

PURPOSE

The purpose of proper handling of inquiries in banquets is to convert them into sales proposition, assisting the guest in making correct arrangements as per the specific requirements.

SCOPE

Handling a banquet inquiry involves taking requisite information from the guest and providing an accurate feedback for all the queries expressed. It also involves handling the enquiry in the form of a call or in person in a positive manner so as to convert the same into a confirmed booking.

PROCEDURE

To handle a banquet enquiry on phone or in person, the following procedure must be adopted. The guest must be greeted as per the time of the day, and made comfortable. In case of a call, the caller must be greeted and offered assistance.

In case of the caller/guest expressing his intention of organizing an event, the type of function must be asked for –

“What kind of function do you want to organize, sir/madam?”

The functions could be usually of the following nature –

Conference, training program, meeting, board meeting, reception, wedding, religious ceremony, get together, birth day party, anniversary celebration, exhibition, special event etc.

The type of function is important in ascertaining the kind of place required for the party. A formal business function should only be accommodated in a banquet hall, while a family get together is more suitable in open lawns, subject to weather conditions. It should be checked whether the function is for Lunch, Dinner, Hi - Tea, Conference (daylong), Seminar, Board Meeting, Any other meeting etc.

The next information required is on the date of the function

"On which date would you like to have this function, sir/madam?"

"From what time to what time would you like the hall for?"

Once the date & required time is specified by the caller, open the page on the computer to corresponding date and check for availability of a suitable space.

Next, check for the number of people expected to join for the function –

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“For how many people would you require a hall?”

Take care not to use terms like "how many Pax" because the guest may not understand these hotel terms.

Once confirmed check against the available space and determine if the function can be organized for the guest.

In case there is no space available -

On the date specified by the guest, confirm once again for the date by cross checking it against the day of the week -

“You want it on (day of the week), sir/madam.”

If the date is same and required space is not available for the guest, the same can be informed to the guest -

“I am very sorry sir/madam, but we do not have any of the halls vacant for (date). However, if you could have the function on some other day, I can assist you with the availability. ”

If the guest offers some other dates, the same should be checked for availability of relevant space. The guest should be informed of the status, till such time that a date is finalized or the guest does not have any other alternate date. It is advisable here that the guest be offered an available slot, nearest to the one required by him/her. This way a choice is given to the guest for consideration.

In case there is a space available for the guest, to organize the required function, taking into consideration the type of function and the no. Of people expected to join, the same should be communicated to the guest -

“I can offer you (name of the hall), on (date) for (no. of expected pax) between (timings available).”

The guest would next ask for the rate, offered. Normally the rates to be offered to the guest should be in accordance with the instructions of the F&B Manager (An idea of the same is given below) -

These rates are changed periodically as per hotel policies. The above rates are negotiable and may change, and final decision is to be taken by the F&B Manager or GENERAL MANAGER. An entry should be made in the concerned column after asking the guest. All the details, taken above from the guest or given to him, should be entered therein along with his contact number. The guest can be invited to come over to the hotel & negotiate the details thereafter. He should also be invited to see the halls.

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5.2 MAKING A CONTRACT

PURPOSE

The purpose of making a contract is to provide legal sanctity to the arrangement made between the Hotel and the guest. This also serves the Purpose of elaborating all the requirements of the guest, for implementation by the concerned.

SCOPE

The contract encrypts the requirements of the guest, and directs the concerned personnel of the hotel to act accordingly. It also serves as a document of rate structure, enabling finance personnel to ensure proper billing and raising of relevant documents.

PROCEDURE

The procedure for making banquet contract is as under -

Any guest having made an enquiry and blocked a hall for his/her function, should be contacted as early as possible for confirmation. In any case, at least 48 hours in advance of the booking, the guest should be contacted for confirmation or the booking should be cancelled, after taking due permission from the F&B Manager. However, if a contact is established with the guest he/she should be invited over to the hotel for further negotiations in case the function is confirmed.

If reservation is almost finalized then it is keyed in the system. But after this also if it gets cancelled the reason for cancellation & contact number & name of person canceling the reservation should be mentioned in the system. But if it gets cancelled at a much earlier stage when reservation detail is in Banquet Enquiry Register, the reason & other detail of cancellation should be mentioned in Banquet Enquiry Register only.

For any cancellations, the concerned booking should be erased from the diary and an entry made in the last row titled Cancellations. The name and contact no. of the person canceling the booking along with the reasons for cancellation should be mentioned therein.

However, in case of confirmation the guest should be invited to the hotel, latest by 48 hours before the commencement of the function. Once the guest comes to the hotel for finalization and rate negotiations, all his queries should be answered genuinely. No false claims should be made to the guest and promised delivery of items that cannot be done.

The halls blocked should be shown to the guest, after switching on all the lights, when there is no other function going on.

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The rate negotiations should be strictly done under F&B Manager's instructions, and the slabs given by him should be followed. The guest can be offered suggestive menus. However any items outside the menu can also be offered after taking the Executive Chef's permission for the same. In case of a very nominal menu, depending on the type of function e.g. one tea and snacks, the rate can be negotiated in consultation with the F&B Manager.

The facilities available in the hotel or on contract only should be offered. Any additional services required should be checked with the F&B Manager and then confirmed to the guest.

Once the guest is satisfied with the deal, and agrees to prepare the contract, the following process should be adopted -

The contract should be made, and the following details mentioned therein –

- | | |
|-------------------------------|---------------------------------|
| 1. DATE | - Date of function |
| 2. TIME | - Time of function |
| 3. FUNCTION | - Type of function |
| 4. VENUE | - Hall/area of function |
| 5. HOST NAME, TEL & ADDRESS. | - Name of the host of the party |
| 6. BOARD TO READ | - Wordings on display board |
| 7. CONTACT NAME TEL & ADDRESS | - Details of the contact person |
| 8. ADVANCE ON CONFIRMATION | - Advance paid (at least 30%) |
| 9. MODE OF PAYMENT | - Cash/credit/credit card |
| 10. PAX EXPECTED | - No. of guests expected |
| 11. PAX GUARANTEED | - No. of guests guaranteed |
| 12. NON VEG | - No. of non-veg. guests |
| 13. VEGETARIAN | - No. of veg. guests |
| 14. FOOD PICK UP | - Time for pickup of food |
| 15. FOOD SERVICE | - Time for service of food |
| 16. RATE/GUEST | - Rate per guest |
| 17. TAXES | - Taxes as applicable |
| 18. ROOM RENT | - Hall rental, if any |
| 19. OTHER | - Other charges, if any |
| 20. MENU | - Food items to be served |
| 21. BAR/S.D/CIGG. /MISC | - Any other items to be served |
| 22. SPECIAL INSTRUCTIONS | - Other requirements, if any |
| 23. SEATING PLAN/SET UP | - Arrangement of chairs etc. |
| 24. PREPARED BY | - Hotel representative |
| 25. ACCEPTED & APPROVED BY | - Guest/host or the party |

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ADVANCE ON CONFIRMATION -

Advance should be collected at the time of making the contract. As a policy, 30% advance should be collected on confirmation. If the function is booked for a date that is a long time away then this amount is 30%. If it is in the immediate future then the amount could be 50%. However, certain exceptions can be made under instructions of the F&B Manager. In case of a company being the host, a letter of confirmation should also be requested from them. The guest should be requested for an advance, and the payment should be made to the cashier. Receipt can be handed over to the guest, but the Serial no., date and amount should be mentioned in the contract as well.

MODE OF PAYMENT -

The guest should be clearly explained that 100% payment should be done before the commencement of the function.

In case of a guest paying through credit card, signed charge slip should be taken from the guest.

If the guest enjoys credit facility with the Hotel, a letter assuring payment for the function should be obtained from the guest on a printed letterhead.

If the guest wishes to pay through a Cheque, only local company Cheques would be accepted. No personal cheques or outstation cheques can be accepted.

At the time of filling up this column all the above should be made clear to the guest, and approval taken for the same.

PAX -

Pax expected, is generally the no. of guests expected by the host. However, to reduce the chances of overcharging or under preparation of food an option of guaranteed pax is included. The host has to guarantee a certain no. of guests for which payment would be made even if so many people do not turn up.

Guaranteed pax figure could be less than the expected pax figure, however there should not be a difference of more than 10 - 15% between the two.

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FOOD PICK UP & SERVICE -

Food pick up time is only 15 minutes in advance of the service time to give a lead time for the service personnel to make the buffet ready.

The guest should be asked the service time, and the pick-up time can be filled in accordingly.

MENU -

All the food items, required to be served during the function should be mentioned herein. Soups first along with starters, main course next along with accompaniments and breads followed by desserts.

BAR/SOFT DRINKS/CIGARETTES/MISC. -

All beverage items required to be served in the party should be clearly mentioned, along with service instructions. Any bar item like smokes etc. should be mentioned herein.

The instructions of service should include the time of service (before meal, after meal, at the time of arrival), the container to be used for service (appropriate glassware for beverages) and the manner of service (buffet counter, tray service).

SPECIAL INSTRUCTIONS -

Any other requirements like mike or any contract services required should be mentioned herein. All the instructions should be detailed and self-explanatory.

