MIZORAM TOURISM

Incredible India

Mystical Mizoram
"a paradise for everyone"

STANDARD OPERATING PROCEDURES

for

TOURIST LODGES/ HOTELS/ HOMESTAYS & OTHERS

सत्यमेव जयते

TOURISM DEPARTMENT
GOVERNMENT OF MIZORAM

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MESSAGE

Service is one of the most important basic tenets in travel and tourism sector. I am extremely delighted that the Mizoram Tourism has come up with a comprehensive guidelines and advisories for the accommodation units in Mizoram, this has been one of the milestones we have achieved during the last two years.

Travel and tourism industry including restaurants, homestays, hotels and other accommodation units have now come under the ambit of Tourism Department and Mizoram Tourism has been making a great stride in promoting and developing travel and tourism sector in the State.

Significant changes have been brought about in work culture and nurturing a combination of empathy as well as professionalism in the tourism sector through various acts, rules and guidelines for regulating these tourism and travel related service providers such as the Mizoram Registration of Tourist Trade Act 2020, the Mizoram Registration of Tourist Trade Rules 2020, the Mizoram Responsible Tourism Policy 2020, Guidelines for Caravan Tourism, Guidelines for Dormitories, Guidelines for Homestay, Guidelines for Travel Agent, Guidelines for Tour Guides, Guidelines for Tour Operators, Mizoram Aerosports Rules 2021 and Mizoram River Rafting Rules 2021.

Travel and tourism service providers have been made equal partners in the quest for tourism development in the State by building the spirit of team work amongst the State Government and service providers. Most importantly, we have been able to restore trust in the government for the tourism service providers.

In our endeavours to promoting travel and tourism sector in the State, the Mizoram Tourism has now yet again prepared **Standard Operating Procedures** for Tourist Lodges, hotels, homestays and other accommodation units which aim to transform quality of travel, infrastructure and services. Together we shall build the Mizoram the dream destination for the tourists as well as the residents of the State.

I am confident that tourism service providers will avail maximum benefits through this important book.

(ROBERT ROMAWIA ROYTE)
Minister of State for Tourism (I/C)
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MESSAGE

I take great pleasure in writing a message for the book '**Standard Operating Procedures**' for Tourist Lodges, hotels, homestays and other accommodation units which has been published by Mizoram Tourism.

Mizoram Tourism is dedicated to tourists as well as service providers and we are working towards empowering them to become agents of change in promoting tourism in the State.

I am also extremely delighted to mention that Mizoram Tourism during the last two years witnessed positive changes in travel and tourism sector through various Acts and Rules such as Mizoram Registration of Tourist Trade Act 2020, the Mizoram Registration of Tourist Trade Rules 2020, the Mizoram Responsible Tourism Policy 2020, Guidelines for Caravan Tourism, Guidelines for Dormitories, Guidelines for Homestay, Guidelines for Travel Agent, Guidelines for Tour Guides, Guidelines for Tour Operators, Mizoram Aerosports Rules 2021 and Mizoram River Rafting Rules 2021. Mizoram Tourism is committed towards promotion and development of tourism and hospitality industry with the public as well as service providers in the State.

This book has comprehensive information, guidelines and advisories for the hospitality sector and will hopefully inspire, nurture and encourage the service providers in their pursuit in promoting hospitality industry in Mizoram.

I hope that all accommodation units in Mizoram will avail maximum benefits of information and guidelines available in this book and contribute towards the success of initiatives being taken by the State Government in promoting tourism in the State.

(**ESTHER LAL RUATKIMI**)
Commissioner & Secretary
Tourism Department
Government of Mizoram

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FRONT OFFICE: HANDLING GROUP CHECK-IN ON ARRIVAL DATE

- Always designate a Group Coordinator from the Front Desk prior to arrival.
- Liaise constantly with the sales Group coordinator for information.
- Check that Arrival Registration cards have been prepared for the group along with the rooming list for signature.
- Check all relevant correspondence has been read and briefed during the staff briefing.
- Check Group Billing instructions and cross check the billing instructions
- Once Priority group rooms have been allocated, cut rooms keys for arrival.
- If Group is arriving at one time then all rooms must be allocated and all keys cut.
- The number of keys per room must match with the occupancy of the room.
- Insert Key Cards into key card Jacket and place on the tray along with rooming list.
- Print traces report for Front office and read the instructions given.
- Choose an appropriate group check in area according to the following:
    - Size of the Group
    - Block / Wing the group is staying
    - Transport to the tourist lodge/hotel
    - Time of check in
- Registration cards along with Keys should be kept in Alphabetical order.
- Sufficient stationary/pens must be kept ready for guests to sign their registration cards.
- Welcome drinks and cold towels should be prepared so they may be served on arrival. And accurate number of drinks to be pre ordered so that the room service supervisor is aware of this requirement.
- The Bell Desk/Concierge must be kept informed of the group arrival time and the following needs should be coordinated:
    - Luggage Tags are ready.
    - Luggage delivery plan is organized.
- Their Duty Roster has been prepared taking into consideration the group's size and Arrival Time.
- All changes with the group arrival time check in area and group size to be given to the concierge.
- Collect wake up call for the group from the tour leader.

FRONT OFFICE: DOOR SERVICE AND GREETINGS STANDARD PROCEDURE

- Greet the guest with a big smile and pleasantries:

    - "Good Morning/Afternoon/Evening…Sir/Madam
    - Welcome to Tourist Lodge/hotel [Mention Name of Tourist Lodge/hotel]

- Make sure you are aware of all the available services and outlets in the tourist lodge/hotel and location.

- Be informative and attentive at all times.

- Offer assistance if you see that the guest looks lost as he/she walked into the tourist lodge/hotel:

    - "May I help you Sir/Madam?"

- Be conscious of how you stand at the entrance and always ensure you have a good posture.

- Greet the guest farewell as the guest walk out of the entrance.

    - "Hope to see you again"
    - "Have a nice day"
    - "Have a pleasant evening"

- Ensure that the doors/glass doors are properly cleaned polished all the time.

- The doors/glass doors and windows should not have fingerprints on any of the glass doors at all times.

- Acknowledge guests within 30 seconds at guests' serving points within the tourist lodge/hotel

FRONT OFFICE: DO'S AND DON'TS IN FRONT OFFICE

- Establish eye contact while speaking to guest and exhibit positive body language.
- Greet everybody you meet and see, with a smile.
- Address guests and team mates by name at all possible opportunity.
- When guest ask for direction always guide the way.
- Never tell a guest that you are tired, working long hours or want go home.
- Maintain your work area keep it clean.
- Pick up any debris.
- Do a follow up on anything you do for a guest by contacting them personally.
- Listen to guest complaints/requests carefully if required pen down the details but never contradict or interrupt.
- Never discriminate against any people, regardless of nationality, race, religion, colour, sex or appearance, give equal treatment for all.
- Do NOT insult the guest.
- Do NOT make promises that exceed your authority.
- Don't argue with the guest.
- Always stay calm. Never run in the lobby
- Avoid responding with hostility and defensiveness.
- Don't promise the impossible, instead offer alternate choice.
- Do report incidents on Log book or to superiors. This will help to do any service recovery if needed
- Use the guest's last name at least once, but not more than twice during a conversation
- Anticipate guests' needs and seek opportunities to exceed guest's expectation
- Always respect a guest's personal space and stand at least 3 feet away during any interaction ensuring that you never touch the guest.

DO NOT CONSUME/CHEW ALCOHOL, TUIBUR, PAN OR KUHVA DURING DUTY HOURS

MALE STAFF SHOULD HAVE TRIMMED HAIR CUT & CLEAN SHAVE

FRONT OFFICE: REPORTING ON DUTY & GROOMING & HYGIENE

❖ Guest Expectation:

Guests expect a high level of personal grooming and hygiene from all employees. Guests pay room rates and expect to be high standards of grooming and hygiene which complement the facilities of the tourist lodge/hotel.

❖ **Report on Duty:**

- Present yourself in a tidy appearance toward the guests and represent highest standards of service.
- Report on duty 5-10 minutes before your shift starts.