SEATING PLAN/ SET UP -

The required arrangement of chairs and other furniture should be mentioned in this column.

Seating plan should be articulated clearly, in the column and a graphical representation made therein for better understanding. At the time of deciding the seating plan it should be taken in to account the space available for all the guests, in the hall and the type of function being organized.

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Some examples of the seating plan are as under -

1. U SHAPE Tables are arranged in U shape and chairs are arranged on the outer periphery of the U.
2. T SHAPE The tables are arranged in T shape and chairs are arranged at both sides of the stem and top of the horizontal bar is taken as head table for Dignitaries, Speakers and guests of honor
3. THEATRE STYLE The chairs are arranged as in a theatre, along with a head table for dignitaries as required.
4. CLASS ROOM Theatre style with a difference that audience chairs has a table in fronts them for writing, as in a class room.
5. INFORMAL Chairs arranged in a circular fashion
6. RESTAURANT TYPE Chairs arranged as in a restaurant. (groups)
7. BOARD ROOM SET UP Strict square or rectangular table set up, with chairs all around.

The contract, which serves as the function prospectus too, is made in duplicate copies, one for the guest another for Banquet Office. If the guest is not present the contract copy is faxed to him & he is requested to fax it back after signing in it to the Banquet Office.

During all the above process, it should be ensured that the guest is comfortable and some refreshments should be offered to him/her.

Once the contract formalities are completed, the guest should be thanked and assured of all assistance. The guest can be seen off with due care, and the processing of the function undertaken.

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5.3 PREPARING SUPPORT DOCUMENTS

PURPOSE

After the preparation of initial documents for a banquet engagement, support documents should be raised and circulated to the concerned for the implementation process to commence. The support documents enable the concerned personnel to plan and organize for the function, in advance and as per the requirements of the guest.

SCOPE

The support documents encompass all the details of the function and are circulated to all the affected departments and personnel for information and necessary action. The documentation process involves detailing of the requirements, vital information about the function, payment structure, display board notifications and any amendments if incurred on a later date.

PROCEDURE

The support documents raised after the finalization of the contract are as under -

FUNCTION PROSPECTUS -

This document should contain details of the menu and other relevant details. Since these have already been mentioned on the contract it is not done again.

- | | |
|------------------|---------------------------|
| 1. BOARD TO READ | Wordings on display board |
|------------------|---------------------------|

This is a sheet, detailing the following information –

- | | |
|-------------------------------|-------------------------------|
| 1. DATE | Date of function |
| 2. TIME | Time of function |
| 3. FUNCTION | Type of function |
| 4. VENUE | Hall/area of function |
| 5. HOST NAME, TEL & ADDRESS. | Name of the host of the party |
| 6. CONTACT NAME TEL & ADDRESS | Details of the contact person |
| 7. ADVANCE ON CONFIRMATION | Advance paid (at least 30%) |
| 8. MODE OF PAYMENT | Cash/credit/credit card |

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9. PAX EXPECTED	No. of guests expected
11. PAX GUARANTEED	No. of guests guaranteed
12. NON VEG	No. of non-veg. guests
13. VEGETARIAN	No. of veg. guests
14. FOOD PICK UP	Time for pickup of food
15. FOOD SERVICE	Time for service of food
16. RATE/GUEST	Rate per guest
17. TAXES	Taxes as applicable
18. ROOM RENT	Hall rental, if any
19. OTHER	Other charges, if any
20. MENU	Food items to be served
21. BAR/S.D/CIGG. /MISC	Any other items to be served
22. SPECIAL INSTRUCTIONS	Other requirements, if any
23. SEATING PLAN/SET UP	Arrangement of chairs etc.
24. PREPARED BY	Hotel representative
25. ACCEPTED & APPROVED BY	Guest/host or the party

The Function Prospectus should be prepared 48 hours in advance of the requirement, so as to enable the related departments to prepare for the function. The Function Prospectus is made in 6 copies & circulated to the following Departments:

- 1 copy to Kitchen
- 1 copy to Banquet
- 1 copy to Accounts
- 1 copy to F&B Manager

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5.4 AMENDMENT / CANCELLATION

The Amendment/Cancellation form is to be prepared manually and sent to all the concerned departments, in case of any modifications in the original structure of the function requirements by the guest.

This form should be sent at least 24 hours in advance of the function, and should contain the following information -

ORIGINAL BOOKING REVISED BOOKING

F.P NO.	F. Ps. no.	For identification purpose
1. DATE OF FUNCTION	original date	revised date
2. RATE	original rate	revised rate
3. NO. OF PAX	original pax	revised pax
4. OTHERS	other details	revised details

DELETED ITEMS

Food items not required

REVISED ITEMS

items required

The amendment/cancellation is also prepared, in case a function is cancelled after confirmation and the contract being made. However, in case of cancellation advance cannot be refunded and the cancellation should be intimated at least 24 hours in advance of commencement of the function.

All amendment should be sent to the concerned departments and a copy maintained at banquets office and pantry, as well.

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5.5 BANQUETS FOR THE DAY

The Banquets office prepares the document, one day in advance, on a daily basis.

This report incorporates brief details of the entire banquet engagements for the next day, and is circulated on the previous day's through intra mailing system evening before the close of banquet operations. This will enable the dept. to carry out their work switching on A/C, cleaning areas etc. Only reception, telephone & bell desk are given the hard copy of Banquet of the Day.

The details to be mentioned therein are as under -

1. DAY	Day of the function
2. DATE	Date of the function
3. TIME	Time of function
4. NO. OF PAX	No. of people attending the function
5. BANQUET HALL	Hall/area reserved for the function
6. NAME & ADDRESS	Host details
7. TYPE OF FUNCTION	Type of function, being organized
8. BOARD TO READ	Wordings on the display board
9. BANQUET MANAGER	Signature of banquet representative

The above document is to be prepared and circulated online to the following –

1. BANQUETS OFFICE & PANTRY	For necessary action
2. GENERAL MANAGER	For information
3. F&B MANAGER	For information
4. EXECUTIVE CHEF	For information
5. FRONT OFFICE MANAGER	For information
6. SALES MANAGER	For information
7. RECEPTION	For Guest inquiries
8. BELL DESK	For Display board preparation
9. TELEPHONES	For Guest enquiries
10. SECURITY	For information
11. HOUSEKEEPING	For information
12. MAINTENANCE	For information
13. F&B CONTROLS	For information

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5.6 BANQUET MISE EN PLACE

PURPOSE

To ensure that a banquet function is smoothly organized and all the arrangements are done as per the requirements, a well done mise en place is essential. It enables the service personnel to deliver the services, already assured to the guests by the sales personnel.

SCOPE

Mise en place in banquets is important for gathering all the necessary equipment, setting up required furniture, and providing proper space for the function activities to be carried out. Mise en place enables the service personnel to provide smooth service by ensuring the right things in right quantities in right place.

PROCEDURE

Mise en place for an engagement is done well in advance to avoid any last minute confusion. Since the requirement is in large quantity, the mise en place activity also consumes a considerable amount of time.

For the engagements scheduled on a particular day, mise en place should be completed the previous day itself, as far as possible. In case of back to back blocking of the halls, set up activities can be postponed but other activities should be pursued.

The following activities should be carried out –

1. Check for banquet engagements for the day
2. Check the Function Prospectus
3. Check the pax of each engagement
4. Check the staffing, available
5. Check the equipment available
6. Check the set up that is required

Make a note of all the requirements, of each engagement

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SET UP -

Set up should be arranged as mentioned in the Function Prospectus. For any clarifications, banquets office should be contacted.

For the buffet set up (for serving the meal), the following guidelines should be kept in mind -

1. One buffet spread for every 100 pax
2. One rectangular table (approx. 5ft. By 2.5ft) for 4 chaffing dishes
3. One soiled dish tote box and soiled linen box for every 100 pax
4. A separate counter for soup should be kept
5. Plates with napkins and forks/spoons to be placed at the start
6. Salads should be kept at the beginning of the counter
7. All non-vegetarian dishes to be kept at one end of the buffet
8. Plain rice and curd to be kept at the last
9. All chutneys, pickle & papad should be kept at the last
10. All chaffing dishes should have fuel pots underneath
11. Under the buffet counter, an empty can should be kept for fuel
12. A separate counter should be prepared for desserts
13. A separate counter for water and clearance should be prepared for every 100 pax
14. The buffet should be placed parallel to a wall

The table cloth of the buffet counter should be white and clean, while the frill should be neatly creased and spotless.

Once the buffet counter is set up, relevant dockets should be prepared for each dish and placed in front of the concurring chaffing dish. Fuel pots should also be filled up and placed under each chaffing dish.

Serving ladle should be placed in front of each chaffing dish, on an underline or saucer.

After the buffet set up, any other arrangement for equipment etc. should be completed.

In case of equipment to be hired, the information should be passed on to the concerned contractor at least one day in advance. All other arrangements for equipment, chairs, table, podium, mikes, boards etc should be completed as mentioned in the Function Prospectus. The same should be followed up with the concerned department, in case of a specific requirement.

After completing all the arrangements, Housekeeping department should be requested to clean the area, and the same should be supervised for maintaining proper standards.

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Any display board to be placed should be prepared & kept ready.

The requirement of crockery and cutlery is directly proportional to the no. of pax expected. The same no. and approx. 20% extra should be wiped cleaned and kept ready at the counter.

Soup bowls with saucer should be placed at the soup counter Half plates with folded napkin should be stacked at the buffet AP spoon & fork should be arranged along the plates, at the start Quarter plates should be placed at the dessert counter Teaspoons should be placed along with the quarter plates

Water glasses should be placed at each water counter.

Once all the above has been completed check for all lights. In case of any malfunction, the same should be rectified immediately with the assistance of the maintenance department.

All the equipment should also be checked and any malfunction rectified with the assistance of the concerned.

Room freshener should be sprayed in the hall, display board placed in the pre function area and air conditioner should be switched on at least 15 minutes in advance of the start of the function.

In case of conferences LCD projector, laptop, and audio visual devices to be checked well in advance to avoid last minute rush.

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5.7 SERVICE OPERATIONS IN A FUNCTION

PURPOSE

To serve in a function, is the basic purpose of banquets operations and the same has to be carried out in a systematic and organised manner. To streamline the functioning, specific procedures should be followed, enabling the service personnel to provide fault free services to the guests.

SCOPE

Service in a function covers all aspects of meeting the guest's requirements from the beginning of the function to its culmination.

PROCEDURE

For any engagement, enough boys should be arranged in advance. Each buffet counter would require at least 3 boys, and one (1) boy for each counter should be allocated for food pick up. For clearance at least 2 boys should be assigned for every 100 pax. All the boys should be briefed, with regard to the menu, hosts name, type of function, service time, job assignment before the commencement of the party.

Once the guest comes, the area should be shown to him/her and any alterations required should be immediately carried out.

The guest should be also asked for the timings of service, for confirmation and the same conveyed to the kitchen.

At the required time, food should be picked up in clean pans and brought to the counter. Food pans should be placed in the appropriate chaffing dish and fuel lighted up.

On the signal of the host, the counter should be opened, by removing all the food covers.

At all times, water glasses should be filled up with water and soiled glasses replaced with fresh ones.

Clearance should be done regularly and no soiled plates should litter around in the area.

Any replenishment required in the food pan should be immediately catered to.

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During the whole service operation, the person In charge of the particular function should be inside the hall and supervise the operations personally. In case of any assistance required by the guest, the same should be arranged in the shortest possible time.

At the end of the function, plates used by the guests should be counted by reducing the fresh plates in the stack from the original number of plates in the stack. The no. Of plates used multiplied with the rate would give the amount, without tax. The taxes can then be added as per the instructions on the Function Prospectus.

A COMPUTERISED bill should be raised on the system in duplicate, and given to the guest for settlement. Any extra services utilized should also be charged in the bill. The extra amount, to be paid by the guest over 100% advance already paid, should be collected and deposited with the F.O cashier and the first copy of the receipt given to the guest, along with the first copy of the bill. The second copy of the bill should be sent to the front office cashier for settlement. The guest should be thanked, comments taken in the comments book and seen off the property.

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5.8 BANQUET REGISTERS/FILES

PURPOSE

This section of the Department requires a lot of coordination between the various faculties of the hotel as well as the guest who comes to use our services. It is imperative, therefore, that the section follows a fool proof system to record all the transactions and commitments to be able to deliver whatever has been promised to the guests as well as to document the whole operations for references and further contacts.

SCOPE

The registers and files maintained at banquets cover areas like booking enquiries and recording them for follow up and confirmation, recording of all communications made with the guests and passing on of relevant information to the concerned departments while recording the same for follow up action.

PROCEDURE

The registers being maintained in the section are as under –

- 1) Banquet Enquiry Register
- 2) Follow Up Register
- 3) Internal Log Book
- 4) Log Book
- 5) Refusal Register
- 6) Function Prospectus File
- 7) Incoming Fax File
- 8) Outgoing Fax, Confirmation, Quotation File
- 9) I.O.C File
- 10) F.P Register
- 11) Amendment and cancellation register
- 12) BTC folder
- 13) Advanced received folder

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A. INTERNAL LOG BOOK –

Herein messages for personnel working within the section are passed amongst themselves. This logbook is strictly for internal communication only and there is no formal structure adopted for the same. Any message to be passed on is logged down in the register, giving exhaustive information on the matter for any action, if required.

The logbook is checked daily by all the concerned and acknowledged for the messages left. The log book acts as an important factor in ensuring effective communication in the section.

B. LOG BOOK

The logbook is maintained for giving feedback to the F&B Manager and recording daily transactions covered in the section. This is a formal record maintained in the section and is sent to the F&B Manager, every day morning for information.

The details mentioned in the logbook include Date, Day, and Details of parties, sale, staffing, Guest comments and any other remarks for the F&B Manager to consider.

C. ENQUIRY REGISTER

Date wise all the reservation enquiries are recorded it has 8 vertical Columns

1. Serial Number
2. Name & Contact Number
3. Date
4. Session
5. Pax
6. Type of Function
7. Hall
8. Remarks

To show the status of reservation regarding confirmation Green & Red Colour ink is used as long as the follow ups says its confirmed green Pen is used. Once it's cancelled it's shown by underlining with red ink.

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D. FOLLOW UP REGISTER

From the remarks column of Enquiry Date follow up date are take & date wise its prepared if date is not mentioned it goes to next day's follow up page it has 3 vertical columns.

Enquiry Date
Name & Contact Number
Details (Date, Pax, Session, Halls, Remarks)

E. REFUSAL REGISTER

It has got 5 columns.

1. Enquiry Date
2. Name
3. Date
4. Session
5. Remarks

F. F.P REGISTER

Its record of how many F.Ps is released date wise. It has 4 columns. All the F.Ps is sent to G.M for approval. Once it's signed by G.M copies are circulated to Executive Chef, Accounts Dept & F&B Manager. The Columns are the following

Name of the Party
 F.P Number
 Hall
 Session

G. FUNCTION PROSPECTUS FILE

The file contains the Banquet office copy of each function prospectus, which is of the previous day. The present day's Function Prospectus are kept in a live folder for ready reference. At the end of the day, all the day's FPs is filed in the above file.

H. FILE & CORRESPONDENCE FILE

The IOC file contains all the Inter Office Communications sent or received in the section while the Correspondence file contains letters received from or sent to the guests with regard to their requirement of banqueting facilities of the hotel.

All the files are maintained in the Banquet office itself.

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6.0 TORQUE (GPH) / ESCAPE (GPC, GPV) - THE FUN PLACE

Escape - the fun place, is an outlet providing entertainment to the guests apart from catering to their food and beverage requirements. It caters to a young clientele, with music and restricted dance floor facility. Choice of beverages and food items are served in Escape, to the accompaniment of music in a 'PUB' style environment. It is a lively place designed to attract the young and young at heart alike.

MUSTANG - THE BAR AT THE GREEN PARK

Mustang is the exclusive bar, in the hotel. Situated at the lobby, the bar caters to the discerning customer of beverages. Mustang offers a relaxing and soothing atmosphere with piped music and a television for entertainment and enough privacy for the guest to enjoy the drink. It offers exclusive ambience to entertain business associates in style.

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6.1 MISE EN PLACE

PURPOSE

The purpose of proper mise en place at Escape & Mustang is to prepare the outlet for service during the day. The mise en place reinforces the arrangements required for service to the guests all through the day.

SCOPE

Mise en at Escape & Mustang involves stacking of bar, maintaining all the inventory records, preparing for the garnishes and keeping the area clean and functional in all aspects.

PROCEDURE

Mise en place at both the places, involve the following step -

STACKING OF BEER -

Beer should be stacked in the freezers, on the previous night. Beer to be stacked horizontally in eight rows in each freezer compartment. Bottles should be carefully handled in the freezers and stacked to the capacity. Once stacked the freezers should be switched on for chilling. Different brands of beer should be made available sp per the guest choice. Enough quantity of beer bottles to be stacked for chilling as per the popularity and the first in—first out (FIFO) system to be maintained.

CLEANING OF THE PLACE -

The outlet should be cleaned in the morning and night, with the assistance of Housekeeping department. The bar counter should be cleaned by the barman, and all the fitting and fixtures wiped clean. All the equipment in the counter should be wiped clean and checked for any malfunctioning, which should be immediately rectified with the assistance of the Maintenance department.

All glassware, crockery, cutlery should be cleaned and wiped before stacking the same in appropriate places.

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CUT GARNISHES -

The barman should cut garnishes for the beverages. The standard garnishes to be prepared are as under -

1. SWEET LIME Sweet lime slice cut into half, with a slit at the edge for fixing it to the glass.
2. PINEAPPLE Cubes of pineapple, without the skin, with each side measuring 1.5 cm. put on a Tooth-pick with a cherry.
3. PINEAPPLE Segment of pineapple, with the skin and a cut in a side to attach on the rim of a glass.
4. LIME Wedges of lime, with a slit on the skin to Fix it on the rim of a glass.
5. LIME Slice of lemon, de seeded.

All the garnishes, cut should be placed in the freezer after putting it over a clean plate and covering the same with cling film.