❖ **Staff grooming & hygiene:**

- Brush your hair before going on duty.
- Ensure that shoes are clean and polished before going on duty.
- Females must wear appropriate clothes or uniforms with black court shoes where heels do not exceed two inches.
- Males must wear black socks and shoes.
- Change your uniform regularly.
- Clean pressed uniforms must be worn with neatly brushed hair, polished shoes, clean name badge with no buttons missing.
- Contact Housekeeping Uniform Linen Room if buttons are missing.
- Contact HR Department or Directorate if your name badge is damaged or lost.
- Change your socks/stockings daily.
- Ensure nails are well-trimmed, only clear or pale nail polish for female staff
- Only one ring and watch is permitted, small earrings for female staff.
- Take a bath daily.
- Brush your teeth daily and always wear a smile. Use breath freshener if necessary.
- Teeth should be clean and the breath must be fresh. This can be achieved by cleaning the teeth regularly and visiting the dentist for check-ups on a regular basis.
- Deodorant/eau de toilette cologne/aftershave may be used but not so much that it is offensive.
- Earrings, beards and moustaches are forbidden for male staff.
- Light cosmetics with colours that complement the uniform and skin tones may be worn. Lipstick of a suitable colour must be worn at all times.
- If make-up is worn it should be light and natural-looking. Avoid vivid colours, like bright blues or violets around the eyes, and make sure the blusher does not look too dramatic. Bright lipstick colours should also be avoided.
- Be aware of your posture. Walk briskly with a straight back and do not lean on walls.
- Check your appearance in a mirror in the locker rooms before going on duty.
- Female hair length beyond the shoulder must be neatly tied/ bundled.
- Men must have short well-combed hair which does not extend below the collar or over the ears.
- Avoid excessive use of hairsprays and gels, as they can make the hair look stiff and unnatural.
- Do not use unnatural hair colours e.g. green, blue, unnatural blond etc.
- Pens, keys, cellular phones not to be visible. Cellular phones to be set to vibrate mode on low volume. No caller tune to be used. Classic cellular ringtones to be used.
- All staff to carry Department/Hotel Pen, a small note pad, a small hanker chief at all times. Smokers must have a mint with them

FRONT OFFICE: PREPARATION BEFORE BEGINNING THE SHIFT

To be ready before the shift starts.
Punch in your attendance.

❖ **Read the log book :**

- Check today's tourist lodge/hotel position, occupancy rate etc
- Look for unusual events or incidents.
- Guest Complaints.
- Guest pending requests.
- Any hand-overs from previous shift.
- Pending mails and couriers to be delivered to the guest.
- Read the notice board and update directions of the day.
- Check for Wake up Calls, Check Do Not Disturb (DND) guests.
- Check for lobby music.
- Print the VIP In-house and Arrival list.
- Check and take guest In-House report by Room number.
- Read the F&B activities, outlets opening and closing timings and Banquet functions for the day.
- Check all equipments are working properly or not.
- Check the Front Office stationery.
- Guests' newspaper preference
- Check for Airport pickups for the day.
- Other relevant information.
- Situations which requires follow-up

FRONT OFFICE: FRONT OFFICE ASSISTANT/EXECUTIVE TAKING OVER A SHIFT

An effective front office communication involves the use of log books, information directories, emails and telephone procedures. A proper hand over of shift is required to ensure smooth running of the front office shifts.

- Take proper cash hand over
- Report to work place at the correct time.
- Ensure you are dressed and groomed.
- Check notice boards in the back office.
- Check the tourist lodge/hotel position overview for a week.
- Attend briefing and take hand-over from the previous shift.
- Make sure to give hand-over and take hand-over.
- All Front Office staff has to read and sign the logbook.
- **Read the Log Book :**
  - Look for unusual events or incidents.
  - Guest Complaints.
  - Guest pending requests.
  - Other relevant information.
  - Situations which requires follow-up.
  - VIP- arriving / In-house
  - Group arriving / In-house
  - Pending room moves.
  - Pending departures (Late check-outs if any)
  - Credit issues to be reported to the Duty Manger / Front office manager.
  - Pending Mails and Couriers to be delivered to the guest.
- **Print important report:**
  - Pending Traces
  - Arrivals with special requests.
  - Pending departures.
  - Room discrepancy report.
  - Shift back up / Batch / Emergency report and file the same.
  - Balances of guest accounts showing opening guest balance and closing guest balance.
- **Prepare necessary Front office documents:**
  - Guest request tracker sheet.
  - Wake up call and DND sheet.
  - Reservation request forms/Checklist for reception.
  - Guest feedback forms.
  - Ensure adequate stock of Front Office supplies is available for the days / shifts operation. Replenish and make store request is required.
  - Room tariff cards / slips/ brochures.
  - Staplers and staple pins.
  - Billing paper loaded in printer and photo copiers & Envelops for guest bills.
  - Registration cards printed for expected arrivals.
  - Message slip and envelopes.
  - Refund, paid out, Cash, Petty Cash slips / receipt books.
  - Rubber bands/Paper clips.
  - Keys/Magnetic Key/RF Key cards.
  - Key Card holders if any
  - Pens/Printer Ink Cartridges/Scribbling pads.
  - Mini Bar Pricing list/Other Front desk Stationeries.
  - Make sure that the reception desk is not cluttered
  - Ensure that you are aware of events or functions taking place in the tourist lodge/hotel.
  - .

FRONT OFFICE: PREPARE WELCOME KIT FOR ARRIVALS

Preparation of welcome KIT for all arrivals is part of guest pre registration activity. This is to make sure that the welcome KIT has everything that the guest requires while checking in to the tourist lodge/hotel. And also to ensure a smooth overall check-in experience at the time of guest registration.

- Welcome KIT should be prepared in advance and be given to every guest on arrival
- Ensure that welcome kit folders and trays are available.
- Ensure that welcome kit folders and trays are clean with not stains or folds.
- Ensure that each welcome folder has personalized Welcome Letter in it. Taking into consideration nationality and language of the guest.
- Ensure that the welcome folder contain the local ferry, tour bus timings, local map, places of interest etc. enclosed in it if applicable.
- Make sure that the keys/key-cards are clean and without any stains or marks on it.
- Pre prints the Registration card and keeps keys ready along with the welcome folder.
- For key cards, encode Key cards according to the occupancy of the reservation. For interconnecting and suite rooms encode two sets of key cards
- Meal coupons and vouchers to be kept ready according to the package booked by the guest on the welcome folder. (Take into consideration guests occupancy, meal plan booked while preparing coupons)
- Check if the room allocation is done according to the guest reservation requests and guest preferences.

FRONT OFFICE: GUEST REGISTRATION AND CHECK IN PROCESS

Objective:

After a guest arrives at the tourist lodge/hotel, the front office staff/receptionist should complete the guest registration process. This is to make sure that the guest registration is completed as per the tourist lodge/hotel standard and also to collect important guest information.

- **When Guest arrives at the reception to check in:**
  - Greet the guest & enquire the Last name/First name of the guest.
  - Search for the reservation record and print registration card (if the same is not pre printed)
- **Present the Registration Card/Guest Register to guest for verifying/reconfirming pre-printed details like :**
  - First Name, Last Name.
  - Arrival Date & Time.
  - Departure Date, Expected time of departure and destination with airport drop.
  - Room Rate & Room Number & Room Type.
  - Method of payment & Billing instructions.
  - Meal Plan
  - Request for ID Proof for local guest and Passport and Visa details for foreigners.

- **Following details to be completed:**
  - Salutation.
  - Designation.
  - Company Name.
  - Address Home / Business
  - City, Country
  - Postal Code
  - Telephone / Fax / Mobile numbers.
  - Email address.
  - Contact Number / Person in case of emergency.
  - Purpose of Visit.
  -
- **Passport details:**
  - Passport Number.
  - Nationality and country of residence.
  - Date of Birth / Anniversary Date.
  - Passport Issue date and Expiry Date
  - Place of Issue of Passport.

- **Visa Details:**
  - Visa Number
  - Visa issue date and Expiry date.
  - Visa Place of issue.
  - Type of Visa.
  - Proposed duration of Stay in the country.
  - Arrived from & Proceeding to.
  - Explain to the guest regarding late checkout policy if any.
  - Request the guest to sign on the Registration Card.
  - Scan / Photocopy of Passport and Visa copy and attach to the registration card.
  - Front office assistant to cross sign the registration card on the provided field.
  - Update the guest details collected on regard to the Profile of the guest.
  - File Registration card.

FRONT OFFICE: CONDUCTING BRIEFING IN FRONT OFFICE

Front Office staff needs daily briefings so they know what is happening in the tourist lodge/hotel that day/previous day. This gives a smoother operation, without having to waste time asking others and they know what's happening in the tourist lodge/hotel.

Daily Briefing in the Front Office is part of tourist lodge/hotel Front Office communication. The complexity of Front Office communication is directly related to the number of rooms, accommodation size, public areas and facilities etc.

- Prepare for the briefing by making notes on what has to be communicated.
- Read the night log book to update your information
- Make a note of any special, important information or memorandums.
- Brief about previous night room closing along with room revenue and Average Rack Rate/Average Daily Rate (ARR/ADR).
- Brief about expected arrivals, expected departure and late check outs for the day.
- High balance guest details to be shared.
- Scanty baggage guest details.
- Expected VIP movements and In-House VIP guests.
- Any special guest requests, fussy guests, handle with care.
- Long stayer guest In-house.
- Single lady guest In-house.
- Details about airport pickup.
- Pending room shifting for the day.
- Any bills on hold.
- Overview of occupancy for the week.
- Any unresolved issues - Ensure the staff is truly aware of important issues, matters related to daily operations.
- Use the opportunity of the briefing to remind staff of tourist lodge or hotel standards, missions or visions etc.
- Allow staff to express themselves and communicate briefly.
- Keep the briefing short (between 20 – 30 min)
- Recommend that all are standing during the briefing
- Check Grooming of staff

FRONT OFFICE: HANDLING GROUP CHECK-IN ON ARRIVAL DATE

- Always designate a Group Coordinator from the Front Desk prior to arrival.
- Liaise constantly with the sales Group coordinator for information.
- Check that Arrival Registration cards have been prepared for the group along with the rooming list for signature.
- Check all relevant correspondence has been read and briefed during the staff briefing.
- Check Group Billing instructions and cross check the billing instructions
- Once Priority group rooms have been allocated, cut rooms keys for arrival.
- If Group is arriving at one time then all rooms must be allocated and all keys cut.
- The number of keys per room must match with the occupancy of the room.
- Insert Key Cards into key card Jacket and place on the tray along with rooming list.
- Print traces report for Front office and read the instructions given.
- Choose an appropriate group check in area according to the following:
    - Size of the Group
    - Block / Wing the group is staying
    - Transport to the tourist lodge/hotel
    - Time of check in
- Registration cards along with Keys should be kept in Alphabetical order.
- Sufficient stationary/pens must be kept ready for guests to sign their registration cards.
- Welcome drinks and cold towels should be prepared so they may be served on arrival. And accurate number of drinks to be pre ordered so that the room service supervisor is aware of this requirement.
- The Bell Desk/Concierge must be kept informed of the group arrival time and the following needs should be coordinated:
    - Luggage Tags are ready.
    - Luggage delivery plan is organized.
- Their Duty Roster has been prepared taking into consideration the group's size and Arrival Time.
- All changes with the group arrival time check in area and group size to be given to the concierge.
- Collect wake up call for the group from the tour leader.

FRONT OFFICE: HANDLING GROUPS IN FRONT OFFICE: PRE-ARRIVAL

Front Office team has to be prepared for receiving a group in the tourist lodge/hotel. They should also make sure that the requested rooms are ready at the time of group arrival and also the room blocking as been done as per the rooming list sent by the Travel Agent/Company.

Pre Arrival (Either one or two days before group arrival):

- Duty roster must be prepared accordingly and to be approved by the Front Office Manager. (Appropriate staffing level should be considered according to group movements)
- Read appropriate Group Folder/Contract.
- Look all arrivals guest profiles, history and special remarks if any.
- Make note of all relevant guest requirements and special needs.
- Ascertain arrival and departure time of Group.
- Cross check the arrival & Departure dates are correctly feed into the group reservations and also on to Group payment master room.
- Check all group reservation for rate code, room rate picked up, meal packages attached and make sure the instructions are according to the group contract.
- Print the rooming list sent by the Travel agent/Company and cross check the number of persons occupying a room is correct. If required create sharer reservation according to billing instructions (For example if the shares also required a invoice at the time of check out)
- Cross check the billing instructions for all group rooms and Group payment master.
- Create Routing instructions on all group rooms to group payment master (If the billing instruction is Room + TAX to travel agent). This will also help to have a smoother check out experience for the group members and also cashiers.
- Print arrival report for the date of group arrival and check room allocation.
- Take note on Room allocation, Special needs, honeymooners, wedding anniversaries, birthdays etc.
- Look for Extra bed and baby cot requirement and send notification via traces or email to the house keeping department.
- Do appropriate room allocation according to the room status and availability.
- Prioritize group early arrivals and room type requirements, suite rooms, non-smoking, single lady etc.
- Always ensure that housekeeping/Room service/engineering is aware of any special needs for this group.
- Group Welcome letter to be prepared, neatly folded and kept in envelope.
- Call up the group coordinator and reconfirm the arrival time of the group.
- Communicate all VIP/Suite room allocations with Guest services.
- Give requisition form to Room service for group welcome drinks and cold towel.

FRONT OFFICE: HANDLING CHECK-IN AND CHECK-OUT FOR DISABLED GUESTS:

DISABLED GUEST SPECIAL TREATMENT WHILE CHECK-IN OR CHECK-OUT:

- The reception or the front desk team should provide special assistance and care while check-in or check-out is done for guest with a special need or disabled guests.
- The specially designed disabled room should be blocked for such guests, and a note or trace to be put on the reservation to do not de-block the room for other guests.
- The front desk staff should provide assistance in filling out the registration form and passport, visa details etc. In some tourist lodges/hotels, an in-room check-in and check-out facilities are provided for such guests.
- Ask for the method of wake-up, pick-up of luggage, if help is required when the guest needs to leave the room.
- While check-in, the receptionist calls the General Manager or Resident Manager and hand over the keys to the GM or RM, they will guide the guest to the room.
- Depending on the guest, the General Manager will show all the facilities in the room, including the bathroom.
- The General Manager will emphasize to the guest that he/she can call the reception anytime by using the phone (dial 0) or by pulling the cord or pressing the switch in the bathroom.
- During the stay of a disabled guest, all departments will do their utmost to make the stay as comfortable as possible.
- A pro-active attitude is required while handling guests with disabilities.
- In case there is a disabled guest staying in the room, this will be mentioned in all departments shift briefings and also informed to the tourist lodge/hotel security department.
- In case of an alarm raised from the disabled guest room, then the adequate reaction of the staff present should be ensured.
- An In-room check-out option is provided for disabled guests, but the billing process is done like any other check-out.
- In case any assistance is required, the receptionist will provide this.
- The front desk team should make sure that such guests are treated with the same respect as any other guest.

FRONT OFFICE: HOW TO HANDLE GUEST AWAITING FOR ROOM

❖ Search for vacant dirty

- Search for the guest reservation.
- In case of a walk-in guest, create a reservation for the guest according to the registration procedure.
- If a vacant clean room is not available immediately, search for a vacant dirty room at first and call the housekeeping to rush rooms.
- Make sure you have given enough time for cleaning room.
- In case required help Housekeeping to clean rooms as needed in order to not keep the guests waiting for a room. (This shows our care for the guests.)
- While the guest is waiting for the room to get ready issue welcome drink or breakfast coupon.
- Issue the welcome drink coupon to the guest by saying: "Mr/Mrs. Kima, the room we blocked to you is under cleaning, and Housekeeping has been informed for rushing room and it may take about 30 minutes. May I invite you to have a complimentary breakfast/drink in our lobby lounge and I will let you know as soon as the room is available."

❖ Keep monitoring the room status:

- ❖ Keep monitoring the room status
- ❖ Get updated room status directly with the room attendant or housekeeping control desk as and when required.

❖ Upon room is cleaned.

- ❖ As soon as the room status is changed to the vacant clean, send the room key and welcome booklet to the guest personally. By saying: "Mr./Mrs. Kima, I am sorry to have kept you waiting. Now the room is ready, the room number is 101. Thank you for your understanding."
- ❖ Introduce the Bell Boy to escort the guest to the room.
- ❖ Show the check-in of the room in the system immediately. (Change the status to confirmed from on-queue or as per the software functionality before check-in if any)
- ❖ Use any courtesy service to delight guest.

FRONT OFFICE: ON QUEUE OR WAIT PROCEDURE

- A guest "On Queue" or "Wait" for room situation occurs when no ready rooms are available when a guest arrives at the tourist lodge/hotel.
- The Front desk agent should change the status of the room as "on queue" or "wait" on the reservation and also inform the housekeeping department.
- Housekeeping control desk can then prioritise the room on queue immediately for cleaning and releasing for check-in.
- The Front desk agent should inform the guest of the situation and advise him/her as to the approximate length of time before the room is available.
- The Front desk staff can utilize this time to explain available services at the tourist lodge/hotel to the guest, and also offer the guest a tour of the property. If there is any further delay due to any unforeseen issues then the same to be notified immediately to the guest.
- If the guest does not want to take the property tour then offer refreshments tea/coffee/juice etc and provide them with any required assistance.
- The guest's luggage should be safely stored by the Bellman and placed inside the room when available.
- Never hand out keys to the blocked room to guest before it is ready; or indicate to the quest the anticipated room number.
- While the guest is waiting for the room to be ready, the normal registration procedure can be completed. And also inform the guest to return to the Front Desk to collect room key(s) when the room is ready.
- All guests who had waited for room need to be time stamped on registration card and the same need to be updated on the log book.
- Once the room blocked for the guest is made ready by the housekeeping, notify the Bell boy to deliver the guest's luggage to the room, and inform the guest about the same and also finalize processing of registration formalities if required.
- If the guest doesn't want to place the luggage automatically after the room is ready then the luggage slip needs to be attached to registration card to remind about the luggage kept with the Bell desk.
- When the guest returns for the ready room, the Guest service associate should escort him/her to the room.
- If large numbers of "On Queue" are anticipated like groups or conferences, the Front Office Manager or Assistant, at his/her discretion, may available to waiting guests a wash and change rooms. An alternative would be to utilize the Business Centre/Concierge Lounge/pool side area for this purpose.