GIVING INVENTORY -

All the above, being carried out, inventory should be given to F&B Controller. The controller would measure all the liquor physically and make a note of the quantities present in each bottle. Barman should assist the controller in taking proper inventory. Any excess liquor would be taken away by the Controller. Any shortage would be charged to the outlet. The Controller should also be given all KOT'S, collected in the bar, for accounting of consumption.

At the time of giving inventory to the Controller, any spoilage of bottles or liquor should also be given. The spoilage should be given as under -

A spoilage report should be prepared in the prescribed spoilage report book. This form should be filled in triplicate, with the first two copies going to Controls and the last copy retained in the book.

The details to be mentioned in the spoilage report are -

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- | | |
|---------------|---|
| 1. DEPARTMENT | Name of outlet, where spoilage reported |
| 2. DATE | Date of spoilage |
| 3. SL. NO. | Sl. no. of entry |
| 4. ITEMS | Items spoiled |
| 5. QUANTITY | Quantity spoiled |
| 6. REMARKS | reasons for spoilage |

The above form should be authorized by the F&B Manager, and then produced to the Controller along with the item spoiled. It should be noted here that the spoiled item has to be preserved for the Controller.

OTHER ACTIVITIES -

The other activities to be carried out during the mise en place operations are as under -

Setup of sauceboats for the operations, with tomato ketchup.

Setup of bowls for the operations, with potato dry bar snacks.

Each of the above snacks is to be prepared at least 10 sets in number for use during operation timings

The barman also has to prepare Fruit Punch to be used as welcome drink or otherwise, as per the requirement of the day.

The ingredients to be used in the Fruit Punch are as under

- | | |
|--------------------|------------|
| 1. Mango Juice | 2 cans |
| 2. Pineapple juice | 2 cans |
| 3. Orange juice | 1 can |
| 4. Lime Juice | 60 ml |
| 5. Ice cream | 1/2 gallon |

All the above ingredients should be mixed together in a steel container and churned to form a homogenous mixture. The fruit punch made at Mustang Bar has to be given to Once Upon A Time, depending on their requirement for serving as welcome drink in the buffet lunch. As a part of mise-en -place Virgin Mary is also kept ready for about six portions.

The ingredients used in Virgin Mary are:

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- | | |
|-------------------------|-------------|
| 1. Tomato Juice | 1 can |
| 2. Tabasco Sauce | 3 tea spoon |
| 3. Worcestershire Sauce | 3 tea spoon |
| 4. Salt | 2 tea spoon |
| 5. White pepper powder | 2 tea spoon |
| 6. Lime juice | 15 ml |

All the ingredients are mixed together properly.

At Escape, stations have to be stacked with the following items -

- | | |
|--------------------|------------|
| 1. Beer Mugs | 60-80 nos. |
| 2. Hi Ball glasses | 60 nos. |
| 3. Collins glasses | 25 nos. |
| 4. Pilsner glasses | 40 nos. |
| 5. A P Spoon | 15-20 nos. |
| 6. A P Fork | 15-20 nos. |
| 7. A P Knife | 15-20 nos. |
| 8. Tea Spoon | 15 nos. |
| 9. Chinese cruet | 3 sets |

At the A Station, near service door of Escape, 20 Nos. Quarter plates with napkin should also be placed apart from the above mentioned items.

The mise en place is complete, when all the furniture is being cleaned, the work area is neat and tidy, all fittings and fixtures in working condition and the outlet bears a decent appearance.

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6.2 SERVICE OF BEVERAGES

PURPOSE

The purpose of maintaining a service sequence is to ensure that the guests get service in the correct order. All drinks to be served have a unique way of service, and the same should be followed to enable the guest to enjoy it in its complete form.

SCOPE

Service sequence involves the sequence of service, the manner of service and the right equipment of service of beverages at Escape and Mustang.

PROCEDURE

As soon as a guest enters the outlet, he/she should be greeted and offered a seat, as detailed in section 7.3.11

After seating the guest, complimentary snacks - which are prepared and kept ready as part of the mise en place - should be served on the table.

The guests should be offered beverage list or the bar menu card, in the same manner as explained in section 7.3.13.

The order should be taken and entered into the system.

The KOT is printed at the bar counter and the barman would prepare the drinks.

There are the following types of beverages (in the context of style of their preparation & service) that are served in the Hotel –

- | | |
|--------------------|-----------------------------|
| 1. WINES | priced per bottle/per glass |
| 2. BEER | priced per bottle |
| 3. STRAIGHT DRINKS | priced per peg measure |
| 4. COCKTAILS | priced per glass |
| 5. SOFT DRINKS | priced per glass |

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A. SERVICE OF WINES -

Wines are of the following types -

1. Red Wine to be served at room temperature
2. White Wine to be served chilled
3. Sparkling Wine to be served chilled

Red wine is to be served in the following manner -

Place wine goblets on the table, towards the right side of the water goblet in front of each guest.

Take the wine bottle and present it to the guest with the label on the top, holding the bottle with a waiter's cloth at the neck. Once the guest accepts the bottle, it should be taken to the side board and the cork need to be removed with the help of a wine opener. In case of a wooden cork, it has to be presented to the host in a side plate. The wine is then served a little bit to the host for his/her approval. Once confirmed by the host it is served to all the guests' first and finally to the host. Once the wine is served the wine bottle need to be placed in the center of the table, the waiter need to check for the service as and when required. The bottle can be cleared if empty and the waiter need to check in case the guest needs more. For white wine the remaining wine with the bottle holder is kept in the wine chiller. The wine should be refilled in glasses, as required from time to time.

In case of sparkling wines the cork is removed carefully & served chilled. For the purpose of serving chilled wine, wine chiller should be brought to the side of the table half filled with water and ice cubes. The wine bottle should be kept in the chiller, when not being served to the guests. The rest of the procedure remains the same.

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B. SERVICE OF BEER -

Beer should be served from the bottle, in front of the guest. Against an order of a beer, the Guest Service Associate should take a beer tankard on a salver along with two coasters and the ordered brand of chilled beer.

The Guest Service Associate should approach the table, excuse himself -

“Excuse me Sir/Madam.”

Then place a coaster on the table, in front of the guest. Place the tankard on the coaster.

Place another coaster on the table, towards the right of the first coaster. Place the Beer bottle on the second coaster with the brand name facing the guest

The Guest Service Associate should then approach the guest & ask to check the chilling of the Beer. If the guest approves service -

“May I open the bottle?”

On getting the guest's approval, the Guest Service Associate should slowly remove the crown cap from the bottle with the help of a bottle opener. The opener and the crown cap should be put into the Guest Service Associate's pocket and later the cap may be disposed off properly.

The bottle should be picked up and tilted over the glass, so as to pour the contents into it, slowly. It should be ensured that beer flows down the sides of the glass and excessive froth is not formed.

Beer should always be served from the right hand side by holding the bottle on the left hand and glass on the right

On filling the glass till one cm. below the rim, the bottle should be placed back on the coaster.

The Guest Service Associate should recede from the table, and ensure that a refill is done as soon as the glass is emptied by the guest.

Order for the next beer would only require service of beer, whereas the glass may not be replaced. However, if the guest wishes to change the glass a fresh one should be immediately provided.

Empty bottles should be removed from the table, as soon as the contents are exhausted.

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The Guest Service Associate should ensure that snacks are also replenished as soon as it gets to be nearly over.

C. SERVICE OF STRAIGHT DRINKS -

The straight drinks that are available in the hotel, for service are -

1. Whisky
2. Rum
3. Vodka
4. Gin
5. Brandy

WHISKY

It is a spirit distilled from grain, including barley & malt which retains a pronounced flavor from its raw material. It is golden yellow in colour and has got different varieties.

The varieties available with us are -

Regular whisky, and Premium whisky & Scotch (Regular & Premium)

Whisky is served in Old Fashioned glass, when ordered with mixers (soda, coke etc). It is served in Old Fashioned glass when served straight, on the rocks

GIN

Gin is a rectified spirit obtained by distillation of fermented mixture of cereals, grains diluted to about 50% alcohol, flavored with juniper berries.

Gin is served in Old Fashioned glass with mixers or straight.

RUM

Rum is usually distilled from the fermented juice of sugarcane. It can also be produced from molasses, which is the residue left after extracting sugar from cane juice. It is then fermented to add pungency to the taste. The duration of fermentation influences the final taste of the product. The rum so distilled is then matured in Oak casks for the colour.

Rum is served in Hi Ball glass with mixers or straight.

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VODKA

The main drink from Russian countries, it is distilled from grain, or potato. It is colorless, tasteless and odorless and has high alcohol content.

Vodka is served in Hi Ball glass, with mixers or straight.

BRANDY

Any fruit after being fermented and distilled is brandy. Brandy is usually rust brown in color with a distinct taste of the fruit. Fermented grape juice has been distilled to make brandy. Brandies are made everywhere in the world but the world's most famous brandy comes from France from following two regions types -

Cognac & Armagnac

Brandy is served in Brandy Balloon, and is served without mixers.