ALLOCATING GUEST ROOMS, UPGRADE AND DOWNGRADE

- Familiarize with the room type in the tourist lodge/hotel
- Memorise the different room categories, their differences, and respective locations so that you can optimise the situation.
- Verify the room specifications on the reservation
- During check-in, verify with the guest, the room category he has reserved. (Higher floor, Room with special view, Room away from elevator, Twin/Double, smoking/Non-smoking etc)
- Room allocation. During check-in, ensure that the room being allocated to the guest matches the room type reserved. Look for the following:
  - Room rate
  - No of occupants
  - Gender of the guest
  - Source of reservation
  - Preference
  - Guest History
  - VIP Status
  - Honour guest request
- If the requested room type cannot be provided as there are not ready or some guests have not checked out yet, search for an alternative room that is as similar as possible to the one reserved.
- Inform the guest about the time required to give him his requested room and check on his convenience to shift the room.
- Common requests
  - Couples to be allotted King-size beds, not twin beds.
  - Smoking rooms to be available everyday for Special guest request.
  - Groups of 2 or more guests from same company/TA to be given same category and same floor for their convenience.
- Problematic room to be given last and for minimum possible.
- For single ladies who do not block an inter-connecting room, also if your tourist lodge/hotel has a separate ladies floor / rooms then block those.
- Non smoking guest can be allotted smoking floor but Smoking guest should never be allotted a Non-smoking rooms.
- Upgrade should be only for short stay guest, or guest who is paying rack rate or VIPs.
- Consider other options
  - Upgrade a guest if you have no other option available, do inform the guest that he is being upgraded on the no availability of his desired room
- Any Room Upgrade has to be approved by the Front office manager / Duty Manger.
- Handle the downgrade situation
- If the only available rooms represent a downgrading of the room reserved, explain the problem to the guest and explain the differences between the two room types.
- If the guest accepts the change, let him know the earliest possible time that he could move to the room type he reserved and ensure that his room rate is adjusted.
- Front office manager to speak to the guest for service recovery if necessary in this case.
- Room allocation has to be done as per the status of the reservation ie confirmed / guaranteed bookings to be blocked first. Waitlisted / Tentative bookings can be blocked later.
- Guest with disabilities may need rooms fitted to their special needs, special amenities or services required at the time of reservation. It is always advisable to super block these rooms well in advance.

FRONT OFFICE: GENERATING REPORTS AT FRONT DESK [ROUTINE,EMERGENCY ETC]
GENERATING ROUTINE REPORTS STANDARD PROCEDURE:

- **PRINTING DEPARTMENT REPORTS**

- This is usually done at night as there are less interruption guest-related activities.
- A list would be provided showing which type of report to be printed for each department.

- **SORTING OF REPORTS**

- Offer excellent service for internal customers (Other departments).
- All reports would be sorted and placed according to the designated places for collection.

- **PRINTING IN-HOUSE REPORTS.**

- For the latest information in case of the computer breakdown.
- Front desk should provide excellent service to other department and make sure to be consistent.
- In-house by room number & in-house by alpha reports are to be printed at 10:00 am, 13:00 pm, 17:00 pm and 22:00 pm. Details of other reports which need to be generated can be seen on point 4.

- **GENERATING DOWNTIME REPORTS AND SAVING THEM AS PER THE SCHEDULE TIMINGS:**

- In house guests by room number & In house guests sorted by guest name.
- Remaining arrivals for the day by room number.
- Remaining arrivals alpha with VIP and guest preferences.
- Remaining departures by room number.
- Departures Checked Out -Today.
- Arrivals Checked in - Today.
- Airport Pickup report. & Airport Drop Report.
- Rate Variance Report.
- Reservations on the books (all).
- Availability as per room type.
- Arrival List Next 3 days & Departures next 3 days.
- All Open Traces for next 3 days.
- Banquet Functions list for the day.
- Housekeepers List showing current rooms status & Room Status detail report.
- Out of Order rooms list & Out of service rooms list.
- Guest balance detailed report & Open balance report & High Balance guest report.
- Guest Ledger Balance with Ageing.
- City Ledger / AR Ledger Balance with Ageing.
- Cashier Status & Payments by Cash Register & Current Exchange rate.

- **FILING OF DOWNTIME REPORTS.**

- Only keep the latest reports while filing the hardcopy/printout of the downtime reports.
- The above step will ensure to avoid confusion and to provide guarantee precise service.
- The filing of downtime reports will be handy when it is needed.
- When saving the downtime reports as pdf files then make sure to upload to online file upload platforms like Google Drive, Dropbox, One Drive etc.
- Saving a copy on a cloud-based file sharing folder will be very useful when the tourist lodge/hotel IT infrastructure fails or the particular computer where the backup is saved is crashed.

FRONT OFFICE: BILL TO COMPANY OR DIRECT BILLING

To establish procedures for the approval of Bill to company or direct Billing privileges for a company or travel agent. And also to outline procedures for handling Direct Bill accounts:

- If a company wishes to obtain direct billing or credit facility privileges with the tourist lodge/hotel, then the sales team must first submit a letter of Authorization for "Bill to company" to the credit manager or to the financial controller of the tourist lodge/hotel along with the signed CVGR letter (promotional schemes of tourist lodge/hotel).
- The "Letter of Authorisation for Bill to company or Direct Billing" must contain the following:
  - The letter must be on company or travel agent letterhead.
  - The letter must include the names of all individuals authorised to sign.
  - The name of the individual who will receive and approve the statement.
  - The types of charges for which the company had agreed (i.e., accommodation charges (room + tax + service charge), sign for all charges, etc.)
  - The correct billing address of the company / travel agent.
  - The contact details email / phone / fax number of the company.
- Copy of these letters is kept on file for future reference. One copy is sent to Reservations and one copy is sent to the Front Desk.
- Accounting department then assign an AR (Accounts receivable) ID on to the company or travel agent profile to enable Bill to AR or Credit settlement.
- Direct Bill authorisations may be kept on file for companies that make large numbers of reservations. The credit manager then sends the statement of account to the company on a timely basis for clearance.
- If a company becomes delinquent in payments, it is the responsibility of the Accounting Office to notify Reservations and the Front Desk that Direct Billing privileges are black listing such for company.
- All credit facilities are to be suspended until full payment is received from the company. At that time the Controller must make the decision as to whether to re-instate Direct Bill privileges for the company.

RESERVATIONS / FRONT OFFICE:

- After a company and/or account have been cleared by Accounting for Direct Billing, the Reservations staff can then use their copy of the approved Direct Bill Request Letter as authorisation to stamp "Bill Direct" on all future reservations for that company.
- Only accounts pre-authorized by accounting department may be granted for Direct Bill. If a guest requests Direct Billing to his/her company, and there is no authorisation on file, he/she should be referred to the Credit Manager or Controller.
- The Front Desk department is not authorised to approve any Direct Bill arrangements.
- At checkout, Direct Billing Accounts must be verified and signed by the guest to acknowledge verification. This will help to prevent most billing disputes after checkout
- All supporting correspondence to be attached to the final invoice and send to the accounts team.
- The correct Company or Travel agent profile with a valid AR –ID to be only used while doing a bill to AR settlement.

FRONT OFFICE: HANDLING GUEST REBATES OR ALLOWANCES

All rebates / adjustments / allowances for charges posted to a guest must be prepared on a allowance slip and the same need to be authorized by the department heads. Normally allowances are authorized by the Front Office Manager, Resident Manager or Director of sales.

- All allowances must be also circulated for review and approval by the General Manager and Financial Controller.
- Front Desk cashier normally passes a allowance when a guest indicates that he/she has a complaint about room rate applied, charges on bill, Mini bar disputes, double postings, free inclusions which was part of rate and may also due to dissatisfaction of certain tourist lodge/hotel services.
- If the cashier feels that an adjustment is required, then he or she should inform the Front Office Manager or duty manager so that immediate steps for service recovery can be done.
- If a situation arises where it is absolutely necessary, a rebate / allowance may be authorized and handled by the front office cashier, but all such rebates must be reviewed by the Front Desk Manager or duty manager at the end of each shift.
- A rebate should be only passed when it is the only way to placate or satisfy the guest.
- Post a (–ive) entry on the correct Transaction / rebate code to pass a rebate.
- When the decision is to make a rebate, the cashier will prepare the rebate voucher. The voucher must contain the following information:

1. Date on which rebate is passed
2. Name of Guest
3. Room Number
4. Signature of the cashier
5. Signature of Authorized Manager
6. Reason / Explanation for the Adjustment

Amount of the Adjustment

- The voucher is then placed with the other rebate vouchers that have been run for that day for review by the Night Auditors.
- All rebates will be signed by the Front office Manager / Duty manager.
- Report Allowance / rebate for the day will be printed daily and circulated along with the Night audit report set.
- The General Manager / Financial controller will also maintain close supervision over rebates. He/she will review and approve all rebates on a daily basis and will investigate and reconcile any unusual or recurring rebates.
- It should be noted that when rebates are passed with the correct corresponding rebate codes should be only used by the front desk cashier. Eg: For passing allowance on room rental the Transaction code or Department code 'Allowance Room charges' only to be used.

FRONT OFFICE: HOW TO CHECK GUEST CAR BEFORE PICK-UP

- **Check Grooming & Personal Hygiene of Drivers:**
- Drivers are the first point of contact with the guest.
- They represent the tourist lodge/hotel and the company
- Uniform to be crisp, clean and well ironed
- Well shaved
- Hair and moustache to be trimmed
- Deodorant to be applied
- Shoes to be well polished
- Nails to be clipped
- No chewing of pan/gutka.
- Avoid smoking, Need to wash hands and mouth refreshments to be taken.