Service of Cocktails -

Cocktails are mixtures of beverages, with an alcoholic content. There are innumerable cocktails each having their own recipe and relevant style of service. Each guest has their own taste and preferences of their cocktails. Vodka is the most commonly used spirit of the Worlds used in most of the cocktails

Here are some commonly served cocktails, in our Hotels -

- WHISKY SOUR
- GIN FIZZ
- NEW YORKER
- WHISKY COWBOY
- SALTY DOG
- DEVIL'S TOUCH
- THUNDERING TYPHOON
- PLANTER'S PUNCH
- MAI TAI
- SCREW DRIVER
- BLOODY MARY
- GIMLET

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6.3 REGISTERS MAINTAINED

PURPOSE

For the purpose of keeping records of the activities at the outlet it is important to maintain certain registers. These registers incorporate daily status on various activities of the outlet. At Escape and Mustang, the registers are important more so because of the nature of operations involving very high guest turnover and volume of business in alcoholic beverages.

SCOPE

The registers cover all the operational aspects, relating to inventory items, stock of various items on a daily basis, daily activities in the outlet etc. The registers play a vital role for past references and analysis studies.

PROCEDURE

The various registers maintained at Escape are as under -

A. LOG BOOK -

The logbook incorporates the following details -

1. Daily and monthly sale
2. A brief note on day's activities
3. Staffing in the outlet
4. No. of covers done
5. Any guest comments, grievance, complaints
6. Any important point that requires attention of the Head of Dept.

The log book should be updated on a daily basis, after the closure of day's operations and submitted to the F&B Manager the next day's morning.

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B. BAR INVENTORY REGISTER -

Register incorporates day wise transaction of liquor in the outlet. The data filled in the register, is as under -

ITEM	OPENING BALANCE	REQUISITI ON	TOTAL	CONSUMP TION	CLOSING BALANCE	PHYSICAL BALANCE

1. Item brand of the liquor
2. Opening Balance original quantity
3. Requisition quantity indented from stores
4. Total opening balance + requisition
5. Consumption quantity sold
6. Closing Balance total - consumption
7. Physical Balance physical quantity taken by controller

The register should be updated on a daily basis, and the last column be verified with the Controller, at the time of taking liquor inventory.

C. STOCK REGISTER -

This register maintains an inventory of all CDs available in the outlet. The data to be filled in daily is as under -

DATE	OPENING BALANCE	CLOSING BALANCE	SIGN OF CAPT.	REMARKSS

1. Date Date of entry
2. Opening Balance Original no. of CDs
3. Closing Balance No of CDs at the time of closure
4. Sign. of Captain Sign. of the captain for verification
5. Remarks Any clarifications, if required.

V.C.D & D.V.D Stock Register.

Daily Bar Inventory Register

Guest Comments Card File

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7.0 TULIPS

“Tulips” is a 24 hour coffee shop of the hotel. The outlet serves guests round the clock, with a variety of dishes available on its menus.

Tulips also cater to the in house deluxe room guests with a complimentary Breakfast buffet in the morning. The other buffets available in the outlet include Culinary Cascade, which is a variety of cuisines (dinner buffet) and Midnight Biryani (Serves at midnight). Tulips has an ambience of a garden with potted greens marking it's boundaries in the lobby and framed pictures of bulbs of Tulips adorning the walls. The furniture is light framed and sleek giving a trendy look to the outlet.

Tulips prove to be a nice place for a quick meal, for those who like an informal and friendly environment.

ROASTS & GRILLS (at GreenPark Chennai)

ROASTS & GRILLS is also known as open air barbeque restaurant. It serves variety of dishes available on its menu in the buffet and live grill items.

It has an ambience of dim light with beautiful setup. The comfort ambience and live music are the special attractions to the customers.

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7.1 BUFFET SET UP AT TULIPS

PURPOSE

The different buffets offered at Tulips have their exclusive features and hence require a unique set up for each one of them. The set up of a buffet should be such that there is enough preparation done for service of food from the counter, in a proper manner.

SCOPE

Buffet set up includes setting up of counters, chaffing dishes, service equipment etc. The also includes the service to be provided to the guest, and its prior preparation.

PROCEDURE

The setup of various buffets at Tulips is as under –

BREAKFAST BUFFET -

Breakfast buffet at Tulips starts at 0700 hrs (06:30 hrs at Chennai) and is closed at 1030 hrs. The buffet counter set up is completed by the night shift personnel, at Tulips. It includes the following activities -

Cleaning of counter table tops (a counter is always kept in the outlet, for use, during buffets).

Placing requisite no. of chaffing dishes, as per the menu.

Placing fuel pots with fuel filled in each.

Placing of pre prepared dockets, in front of each chaffing dish.

Placing of service equipment in front of each chaffing dish

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SETTING UP OF A LIVE COUNTER -

The on-site trolley is placed at one end of the buffet where the kitchen staff prepares live items like omelets, dosa etc as and when ordered by the guest.

Place an electric toaster on the first side station, and connect it to power. Place at least 10 breadbaskets and a loaf of bread along with it for preparing toasts and serving them on the table.

Place tea/coffee maker with carafes filled with coffee decoction and tea concentrate.

Cappuccino coffee machine is also installed which vends the freshly ground coffee with steamed milk forced into it. Once all the above is completed, breakfast table set up should be done. This involves setting up of tables and necessary equipment for service during the session.

BREAKFAST TABLE SET UP -

The breakfast table set up requires the following items to be placed on each table, apart from the specific cover:

1. Cruet Set
2. Sugar bowl with sugar cubes and a tong
3. Jams in preserve pot
4. Marmalade in preserves pot
5. Jelly in preserves pot
6. Butter chipelets in a butter dish

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THE COVER LAYOUT INCLUDES -

1. Side plate
2. Place mat
3. Napkin
4. A P fork
5. A P knife
6. A P spoon
7. Hi ball glass
8. Teacup and saucer with tea spoon (besides the glass)

All the tables in the outlet should be set with the items listed above.

Apart from the covers being set on the table, at least 25 extra covers should be set and kept ready at the side station. These extra covers include -

1. Quarter plate
2. Folded napkin
3. A P fork
4. A P knife
5. A P spoon

These covers are arranged one on top of the other and stacked on a side station. As soon as a guest leaves one of the tables, a fresh cover can be taken from this stack along with a tray mat and the requisite glass and chinaware. This reduces the time taken in laying a fresh cover, during peak hours of breakfast.

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The breakfast buffet spread consists of the following items -

- | | |
|-------------------------------------|---|
| 1. Fresh Fruit Juice | in juice glasses on the counter (chilled) |
| a. (Two types) | |
| 2. Stewed Fruits | |
| 3. Fresh cut fruits | in platters or mirrors |
| 4. Vegetable and Cheese S/W | on mirrors |
| 5. Butter milk | in juice glasses on the counter (chilled) |
| 6. Milk shake | in goblets on the counter |
| 7. Corn flakes | in glass bowl on the counter |
| 8. Wheat flakes | in glass bowl on the counter |
| 9. Rice flakes | in glass bowl on the counter |
| 10. Grilled tomato | in chaffing dish |
| 11. Potatoes | in chaffing dish |
| 12. Boiled eggs | in chaffing dish |
| 13. Omlette/Dosa | live from the counter |
| 14. Continental dishes (1 N/V, 2 V) | |
| 15. Idli | in muslin cloth lined casserole |
| 16. Poori bhaji / Chole bhature | in separate chaffing dishes |
| 17. Uttappam / Upma / Pesarattu | in chaffing dish |
| 18. Tea & Coffee/health beverage | from individual carafes |
| 19. Toasts | from electric toaster on side station |
| 20. Assorted Breads | on the counter |
| 21. Dry Fruits | |

Apart from the above, a stack of half plates should be kept at the beginning of the spread for the guests to take their food in.

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BREAKFAST SERVICE -

As soon as the guest arrives at the restaurant, he/she should be greeted -

“Good Morning, Sir/Madam/ Mr. (name)/Ms. (name).”

“May I know your room number, please?”

Once the guest gives the room number it should be cross checked with occupancy list available in the restaurant to confirm the status of the room for breakfast. If a particular guest breakfast is not included in the occupancy list the situation need to be handled very carefully and politely. The reception can be contacted for further confirmation of the same. In case the guest is an outsider and prefers it to be charged, a regular KOT should be raised and billed as per procedure.

A table should be offered, and water poured. The guest should be helped with the buffet.

Guest should be asked for his/her choice of hot beverages -

“Would you prefer some tea or coffee, sir/madam?”

The same should be served, as per the guest's preference, by pouring the contents of the appropriate carafe in the cup placed on the table.

Any order of eggs/dosa etc should also be taken from the guest -

“Would you like to have some eggs or a dosa?”

Once again the same should be served, as per the guest's preference.

The captain/hostess/manager should go to the guest and inquire if the breakfast is up to his/her satisfaction -

“I hope you are enjoying your breakfast. Is there anything else?
That I can get for you? ”

In case the guest asks for something else, the same should be procured and served.

During the dialogue, guest should be politely asked for his/her room number -

Contd...

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After the guest has finished his/her breakfast, he/she should be seen off the restaurant and wished a good day -

“Have a nice day, sir/madam.”

Breakfast Clearance -

Once the breakfast session is closed, after 10:30 hrs, the buffet counter should be cleared of all items and fresh place mats laid.