- **Check for Driver and Vehicle documents:**
- Driving license
- Vehicle Registration paper.
- Validity of vehicle Insurance.
- Pen and a small note pad
- Name tag.

- **Check Car Condition:**
- Check car service due date.
- Car to be clean and washed from outside.
- All windows / screens should be cleaned.
- Seat covers to be clean.
- Car should smell fresh.
- The front seat of the car should always be pulled to the front to the maximum.
- Check Tyre pressure and Wheel rim to be washed.
- Radiator coolant level.
- Fuel Level (Low/Med/Full).
- Engine oil level.
- Window washer water lever and Wiper working.
- Check A/C working condition.
- Check Music system and CD/USB as per tourist lodge/hotel standard.
- First Aid Kit.
- Fire Extinguisher.

- **Check Car Facilities:**
- Trip Sheet/Duty Slip
- Daily newspaper to be in place – neatly folded & placed in the back pocket of the driver's seat.
- Choice of Magazines as per tourist lodge/hotel standard should be kept on other seat pocket.
- Local city guide book which shows places of interest map etc.
- 2 Note pad and pen to be kept in a folder.
- Car air freshener should be present.
- 2 Box of tissue paper.
- 2 bottles of mineral water(room temperature), 2 Soft drink, 4 Cold towel
- The front seat of the car should always be pulled to the front to the maximum
- Seat pockets should be cleaned.
- Coat Hangers
- Mobile Car Charges and Pins.

- **Check the placard:**
- The board and the handle rod to be clean.
- The paper on which details are printed to be clean and free of creases & folds.
- The tourist lodge/hotel name with the logo to be printed bold and clear.
- The full name guest to be printed with salutation and without any spelling mistakes.

FRONT OFFICE: HOW TO HANDLE EXPRESS CHECK-OUT AT FRONT DESK?

The purpose of this SOP is to ensure that the correct and smooth handling of express guest checkout is done as per the company policy, for those guests who will not stop by the front desk themselves to check out personally.

Express Check-out Standard Procedure:

- Express Check-Out is normally only possible if the payment is done by credit card and required pre-auth is taken on the guest credit card.
- Express check-out is also done using kiosk kept at the front desk or via in-room TV or tourist lodge/hotel's mobile App.
- If a guest would like to make use of the Express Check-Out service by credit card, the guest will be asked to mark the tick box on the registration form and sign for approval.
- Check if the details on the Registration form are completed, readable.
- Make sure to take enough authorisations on the guest's credit card.
- After the guest check-in, update all the details from the registration form into the reservation record maintained for this guest.
- Once the details are updated put the Registration Form in the appropriate room's bucket.
- Mark Specials, express C/O or special notes or memo on the reservation record.
- On the day of Check-out, after verification by the Bell Desk show the check out of the bill (after 12 pm).
- For automatic checkout by guest via a kiosk or App send the bell desk team to physically verify the guest room after 12 pm.
- Print a folio on behalf of the guest and write instead of a signature - S.O.F. (Signature on File).
- Adjust the Express Check-Out letter, Thank You Letter with the guest name, date of stay, etc.
- Send the original bill or scanned copy together with the letter, and all the receipts from F&B to either on the address mentioned on the form or to the email address of the guest.
- Staple the copy of the registration form, any correspondence letter, copies of the F&B point of sale receipts and the final guest bill together and hand it over to the accounting department.
- The Express C/O details have to be filled out in the Housekeeping list.
- Inform Housekeeping department that guest is Express C/O and that room should be checked.

FRONT OFFICE: HANDLING WAKE-UP CALLS FOR GUESTS

It is very important to handle wake up call accurately and promptly for guests in tourist front desk operations, If Front desk staffs fails to give the wakeup call to guests then this can lead to inconvenience to guest e.g: Missing flights or important meetings and lead to guest dissatisfaction.

- **Taking down Wakeup Call for guests:**

❖ **Automated process:**

- In most cases, guests can set wakeup call from their room telephone, mobile application or in-room entertainment system (T.V)
- Proper instructions must be displayed on the telephone instrument, TV screen or on a tent card next to the telephone or in-room entertainment system.
- The procedure of setting the wake-up call from the room must be well aware to all front desk staff, in case the guest asks for the same then the staff should be able to give clear instruction.
- Once the guest enter the wakeup call from his room the information will be updated to the EPBX system and also to the front desk.
- Even if guest had set the wakeup call on his own from the in room telephone, the front desk or guest service staff should always give the guest a reminder call manually.

❖ **Manual Process:**

- Guest can also give the wakeup call request directly to the front office staff at the reception or calling from the room.
- Greet the guest as per the time.
- Take down the below details on to the wake- up call log book / wakeup call register:
    1) Guest Name
    2) Room Number
    3) Wake up date
    4) Wake up time
    5) Any special request (Eg: Tea / Coffee with wakeup call)
       Repeat the details written with the guest again for re-confirmation.
    6) Wish the guest a pleasant continuation when leaving the counter or at the end of the call. (Eg: Good night, Have a nice day ahead etc.)
    7) Call the Room service and inform them about the special request if any. Note down the name of the Room service staff to which the information was passed.
    8) Update the details on the reservation record for this room.
    9) Cross check the details entered with what is written on the wakeup call log book.

❖ **Performing Wake-up calls:**

- Print 'Wake-up call Report' sorted by time for the required date.
- Cross check with the wake-up call log book and make sure that there is nothing missing or not updated on the system.
- Automated Wakeup call or 1st wakeup call would be performed by the EPBX automatically.
- The Reminder wakeup call or follow up call or 2nd Wake-up call need to be performed by the Front desk staff or the telephone operator.
- Once the 2nd wakeup call is completed ticket mark that reservation on the report and update the remarks section on the report.
- If the Guest does not answer to the 2nd reminder call then try again after 5 minutes.
- Security department to be informed in case the below:
    1) Guest doesn't respond to the reminder call.
    2) Guest telephone is out of order.
    3) Guest telephone is having continuous engaged or busy tone.

❖ One of the Front desk staff members to go along with the Security and knock the guest room to give the wakeup call.

❖ All such incidents should be recorded in detail on to the tourist lodge/hotel log book / incident book.

❖ Duty manager should check the wakeup call report and the same to be filed on a daily basic

FRONT OFFICE: WALK GUEST TO ANOTHER HOTEL

When an unanticipated number guest stay-overs occur and the tourist lodge/hotel is not able to accommodate all the guest expected to arrival that day then that result in a walk situation. And those guests who had been shifted to other hotels is known as 'Walked Guests'.

When a walk situation occurs, the following procedure is to be followed:

- The Front Office Manager should review all arrivals and decide which guests should be protected from a potential walk situation (i.e., Frequent Guests etc).
- Review room availability at competitors where "walk rates" have been established. Consider reserving a block of rooms depending on the severity of the situation.
- Ensure that a senior member of the Front Office management team and Duty Manager is aware of the situation and readily available to personally handle relations with all guests to be walked.
- When the guest who is supposed to be walked arrives at the tourist lodge/hotel, the situation and the alternate arrangement which is done should be carefully explained. As the situation is explained, the guest should receive a sincere apology on behalf of the tourist lodge/hotel.
- Once the guest understands the situation, they should be asked if they have a preference in alternate hotels in that area. If so, make arrangements for the guest at that hotel, if available. As stated above, local room availability should be determined before the "walked guest" arrives.
- If the guest has no preference, secure a reservation at the nearest hotel of similar standard.
- According to the [management policy] tourist lodge/hotel will pay for room and tax at the alternate hotel for one night, one long distance phone call, and local phone calls if it is necessary for the guest to notify home and/or business associates of his new location.
- If the guest does not have transportation, we should arrange transportation to and from the alternate hotel, using taxi.
- The Telephone operator and the front office staff should be briefed about the details of the 'walked guest' and the hotel where these guests has been relocated this will later be helpful in case any calls or messages received for the guest.
- The Front Office Manager must complete a relocation list and distribute to the General Manager by 8:00 AM the following morning.
- If the guest had planned to stay for more than one night, we should offer to bring the guest back the next day regardless of occupancy. If the guest elects to stay at the alternate hotel, it must be understood that we are responsible only for the first night's room and tax and the same to be briefed to the guest.
- Upon the return of the guest, they should be pre-registered and upgraded to the best accommodations available. A gift or VIP package should be sent to the guest with a note of apology from the General Manager/Manager.
- The Rooms Director/Director of Operations or Front Office Manager must contact the guest and extend every possible courtesy.
- A guest who has been walked must have their reservation cancelled with the appropriate cancellation code 'Walked' and also a notation made in his/her guest history in order to prevent a second occurrence.
- If the guest was booked for only one night or elects not to return to our tourist lodge/hotel after the first night, the General Manager is to send a letter of apology the next day.
- When walking a guest whose reservation is commissionable to a travel agent, full payment of the commission must be made as if the guest had stayed at our tourist lodge/hotel.
- A "Walked Guest Log" should be maintained, including the guest's name, where they were walked to, and the guest's attitude to be updated on to the guest profile.
- All walked guests should be also marked as a "VIP Guest" with auto-popup remarks to ensure acknowledgement and apology for the previous walk situation and this will also ensure VIP treatment on the next stay.

FRONT OFFICE: HOW TO HANDLE RESERVATION ENQUIRY

- Pick up the call in 3 rings (current industry standard)
- Smile on the phone (guest can hear you smile)
- Good Morning this is (Mention your tourist lodge/hotel name) how may I help you. "Wait for guest's response." After response…reply with …"With pleasure".
- Could I request you for your name and number please
  "Wait for guest's response." (And note down all details on the reservation form)
- Could I have the arrival and departure dates please?
  "Tell the guest the available room categories in your tourist lodge/hotel"
- Mr. Kima, we have 3 categories of rooms available.
  Executive Suite the tariff for the same will be (Room rate + Taxes / All Inc)
  Deluxe Suite the tariff for the same will be (Room rate + Taxes / All Inc)
  Deluxe King the tariff for the same will be (Room rate + Taxes / All Inc)
  Standard Twin the tariff for the same will be (Room rate + Taxes / All Inc)
- While I check the availability allow me to explain the facilities of the tourist lodge/hotel (explain the facilities in your tourist lodge/hotel - Usually main 3 or 4 facilities of the tourist lodge/hotel) Eg: We have a 24 hour coffee shop where the complimentary breakfast is served, a fitness centre with Sauna and Steam.
- We do have rooms available.
  "Mention the categories which are available during this period"
- Could I have the name of the guest for whom the reservation has to be made
- Could I have the arrival and the departure details
- Would Mr/Ms Kima be needing an airport pick up
  "Inform about the sharing and charges"
- Mr/Ms Kima, the airport pickup will be complimentary and on sharing basis, the car will be shared by a maximum of 3 guests
  "Note down any special requirement like size of the bed etc"
- How would the guest be settling the bill
- Card / cash: I would need the CC details in order for me to confirm the booking
  Bill to Company or On Credit: I would need a letter from the company in order to confirm the booking
  "if the caller says the guest is paying by cash , then still insist on CC details or cash advance" the booking is not confirmed unless guaranteed"
  "Repeat the reservation with the confirmation number"
- Thank you for calling (Mention your tourist lodge/hotel name) , Have a nice day

FRONT OFFICE: HOW TO CONTROL GUEST ROOM KEYS

It is the duty and responsibility of the front desk staff to ensure the right guest is given the key to his room and his safety and security pertaining to issuance of key is not compromised or violated during his stay in the tourist lodge/hotel. Front Desk Agent should never give keys, room numbers, messages, parcels or mails to any person without first requiring appropriate identification.

For Security reason hotels uses at least three types of keys, Emergency Key, Master key and guest room keys. Types of keys used may vary hotel by hotel but the process of handling them remains pretty much the same. However, tourist lodges/hotels will not have these kinds of key categories.

When Guest Request for room key:

- Request for Guest's last name and room number.
- Cross check the information given against by guest during reservation.
- If there any mismatch is the details provided then request for any valid photo identification like passport, Driving license, government ID cards etc. Do not handover the room keys without proper authentication of the guest identity.
- If no picture identification is available by the guests, the Front office assistant must accompany the guests to the room to confirm the identity. When being challenged by our actions, we are to inform the guest:
  - **"We are doing this for your security and safety. We appreciate your understanding."**
  - Only in an emergency situation can we use the information on the guest passport number, date of birth, address given to the tourist lodge/hotel on arrival etc. to ascertain against computer's record.
- When in doubt with the identity and guest refused to be escorted to room, inform the Front office manager immediately. If the Team Leader or Assistant Manager – Front Office could recognize the guest, give the duplicate key to the guest while reinforcing politely why we need to perform the identity check.
- Check if guest requires additional key or if he has lost his previous key.
- If guest requests additional key, program a new key with duplicate code.
- If guest has lost his previous key, program a key with new code.
- Present the new key to the guest
- Keys must never be issued to persons claiming to have the guest's permission to enter the room unless the guest has personally given his /her verbal or written authorisation to the Front Office team.
- Room numbers should not be written on the keys in case keys are misplaced. A set of codes are encoded to differentiate keys being held by guests.

On Staff's request entry into occupied room:

- Only designated operational staff is allowed access to occupied guest rooms. They are: Bellboys, Concierge, Front Desk agents, Housekeeping Manager, Assistant Manager–Housekeeping/Team Leader/Designated Room Attendant and Laundry Attendant, Mini Bar, F&B – Room Service Fruits Deliverer.
- Key machines should constantly be in 'log off" mode. Access code should be known only to those designated personnel and not shared amongst other staff.
- Cashier may hand over the checked out room key to the bellman to collect luggage and check mini-bar and safe boxes. The bellman must return the used key to the same cashier after removing the luggage from the room.

"Show Room" / Sales mock-up rooms Keys

- On a daily basis, a set of rooms will be blocked off for viewing purposes by the Duty Manager – Front Office.
- Two sets of keys to these rooms will be programmed and placed at the Front Office Reception for site visit purposes.
- Staff releasing the site visit keys must inform the receiver to return the keys back to the Reception upon completion.

FRONT OFFICE: RELEASING TENTATIVE AND NON- GUARANTEED BOOKINGS

- While taking down the reservation the reservation agent should inform the guest / booker about the standard reservation holding time or release period as per the policy.
- Explain to booker or guest the following applicable reservation holding time.
- A non-Guaranteed reservation with no arrival or flight timing or bookings which are not re-confirmed shall be released by 1600hrs.
- Reservation status will not be carried forward to the next day for a non-guaranteed booking; such bookings will be cancelled on the same day.
- A non-Guaranteed reservation with late night arrival or late night flight timing shall be released 4 hours after stated arrival/flight time on date of arrival.
- For Guaranteed reservation with credit-card details, Room will be blocked and checked in, or may be amended to the next day after reconfirming with the guest as per the availability.
- For guaranteed reservation no-show's the room will be checked in to charge retention charges and the same will be billed to the guest credit card.
- In case there is no pickup details or flight details giving by the guest, then request the Guest to call back once these details are available.
- For Guaranteed bookings (non – credit card) request the guest to make a deposit before arrival, As per policy you can also give a cut off date in case guests fail to make the deposit on or before the cut-off date the tentative reservation will be released.
- Check with booker/guest if any additional information or further assistance is required.
- Note down the agreed reservation status (Guaranteed, non-guaranteed, credit card confirmed, deposit etc.) on the reservation form.
- Information obtained must be repeated to ensure accuracy.

FRONT OFFICE: HOW TO WAITLIST RESERVATION

Wait list reservation:

Some times a reservation request must be denied because the tourist lodge/hotel is fully booked. However, with enough lead time, interested guests may be put on a wait listing list for the requested dates.

Tourist Lodges/hotels experiencing high-volume reservations may satisfy excess demand through this technique.

- Answer the call with a Smile:

  Hi, this is "(your name)"' at room reservations. How may I help you?
  Guest: I would like to make a room reservation please.

- Offer to take the guest's name and Phone number

  Certainly Sir/Mam. (Pause) May I request you for your name, mobile number and email ID please?

- And your company/travel agency name is?

  I am from "(Company/TA name)".

- The arrival date of the guest is? (Pause, take answer) And the departure date is? (Pause, take answer). So that is for "(# of nights)" nights? Yes.

- Please hold for a moment, while I check the availability. (Put the call on hold, check availability and go back to the call quickly)

- Convey the non-availability of room politely to the guest.

  Mr./Ms. "(caller's name)", currently we will have to waitlist the reservation as we do not have any rooms available and are sold out for these dates.

- Agree to notify the prospective guest immediately if a room becomes available on the requested dates.

  Please allow me to get back to you in "(estimated time/day to call back the caller)". Thank you

- Help the guest to find alternative dates if no rooms are available.

FRONT OFFICE: AMENDING OR MODIFYING RESERVATIONS

- When guests/bookers call the tourist lodge/hotel for amending existing reservation take down the original booking details on reservation form. (Guest Last name, Reservation no, Mobile etc.)
- Try to address the guest by name as and when possible.
- Take permission from the guest to keep the call on hold.
- Locate the original reservation record from the software or reservation register.
- Reconfirm the booking details e.g.: guest name, arrival departure date, reservation number etc. with the guest again to make sure that you have
- Retrieve the correct reservation record.
- Enquire with the booker/guest on what amended to be made on the reservation. Eg: guest might like to extend the number of days of stay or want to shift his stay to another period.
- Check the availability of both tourist lodge/hotel and room type in the hotel software before confirming the amendment to the guest.
- If the guest had booked the original reservation on a best available rate or special packages, reservation agent should check the availability of these special rate and packages on this new date as well.
- Any changes on rate or packages should be communicated to the guest.
- If the guest is shifting the arrival date to a different date then take down the new pickup/flight details. In case the guest requires a pick up from the tourist lodge/hotel.
- All details have to be reconfirmed to the Guest.
- Make the required amendments on the reservation record in system.
- Valid payment method has to be taken for the new stay details.
- Apply the Rate changes if any due to the amendment.
- Generate a new confirmation letter to the guest which clearly shows the amended booking details.
- Send the amended reservation confirmation letter to the guest email/fax.
- Wish the guest a nice day ahead.