All soiled linen should be taken out from the cupboard and sorted for exchange.

All soiled crockery, cutlery and glassware should be sent for washing and wiping in the back area.

The tables should be cleaned and fresh covers are laid down, as under

1. Place Mat
2. Quarter plate
3. Folded napkin
4. A P fork
5. A P knife
6. A P spoon
7. Hi ball glass

All the table accompaniments should be removed except the cruet set to be left on the table.

The outlet should be cleaned, with the assistance of housekeeping.

All lunch/snack orders should be taken till dinner session, from the menu card, and subject to availability.

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7.2 CULINARY CASCADE

The buffet set up of Culinary Cascade, is done on the same counter as used during the breakfast session. The buffet starts from 7:30 PM till 11.00 PM. The Culinary Cascade consists of a different cuisine on each day of the week.

Mise en place -

The Mise en place for dinner buffet includes the following activities -

Setting up of the counter with fresh linen

Ensuring that the frill is properly done up

Setting up the requisite chaffing dishes

Setting up the side stations, as per the requirement (stacked with following items considering the turnover of covers of the restaurant).

B&B plates	Hi ball glass
Saucers	Pony tumbler
Tea cups	Tom Collins
A P spoons	Salver
A P forks	Water jug
A P knife	Extra covers
Service fork	Bill folders
Service spoon	Menu cards
Tea spoon	KOT pad
Soup spoon	Straw with stand

Preparing and placing the name tags, for each dish and placing required service cutlery in front of each dish.

Preparing the chaffing dishes by putting some hot water, and placing the filled fuel pots under each dish.

Alongside the soup tureen, a stack of at least 25 soup bowls and saucers should be kept for the guest to serve themselves.

At the start of the main counter as well as at the dessert counter dinner plates and dessert plates should be kept in a stack of at least 25, respectively.

Along with the Ice-cream casserole, on the dinner counter, Ice-cream cups should be placed along with tea spoons in sufficient quantity

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Any of the above items, being exhausted, should be replaced immediately to avoid causing any inconvenience to the guests.

TABLE SET UP -

The table set up at dinner buffet is similar to the lunch set up.

1. Place Mat
2. Quarter plate
3. Folded napkin
4. A P fork
5. Soup spoon
6. A P spoon
7. Hi ball glass

Apart from the covers, table should have a cruet set.

BUFFET SPREAD -

The buffet spread of Culinary Cascade includes range of dishes from all around the country with the enough choices for vegetarian and non-vegetarian food. It serves different cousins every day.

SERVICE DURING DINNER -

The guests should be greeted and seated, as per the regular procedure.

Water should be poured for the guests.

Guest should be assisted with the buffet spread, and served whenever required from the counter.

Soup bowl and saucer along with soup spoon should be cleared from the table, as soon as the guest gets up to pick his/her main course from the buffet.

The main course plate and cutlery should be removed, as the guest proceeds to pick up desserts.

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In the meantime, an entry should be made in the computer as Culinary Cascade.

Water should be replenished constantly and any other services required by the guest should be rendered.

The captain/hostess/manager should go to the guest and inquire if the food is up to his/her satisfaction -

“I hope you are enjoying your dinner. Is there anything else?
That I can get for you? ”

In case the guest asks for something else, the same should be procured and served, and subsequent KOT raised.

At the end of the meal, bill may be presented, when asked by the guest and subsequently cleared.

The guest should be seen off the restaurant, and wished a good night -

“Good Night sir/madam.”

The table should be re-laid for the next guest, with the extra covers kept ready at the side boards and the glassware stacked separately inside.

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7.3 MIDNIGHT BIRYANI BUFFET -

The midnight Biryani buffet starts at 11.30 PM and open till 2:00 AM. The buffet is comparatively smaller in size, and the set up includes placing of all counter equipment, including chaffing dishes.

The garnishes for haleem (fried onion & lemon wedge) are kept in glass bowl. The service is done for water and Ice cream apart from any requests made by the guests.

Bills are raised and cleared according to the no. of people having the buffet.

Once the Biryani gets over, the buffet is closed and the counter is cleared. However, it is important that the guests having the Biryani should be served enough. Therefore, before taking new guests for the buffet, the In charge should estimate if the quantity is sufficient. In case of the quantity not being sufficient the buffet should be closed and the Biryani served to those who are already having it.

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7.4 REGISTERS

PURPOSE

The purpose of maintaining registers in the outlet is to record all transactions for reference and follow up actions. It is important that proper documentation be done of activities in the outlet so as to provide feedback to the concerned and take necessary actions, whenever required.

SCOPE

The registers maintained at the outlet cover all the activities including sales, no. of guests handled, staffing, comments & complaints, correspondence done etc.

PROCEDURE

The different registers maintained at Tulips, are as under -

A. MID NIGHT BIRYANI LOG BOOK -

The logbook entails data about the midnight Biryani. This is updated on a daily basis, by the Captain on duty and presented to F&B Manager, the following morning. The columns to be filled are –

TYPE OF GUEST	TABLE NUMBER	NO.OF PAX	REMARKS

- | | |
|-----------------------|--|
| 1. DATE | Date for information |
| 2. SALE | Sale in Rs., for the day, from Biryani |
| 3. COVERS | No. of covers catered to |
| 4. APC | Average amount raised per cover |
| 5. BUDGETED | Budgeted sale for the day |
| 6. SALE TILL DATE | Sale for all days of the current month |
| 7. VARIANCE | Variation in actual from budgeted |
| 8. COMMENTS | Remarks |
| 9. TIME BUFFET CLOSED | Time of buffet closure |
| 10. NO. OF TURNAWAYS | No. of guests who could not be served |
| 11. PROBLEM FACED | Any problems encountered. |

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B. TULIPS LOG BOOK -

The log book covers details of the day's activities in the outlet. The Outlet in Charge should update the register and present to F&B Manager, on a daily basis. The details to be updated are as under -

1. DATE	Date of reporting
2. PARTICULARS	Session wise particulars. (Breakfast, lunch, dinner, midnight Biryani, night sale)
3. SALE	Session wise sale
4. COVERS	Session wise covers
5. APC	Session wise avg. revenue per cover
6. SALES ANALYSIS	Analysis of sale figures
7. BUDGETED SALE	Budgeted target of sale till date
8. ACTUAL SALE	Actual sales till date
9. VARIANCE	Variation of actual from budgeted
10. NO. OF MOC	No. of covers done in dinner buffet
11. STAFFING	Staffing details for the day
12. 1ST SHIFT	No. of staff in morning shift
13. 2ND SHIFT	No. of staff in evening shift
14. 3RD SHIFT	No. of staff in night shift

COMMENTS guest comments received, if any and forwarded to Unit Head through F&B Manager

C. BREAKFAST CARD REGISTER

This register is maintained for recording the breakfast buffet cards collection data. Herein, the no. of breakfast cards collected from the guests during the morning is maintained on a daily basis. The cards are then handed over to Room Service, which in turn is collected by F&B Controls department. Acknowledgement of this handover is also taken in the register. The details mentioned therein are as under -

1. DATE	Date of reporting
2. DELUXE	No. of deluxe B/F cards collected
3. TOTAL	Total of both types of cards collected
4. TULIP SIGN	Signature of Tulips representative
5. R/S SIGN	Signature of R/Service representative

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D. RESERVATION REGISTER -

This register is meant to update reservation details of the guests who make a booking in advance. Any reservation for table, received for the outlet, should be updated in this register as under -

- | | |
|-------------------|-----------------------------------|
| 1. DATE | Date on which reservation is made |
| 2. NAME & ADDRESS | Name and address of the guest |
| 3. CONTACT NO. | Contact phone number of the guest |
| 4. PAX | Number of guests expected |
| 5. TIME | Time at which expected |
| 6. REMARKS | any other instructions or remarks |

E. COVER REGISTER -

This register is maintained to keep a record of the no. of covers catered to, daily. The register is updated as soon as a guest is seated in the restaurant, with the following details -

- | | |
|-------------------|--|
| 1. S.NO | Serial no. |
| 2. NAME & ADDRESS | Name & address of guest (if available) |
| 3. PAX | No. of people |
| 4. TABLE NO. | Table no. allotted |
| 5. TIME | Time at which the guests came |
| 6. REMARKS | Remarks, if any |

The above registers are maintained on a regular basis and should be presented to the F&B Manager for information and verification.

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8.0 ONCE UPON A TIME

The signature restaurant of the Hotel is one of the leading outlets serving multi-cuisine dishes to its patrons. The restaurant caters to the guest's requirement of a delicious meal in soothing ambience and courteous service.

The restaurant operates only during lunch and dinner with a buffet in afternoon session.

The restaurant has a theme of the royal grandeur of yesteryears, in the various regions of the country.

Comfort of the guest and impeccable service is the focal point of the operations of this outlet.

8.1 TYCOONS BUFFET SET UP

PURPOSE

The set up for Tycoons is required to ensure that the operations in the lunch session are smooth. It is important to note that buffet set up enables the service personnel to carry out their operations in a systematic manner, mainly depending on the set up activities carried out.

SCOPE

The set up includes all such activities that involve preparation for catering to the guests during the session. It includes buffet counter set up, mise en place, preparation of all the covers and side stations, arranging for extra equipment for use in the outlet etc.

PROCEDURE

Lunch buffet at Once Upon A Time starts at 1200 hrs and is closed at 1530 hrs. The buffet counter set up includes the following activities -

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SETTING UP OF BUFFET COUNTER -

Placing requisite no. of chaffing dishes, as per the menu.

Placing fuel pots with fuel filled in each pot.

Placing of pre prepared docket, in front of each chaffing dish.

Placing of service equipment in front of each chaffing dish.

Setting up of a counter for live dosa with a movable trolley having 2 burners & 1 cylinder. Once all the above is completed, table set up should be one. This involves setting up of tables and necessary equipment for service during the session.

TABLE SET UP -

The table set up requires the following items to be placed on each table, apart from the specific cover

Cruet Set

Bud vase with a rose bud

THE COVER LAYOUT INCLUDES -

1. Side plate
2. Napkin
3. A P fork
4. A P knife
5. Soup spoon
6. A P spoon
7. Dessert indication
8. Water goblet

All the tables in the outlet should be set with the items listed above.

Extra covers should be kept ready for laying on tables. The extra cover preparation requires -

Stacking of side board with the requisite cutlery and crockery.

Folding napkins and stacking them in the side board.

Keeping the glassware in the side station as detailed earlier.

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LUNCH SERVICE -

As soon as the guest arrives at the restaurant, he/she should be greeted -

“Good Afternoon, Sir/Madam/ Mr. (name)/Ms. (name).”

(Check for the Reservation if any and act accordingly)

A table should be offered and the guest seated. Welcome drink should be served and the snacks brought to the table.

The guest should be catered to, as per the procedure detailed earlier.

The captain/hostess/manager should go to the guest and inquire if the lunch is unto his/her satisfaction -

“I hope you are enjoying your lunch. Is there anything else that I can get for you? ”

In case the guest asks for something else, the same should be procured and served.

After the guest has finished his/her lunch, he/she should be seen off from the restaurant and wished a good day -

“Have a nice day, sir/madam.”

The lunch session of Once Upon A Time is closed by 1530 hours. However, guests can be taken till 1545hrs also, at the discretion of the outlet In charge. The In charge should make sure that all chaffing dishes have enough food for the guest when taking them during such time.

Once Upon A Time, buffet should be cleared after all the guests have left the outlet. All the chaffing dishes should be taken out from the outlet on a trolley and given to the respective kitchens.

All the other operations during lunch and dinner sessions are to be carried out as per the details of service procedures elaborated earlier.

At Once Upon A Time the registers maintained, are the same as in Tulips. The registers that are maintained at Once Upon A Time are as under -

Cover Register	as in tulips
Log Book	as in tulips

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8.2 FOOD FESTIVAL:

1. Food & Beverage manager has to co-ordinate with Executive chef regarding the theme of the festival, dates and menu.
2. On confirmation by the chef, the concept with proposed Profit & Loss statement is prepared by the F&B Manager.
3. The concept note includes the information like date, timings, venue, rate menu, décor, uniform, entertainment and publicity.
4. The proposed concept to be forwarded to the General Manager for approval.
5. On approval by the Unit Head the concept notes to be distributed to the concerned departments.
6. The Outlet in charge and captain need to follow up on poster & hoarding design.
7. All the hoarding, posters need to be fixed and fliers need to be distributed in the required areas seven days in advance.
8. The hostess needs to be briefed well in advance about the festival, so that there should not be any confusion while interacting with the guests.
9. All the courtesy call needs to be done and pop ups need to be mailed to the guest data bank.
10. Outlet staff to be briefed about the festival and checklist to be prepared by the captain.
11. The checklist includes mock buffet set up, table set up, decoration, music, planning of mis-en-place etc.
12. On the last day of the festival, the outlet in charge need to take care in removing all the publicity material related to the festival.
13. On conclusion the F&B Controller has to prepare a profit & loss statement related to the festival.

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8.3 ROOM SERVICE

Room Service is a round the clock facility provided to the in house guests of the hotel. This section of the F&B Service department caters specifically to the guests staying in the hotel. Room Service caters to all their food and beverage requirements, providing them with their choicest dishes in the privacy of their rooms.

Business Club Lounge is also supervised by the Room Service and caters to the guests staying in the Business Club rooms and suite rooms. The lounge serves exclusive breakfast buffet for the Privileged guests, as it is done at Tulips.

ROOM SERVICE OPERATIONS

PURPOSE

The main purpose of Room Service operations is to provide quality and prompt service of F&B items to the room guests so as to support the efforts of the Room Division in maintaining a positive image of the Hotel. It is a round the clock service provided to our room guests.

SCOPE

Room Service procedures involve taking an order, placing it with the kitchen, taking the dish along with all other required equipment to the room and serving it to the guest. It is important to note that there could be no alternative to strict adherence to the systems and procedures laid down for providing quality service to the guests.

PROCEDURE

The Room Service operations involve the following procedures -

TAKING AN ORDER -

As a guest calls up Room Service, for placing an order, he/she should be greeted by the name -

“Thank you for calling Room Service Mr. /Ms. (name of the guest - as displayed on the telephone console), may I help you?”

Note:

Note down the room number of the guest in the register immediately, to enable to call back in case of disconnection.

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The order given by the guest should be keyed in the Computer first then in Room Service Order Control Sheet.

Any assistance required by the guest in placing his/her order should be provided depending on the availability of items and requirement of the guest.

The order once completely given by the guest should be repeated for confirmation -

“May I repeat your order Mr. /Ms. (guest name)?”

Guest should also be informed of the time that it would take to serve his/her order -

“It would take (Time) to serve your order Mr. /Ms. Guest name)”

Usually a dinner or lunch order takes 15 minutes while snacks and breakfast order should take 10 minutes. Tea and coffee order should reach the guest within 3 minutes.

However, the time should be checked with kitchen, in case of any doubts.

The order taker should ensure that room no. of the guest is clearly mentioned on the KOT. (Room no. appears on the console of the telephone).

1st & 2nd copy of the bill are referred by captain for picking up the food /beverage later its sent to guest for signature. The 3rd copy remains with the order taker which she refers while filling up the Control Chart.

The captain should then ensure that the food is picked up from the kitchen. In the meantime, a tray should be set up for taking it to the guest room.

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9.0 TRAY SET UP

Setting up a tray, in Room Service is a very important function. The tray set up should be such that all the items required for service of the food items ordered should be placed on the tray, ensuring that the guest does not feel inconvenient while having his food.

TO SET UP A TRAY, THE FOLLOWING STEPS ARE TAKEN -

Take a tray of the required size. For smaller orders, a small tray should be taken while for orders with a lot of dishes the large continental tray should be taken. For tea/coffee orders the smallest of the trays should be taken, which can accommodate all the necessary items. A fresh tray mat should be placed on the tray.

A. FOR TEA/COFFEE ORDERS -

The required no. of saucers with doily paper should be placed, one on the other. The same no. of cups should be placed on the tray, with one cup over the stack of the saucers. The same no. of tea spoons should also be kept on the tray, beside the cups.

A sugar bowl should be placed on the tray

A drip bowl should be taken for the tea orders, for the guest to leave used tea bags in it and an extra set of Cup/Saucer should always be carried.

AS PER THE SPECIFICATION OF THE GUEST, FLASKS SHOULD BE TAKEN -

- | | |
|-------------------------|--|
| 1. Readymade tea/coffee | one flask with readymade tea/coffee |
| 2. Tea bag tea | one flask with milk other with hot water |
| 3. South Indian coffee | one flask with milk other with Decoction with hot water |
| 4. Nescafe | one flask of milk other of water plus a bowl with Nescafe powder |
| 5. Leaf Tea | one flask of milk and other with hot water along with a strainer and slop basin. |

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B. FOR BEVERAGE ORDERS -

Tray to be used for beverage orders is usually the small one, unless the order is for a large no. of people.

The required glassware should be taken with the order, and a lid on top. Straws should be taken with all orders of non-alcoholic beverages.

With alcoholic beverages, mixers should be taken in sealed bottles while the drink carried in a glass covered with a lid. Ice buckets with ice tongs should be carried for all the beverage orders.

Coasters should be carried for the glasses along with extra napkins should be carried for the guest.

C. FOR MEAL ORDERS -

All meal orders should be generally taken on the large tray.

Required no. of full plates should be taken with a paper napkin on each. Same no. of quarter plates should also be taken. Equal no. of cutlery required for the meal should also be taken, after each set being folded in a paper napkin.

Cruet set and required accompaniments should also be placed on the tray.

The food is portioned out in mini casseroles in order to keep it warm. These are placed on the tray. In case of preplated dish, the plate should be covered with a food cover.

Once the tray is set and food is picked up from the kitchen. The same should be placed on the tray. The captain should check the tray, and ensure that all the required items are placed. The order should then be taken to the room –

D. SETTING UP OF TROLLEY –

A trolley need to be set when there is a bulk order where a tray is not sufficient to deliver. The trolley need to be set as per the order.

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TAKING AN ORDER TO THE ROOM –

An order once ready, should be immediately taken to the guest room.