FRONT OFFICE: HOW TO PROCESS RESERVATION CANCELLATIONS

Non-Guaranteed Reservations:

- Obtain Guest name or Reservation number
- Search for reservation in the Bookings
- Re-confirm the reservation details with the guest, No. of rooms, Arrival and Departure date.
- Ask guest whether he / she would like to make a alternate reservation
- Request the reason for Cancellation.
- Provide the cancellation number to the guest.
- If the reservation is a Guaranteed Reservations:
  - It should be according to cancellation timings which is mention in cancellation policy of the tourist lodge/hotel.
  - If cancellation is made by someone other than guest then the reservation agent should record the details of the caller eg:- Name and Mobile number on the reservation record.
  - Always mention Retention charges (if applicable according to your tourist lodge/hotel policy) for any confirm reservation.
  - Should have written mail for charging retention on credit card.
  - Always send mail for retention bill and confirmation of cancellation. (Sample Retention letter)

FRONT OFFICE: HOW TO TURNAWAY RESERVATION

Turn away reservations:

- At some times a reservation request must be denied or not processed because the tourist lodge/hotel is fully booked or the guest not interested in making a reservation with us.

- There are many reasons for turning away Eg: High Price, Requested Room Type sold out, General Enquiry, Competitor offering lower rate, Black listed company, requested Room Type not available at the tourist lodge/hotel etc.

Answer the call with a Smile:

Hi, this is "(your name)"' at room reservations. How may I help you?
Guest: I would like to make a room reservation please.

Offer to take the guest's name and Phone number

Certainly, Sir/Mam. (Pause) May I request you for your name, mobile number and email ID please?

And your company/travel agency name is?

I am from "(Company/TA name)".

The arrival date of the guest is?

- (Pause, take answer) And the departure date is? (Pause, take answer). So that is for "(# of nights)" nights? Yes.

- Please hold for a moment, while I check the availability.

- (Put the call on hold, check availability and go back to the call quickly)

- Convey the details of availability / non-availability of room politely to the guest.
- Note down and record the reason for 'Turn away' on reservation.

FRONT OFFICE: ROOM MOVE PROCEDURE

A room change request can occur on different reasons, Front office team should change the room as quickly as possible when a guest is dissatisfied with accommodations or finds defects that cannot be immediately corrected. Below are few reasons for room change request from guest:

- A/C not working.
- Room Type allocated was not as per the room confirmed.
- Water leakage in bathroom.
- Noisy floor / Noise from adjacent room.
- Guest wanted to stay on a higher category room (Upsell)
- If no room of similar type is available, the Front Desk Supervisor may be authorized to offer upgraded accommodations at no additional cost to the guest.
- Duty Manager, Bellman, Desk Attendant, etc., should immediately be sent to the originating room to deliver the new room key.
- The individual delivering the key should offer to assist the guest with baggage, if the Bellman is not present.
- Under no circumstances should the guest be asked to return to the Desk for a new room key.
- After the room change has been completed, Housekeeping must be notified so the room may be cleaned or "tidied" as necessary. This may be communicated through reservation by entering the room move.
- Ensure that all room and rate changes are properly updated on the register or software.
- In case of a Upsell the room rate to be changed to the higher category.
- In case of a Upgrade the room rate should not be changed.
- It is important to ensure that the room move is shown on the reservation register or software as this will affect the front office operations like incoming mail and telephone calls, voice mails and also to ensure proper billing at check-out.
- The room change information should also be recorded on a five part 'Room Change Form' and distributed as follows:

  First copy - Front desk room move file.

  Second copy - Room service department.

  Third copy -Cashier. The cashier is responsible for recording the new information on the guest folio, stapling the NCR slip to the registration card, and placing supporting guest bills from the old room rack to the new room rack.

  Fourth copy - Bellman. The Bellman is to make the room change, and the same is filed on the room move folder.

  Fifth Copy - Housekeeping, All room changes must be reported to Housekeeping so the first room can be tidied up and kept ready for other guest.

FRONT OFFICE: CONDUCT OPERATION AUDIT IN FRONT OFFICE

General audit:

1) Check special procedures in place for processing guest express/special delivery mail?
2) Are guest safety deposit box procedures established and implemented?
3) Are enough hotel/tourist lodge/hotel directories available to the guests?
4) Do front office receptionists and cashiers have friendly, positive attitudes?
5) Check for proper signage, so guests don't wait in the wrong place?
6) Are the procedures for guests waiting in lines for check-in/check-out frequently monitored and changed if necessary?
7) Are procedures established for receiving and processing of guests who are members of special hotel/tourist lodge/hotel guest programs / who are destined for "special guest (VIP, Club Concierge, etc.)" floors or sections?
8) Does all front office staff know about the guest service hours (restaurants, pool, special events in restaurants etc?)
9) Does the Front desk team are punctual to their duty.
10) Does the Front desk team is strictly following the duty roster.

Telephones:

1) Are phones answered promptly and courteously?
2) Do they check if the calls are getting captures from the EPABX system in a regular interval?
3) Does the lines are opened and closed automatically with guest check-in ?
4) Do telephone operators have full knowledge of tourism services as well as local services, attractions, and points of interest?
5) Is an information directory maintained and accessible?
6) Does the department provide for proper handling of messages taken:
    - For guests in the tourist lodges/hotels
    - For guest with reservations.
    - For meeting rooms.
    - And for rooms requesting no calls.
7) Are procedures established for processing guest mail?
8) In manual systems, are time stamps used on messages, phone charges, mail, and folios?
9) In manual systems, are message lights turned off promptly?
10) In automated systems, are unretrieved guest messages followed up periodically?
11) Are procedures in place for wake-up calls?
12) Are Procedures in place for DND requests?
13) Are phone and operator service bills reviewed regularly for accuracy?
14) Is credit received from Telephone Company for disputed calls?
15) Are equipment rental charges checked periodically?
16) Are local and long distance carriers reviewed regularly for quality, service, and pricing?
17) In an automated system, is there a system for recording and reviewing phone charges for unoccupied or late check-out rooms?

FRONT OFFICE: HOW TO HANDLE CASH ADVANCE

Introduction:

It is an important procedure at the front desk and it is our duty that any guest making any monitory transaction should get the receipt and the transaction is handled professional way.

- **Cross check the name & room no.**

"May I confirm that's Mr. Kima #498"

- **Count the cash.**

Count each note properly. There is possibility that two/ three notes are stuck together. Be careful as it is guest money what you are dealing with.

- **Recount the cash again.**

Recount the cash to be sure that that you have counted it right.

- **Make entry on system.**

Open the cashiering screen and post this cash advance against the correct reservation.

- **Handover the receipt. Bid farewell.**

Print and neatly fold the receipt, put it in an envelope. Wish the guest as applicable. E.g. "Have a pleasant stay/evening"

FRONT OFFICE: OPENING OF IN-ROOM SAFE/LOCKER BY FRONT DESK ON REQUEST

Opening In-room Safe Standard Procedure:

1. Upon receiving the guest request of opening safe, inform Duty Manager and Front Desk GSA.

- ❖ Always make sure that a sense of urgency is provided to the guest.
- ❖ As soon as receiving the request of opening safe, inform Duty Manager or Front Desk GSA, give the detail, i.e. room number, name of the registered guest.

2. Call the security officer on duty to meet at the guest room.

- An only registered guest has the right to request to open the safe; this ensures the safety and security of registered guest to protect the tourist lodge's/hotel's interest.
- Request the guest to present identification and registered occupant of the room.
- Duty Manager calls the security to meet at the guest room. Invite a guest to present certification to prove his/her identification.

3. Ask the guest to try the safe again before opening.

- ❖ Key in the designated code waits for 30 seconds.
- ❖ At this time, call down to Duty security officer informing the displayed code from the Electronic Safe/Locker.
  a) After confirming the guest's identification, verify with guest what in the designated code in the safe before keying, make sure other people include guest cannot see you enter the code.
  b) After key in the designated code, wait for 30 seconds, the safe screen will show 5 English letters (Depending upon the model used), Duty Manager note down the letters, politely borrow the phone in the room from the guest and call down to the security office to inform the English letters.
  c) For some other types of in-room safes, there is an electronic PIN code to securely override and service in-room safes. This service tool must be combined with a USB docking cable and the Admin software to the commission, service opens a safe and print out events.