The captain should take the Guest Service Associate copy of the Bill and order taker takes the 3rd copy for entering the details in Room Service Order control Chart. The details to be entered in the chart are -

DATE	Date of entry
1. SHIFT	Shift on which the entry is being made
2. SL. NO	Serial of the entry
3. ROOM NO.	Room to which the order is taken
4. TYPE OF ORDER	Type of order (tea/coffee/b-fast, Lunch, dinner, snacks etc
5. TIME IN	Time at which the order was received
6. TIME OUT	Time at which the order was dispatched
7. TIME CLEARED	Time at which clearance was done
8. NAME OF GUEST SERVICE ASSOCIATE attending to it	Name of the Guest Service Associate
9. REMARKS	Remarks, if any

ROOM SERVICE ORDER CONTROL CHART

S.NO.	ROOM NO.	TYPE OF ORDER	TIME IN	TIME OUT	TIME CLEARED	NAME OF GUEST SERVICE ASSOCIATE	REMARKS

CHECKED BY CAPTAIN**ORDER TAKER'S SIGNATURE**

The purpose of this chart is to monitor the movement of orders and ensuring timely clearance of trays.

Once the food /beverage is picked up, the captain should give the (duplicate copies) in a folder to the Guest Service Associate and ask him to proceed with the order. The Guest Service Associate should then carry the tray along with the bill in the folder, to the guest room and serve.

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9.1 SERVICE IN THE GUEST ROOM -

The Guest Service Associate, after reaching the guestroom, should ring the doorbell and announce himself -

“Room Service Sir / Madam”

As the guest opens the door, the Guest Service Associate should wish according to the time of the day -

“Good morning/afternoon/evening sir/madam.” (Use the guest name, if possible)

Guest Service Associate should place the tray on the coffee table and ask if he should serve -

“May I serve you sir/madam?”

If the guest wants to be served, the Guest Service Associate should lay a cover on the table as done in the restaurant. The difference being that cloth napkin is not used herein. The tray should be removed from the table, after placing all the items on the table. The Guest Service Associate should serve the dishes to the guest, as done in the restaurant.

The Guest Service Associate should take the glasses from the tray kept on the bedside table and pour water in them from the flask.

In case the guest does not want to be served, the Guest Service Associate should gently present the bill along with a pen to the guest and request him to sign -

“May I have your signature, please?”

After the guest signs for the order, the Guest Service Associate should thank and inquire for the time of clearance -

“Thank you very much, sir/madam.”

“What time should I come for clearance?”

The Guest Service Associate should then close the door behind him, as he walks out of the room.

At the required clearance, the Guest Service Associate should ensure that clearance is done.

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9.2 CLEARANCE OF THE TRAY -

The entries made in the Order Control Chart, are checked by the captain and he should ensure that after 20 minutes of service the Guest Service Associate should be sent to the room for clearance, unless otherwise specified by the guest.

The Guest Service Associate should go to the room and announce himself after ringing the doorbell.

As the guest opens the door, he should be wished and asked for clearance -

“May I clear the tray, from your room?”

If the guest permits, the Guest Service Associate should collect all the items brought along with any disposable items on the tray and carry the tray, back to Room Service. Before clearing the tray ensure all the used glasses are cleared. (Inform House keeping to replace the glasses).

The Guest Service Associate should thank the guest, wish him a good day/night and leave the room -

“Thank you very much sir/madam.” (Use the guest name, if possible)

“Have a nice day.”

“Good night sir/madam.”

The tray should be brought to the department and all soiled dishes and plates stacked for washing.

Note: Inform the HSCC for placement of fresh glasses.

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9.3 REGISTERS

PURPOSE

The registers maintained at Room Service, are updated with a purpose of keeping a record of all operations in the department. The registers are meant to record all-important transactions carried out in the department.

SCOPE

The registers cover transactions like sale, staffing levels, duty manning, guest interactions, handover inventory etc. All the transactions are recorded and updated in the relevant registers on a daily basis, and sent for verification of the F&B Manager.

PROCEDURE

The different registers maintained at Room Service are as under

A. ATTENDANCE REGISTER -

The attendance register records the daily attendance of all Room Service employees. The columns to be updated herein are -

1. SL. Serial number
2. NAME Name of the employee
3. SHIFT Shift to be done
4. DATE Date

The register is updated on a daily basis.

B. LOG BOOK -

The logbook is a record maintained, as done in other outlets, recording the daily and to date sales analysis against the budget and staffing levels.

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C. HANDOVER REGISTER -

The register is maintained for every shift, and records an inventory of all crockery and cutlery items being handed over from one shift to the other. The columns maintained are -

- | | |
|-----------|----------------------------|
| 1. DATE | Date of entry |
| 2. SHIFT | Shift of entry |
| 3. SERIAL | Serial number of the entry |
| 4. ITEMS | name of items, as under – |

Hi Ball glasses
 Tom Collins glasses
 Tea buckets
 Tea cups
 Saucers
 B&B plates
 Tea Spoons
 A P Spoons
 Service Spoons
 Flasks

The register should be updated, checked and verified by the captain on duty.

D. CALL BACK REGISTER -

The register is maintained on a day wise basis and has two sections - One on the right side of the register details all the calls made to the guest for taking their feedback and the other on the left side incorporates the details of the guests met personally by the captain on duty.

The columns are as under -

- | | |
|-------------|------------------------------------|
| 1. DATE | Date of entry |
| 2. ROOM NO. | Room no. of the guest and his name |
| 3. COMMENTS | Comments of the guest. |

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9.4 GUEST AMENITIES

PURPOSE

To provide amenities in guest rooms is a good will gesture and should be handled by the Housekeeping department as they serve the rooms. However, packing the amenities in individual parcels for guest convenience is to be done by Room Service as the food items are received from kitchen.

SCOPE

Room Service is responsible for packing all guest amenities, for the use of housekeeping department. The amenities are received from kitchens and packed to be placed in guest rooms as per Housekeeping procedures.

PROCEDURE

Room Service is responsible for packing the following guest amenities, on a daily basis - latest by 1300 hrs for Housekeeping to pick up the same.

FRUIT BASKETS -

The baskets are prepared with at least two varieties of fruits received from the Main Kitchen. The fruits are washed, cleaned, wiped and placed in fruit baskets. Which are finally sealed with cling film and stacked for Housekeeping to pick up.

Standards for the Fruit basket			
SL No	Standards	Category	Type of Guest
1	A Basket with 2 varieties of fruits + Dry fruits + Cookies	A	VVIP
2	A Basket with 2 varieties of fruits + Cookies	B	VIP
3	A Basket with 2 varieties of fruits	C	Regular

Note:

- a) The categories wise standard are shown above.
- b) A mail regarding the same to be sent to Room Service by the Duty Manager in advance.

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10.0 BUSINESS CLUB OPERATIONS

PURPOSE

The main objective of the Business Club Lounge is catering to the privileged guests, staying in Business Club Rooms and suites. The Lounge has its operations designed to suit the requirements of those guests.

SCOPE

The lounge serves breakfast for the Business Club guests giving them the privacy of the lounge and the convenience of being on the same floor. This breakfast service is extended to the guests staying in the suites also. The lounge also offers some snacks and beverages in the evenings along with unlimited cocktails for an hour for the guests of business club and suite rooms.

PROCEDURE

The Operations include a breakfast buffet, exactly similar in spread to the one in Tulips. The operations of the breakfast buffet are exactly same, as in Tulips with an exception that smaller chaffing dishes are used here and are placed on the granite top counter. However, one buffet counter is placed for cereals, fruits and juices.

Throughout the day, any services required by the guests are provided by Room Service. A docket should be placed in front of the telephone, kept on the counter, stating -

“Please dial '51' for any service.”

The doors are left open after the breakfast session for the guest to come and use the lounge.

For the Cocktail hour, that starts at 7.00 PM and continues till 08.00 PM, the Business Club guests are provided with a card. All the tables should be set with usual cover and the snacks brought from the kitchen.

Everyday two snacks are to be served, one vegetarian and one non vegetarian from a rotating menu.

The snacks should be brought and placed in chaffing dishes or platters, as the case may be.

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As the guest comes into the lounge, they should be greeted, seated and water should be poured as per the usual procedure. Once seated, the guest should be asked for his preference of the available choice -

“Sir/Madam would you like to have (snack available) or (snack available)?”

The guest should be served the Welcome drink. Depending on the guest's preference, the snacks should be served after placing a half plate on the table. The service should be done from a platter to the guest's plate.

The guest should be offered a second helping and till such time that the guest wants to have it.

After all the guests have left the lounge, all items should be cleared and brought to Room Service.

An ENT KOT should be raised by the captain on duty, for the consumption of snacks and mocktail and the remaining pieces should be returned to the kitchen.

At all times, it is the responsibility of the Guest Service Associate in the lounge to ensure that enough magazines and periodicals are kept on the rack. At any time, if the latest periodicals are not received from Bell Desk or are carried by the guests, the same should be informed to the F&B Manager.

Issue		Prepared & Controlled by	Approved By
Food & Beverage Service	Latest Revision – AUG, 2012	GPCLD - CO	VPO