FRONT OFFICE: SETTLEMENT OF GUEST ACCOUNT AT CHECKOUT

Prepare the guest folio as per the billing instruction:

- Check the billing instructions mentioned on the reservation for preparing the guest bill. In case only the room and taxes to be billed to company / TA then move only those charges to another folio for example folio B and keep all the extras which guest need to make a direct settlement on folio A.
- If the reservation allows auto routing then a routing instruction need to set at the time of reservation itself so as per the billing instruction charges will be transferred to each corresponding folio automatically as and when they are posted.
- In case the guest is part of any pre paid packages with certain inclusions, then move the charges which are pre paid by the guest to a separate folio and then keep the extras on one folio. By doing this cashier can easily explain the guest on charges which are already paid and those charges which need to be settle by the guest.

Settlement of Guest Accounts with credit card:

- For Approved credit cards verify that the credit card voucher filed with the folio belongs to the correct guest. Also verify that the credit card number and name are legible on the voucher.
- If the folio balance exceeds the previously authorized amount, the card Centre must be called for authorization. Compare the voucher and the credit card to ensure that the signatures match.
- If the guest has presented an approved credit card at check-in, this same credit card must be used in settling the account. If the guest wishes to charge the account to another credit card, it must be verified through the credit card authorization Centre before settling the account.
- Enter the correct amount on the POS machine after swiping the credit card. Get signature from the guest. Select the correct credit card type and enter the same amount as what appearing on POS slip while settling the guest bill.

Bill to Company or AR settlements:

- A folio must be presented to the guest for signature on all 'Bill to Company' or 'Bill to AR' settlements. For all Bill to AR settlements a valid AR number should be present on the company / TA profile. An approval letter for the company Credit settlement / Voucher should be attached with signed invoice copy by the guest. A credit card cannot be accepted as authorization for Company Credit facility by the tourist lodge/hotel. All AR billing requests must be directed by sales and approved by Accounting or Credit Manager.

Payment of Guest Account By Personal Cheque:

- Accepting payment by Personal cheque depends upon tourist lodge/hotel management's policy.
- In case the tourist lodge/hotel allows settlement by personal cheque, then the cheque must be imprinted with the guest's name, address and telephone number and the cheque number must be at least 200 or higher. Do not accept cheque that is obviously drawn on a new account.
- Checks may be accepted for the exact amount of the folio balance, provided proper credit information (and approval) was secured at check-in and is indicated on the folio.
- If this information has not been taken, the cashier must secure it (and any necessary approvals) and record it before accepting the check. In the absence of credit information, record the room number, address, telephone number and date of checkout on the front of the check.
- The cashier should also notify the Front Office Manager or Duty manager if the required information was not collected at the time of guest check in. Also, If possible, a credit card authorization letter should be collected from the guest as a precaution just in case the check did not cash in.

Settlement by Cash or Foreign currency:

- In certain hotels, for settlement by cash if the bill value is greater than certain amount (Eg: more than 50000 etc.) , then the guest need to provide a valid government ID like (PAN card, Passport etc.) while payment.
- Also in case the tourist lodge/hotel is not allowed accept foreign currency for bill settlement then, the cashier should perform a proper foreign currency exchange and then adjust the amount with the outstanding guest bill.

After Departure Charges:

- After departure charges can be handled in below ways
- Void the original invoice after getting approval and make the required adjustments. (For same day only). Make the adjustment settlement as a chance sale. A copy of the adjusted voucher and final room folio must be mailed to the guest.
- Appropriate reason should be mentioned by the cashier for voiding the invoices.

FRONT OFFICE: TELEPHONE ETIQUETTE

Basic Telephone Etiquettes:

What all points should be taken care of while answering a call?

- Phone should be answered within three rings.
- Smile even though you are on the telephone.
- Sit or stand up straight.
- Use a low voice pitch.
- Match your speaking rate to the caller's.
- Avoid extremes in volume.

Standard Phrase:

How to answer an External call?

- Wish according to the time of the day (Good Morning, Afternoon or Evening), (Your Tourist Lodge/hotel Name), How may I help you.
- How to answer Internal Guest calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening) Mr. _____ (Guest last name), This is _____(Your first name), How may I help you.
- How to answer interdepartmental calls?
- Wish according to the time of the day (Good Morning, Afternoon or Evening), this is _____ (Your first name), How may I help you.

Transferring a guest call:

How to transfer a guest call?

- While transferring a guest call you should say:
- Transferring your call with pleasure.
- Putting a guest call on hold:
- How to put a guest call on hold?
- While putting a guest call on hold you should say:
- Allow me to put your call on hold while I check for the information required"

Or

- "Could I put your call on hold, while I check for the information required?"

Guest Query:

- How to handle a guest query?
- For any guest query you should say:
- I will be glad to assist you.

FRONT OFFICE: DOCTOR ON CALL STANDARD PROCEDURE:

As the first point of contact the Telephone operator / Guest service agent should check with the guest what problem he is facing. Take down the caller's name, room number or location of the scene, type of sickness or injury, inform the Front Office Manager or Duty manager immediately. If guest requires hospitalization then an ambulance is to be called, or alternatively a vehicle may be offered depending upon the situation / condition of the guest.

If the guest requests to call a doctor to the tourist lodge/hotel then:

- The Manager on duty/security head are to be advised about the request for the House Doctor
- Always call doctor who is known to the tourist lodge/hotel
- Check from doctor how much his consultation fee and the same to be communicated to the guest.
- If the doctor is not an House doctor then let the doctor and the guest communicate to finalize on the charges after his visit.
- Also inform the doctor about guest problem and only connect to the guest if asked by the doctor.
- Check for timing he can come in to tourist lodge/hotel.
- Inform the guest about the approximate time the doctor can come and visit him.
- When doctor arrives at the tourist lodge/hotel, Duty Manager / Guest Relation Executive is required to escort the doctor to the guest room for assistance.
- After consultation if a prescription is given to buy medicines, then arrange for the same using either the tourist lodge/hotel car or taxi and charge the expenses to the guest account as 'Paid Out'.
- If the guest want to pay the doctor's consultation charge from his room account then the same need to be posted on to his folio as a 'Paid out'.
- Guest Relation staff should follow up with a courtesy call to the guest the following day to check the guest's condition.
- As per the policy complimentary Fruits / flowers may be sent to the guest.
- Duty Manager / Manager on Duty should log such information on the manager's log book and front office log book for record purpose.
- At all times the staff are to show empathy towards the guest.

FRONT OFFICE: PROCEDURE FOR MEDICAL EMERGENCY

Handling Medical Emergency Standard procedure:

- The emergency team members should consist of the Duty Manager, Security Manager or Supervisor, Front Office Manager, Manager on Duty and the General Manager.
- A health emergency is defined as any situation when guests or staffs well being or threats to his /her life eg: Cardiac Arrest, Respiratory Arrest, Unconscious Individual or any Conscious Person in Acute Distress.
- As the first point of contact, the Telephone operator / Guest service agent should check with the guest what problem he is facing.
- If the guest service team is being the first who received the call, inform the operator to contact Security and rush to the scene.
- Take down the caller's name, room number or location of the scene, type of sickness or injury and inform the Front Office Manager or Duty manager immediately.
- If the guest requires hospitalization then an ambulance is to be called, or alternatively, a vehicle may be offered depending upon the situation/condition of the guest.
- The staff should stay with the guest or injured person till the arrival of the Emergency Unit.
- In case guest request to call a doctor (doctor on call) then the standard procedure should be followed.
- In case of a serious medical emergency, the Manager on Duty should act as the leader of the medical emergency team.
- The Security Manager must be immediately notified and should be present to access the situation.
- The First aid trained staff should attempt to stabilize the victim with the assistance of the Security Team / Manager while the ambulance is being called.
- A wheelchair should be placed on standby if required, and the Security Supervisor / Manager will arrange for an elevator to carry out the evacuation.
- As per the policy, the ambulance will be directed to arrive either via the Employee Entrance or to the emergency exit.
- All medical emergencies must be logged onto the log book, Security Log and Front office daily log.

The following information must be obtained once the guest is taken to hospital:

1. Name of the hospital where the guest is admitted.
2. Ward number or room number and how to contact the guest in the hospital thereafter.
3. Identify the 'In case of emergency' number provided by the guest at the time of check-in from the registration card or contact the local company representative (booker) in case guest is booked through a company.
4. Contact the above number and provide relevant information about the incident.
5. Payment method while staying in the hospital must be obtained from either the booker or guest.

In the event the guest death before the arrival of the Medical Team:

1. Staff should wait for the arrival of the Medical Team.
2. Do not move the victim or anything at the scene.
3. Upon confirmation of death by the Medical Team, call the Police.
4. Restrict Staff and guest moments on this area.
5. Security Manager to seal the room and wait for further instructions from the Police.
6. Provide the 'In case of emergency' number provided by the guest at check-in or the Booker details to the Police.

FRONT OFFICE: HOW TO HANDLE A DRUNK OR INTOXICATED GUEST?

The front office team should be familiar and trained with the process of handling an intoxicated or drunk guest. The primary objective should be to avoid any injuries to the guest and inconvenience to other guests and also to follow the defined standard while handling intoxicated guests.

Handling a normal guest itself is a very important and difficult task, and handling a guest who is drunk and completely out of his senses is next to impossible and very difficult. The Front Office/Bell Desk/Concierge team should be ready to handle such a situation as good as possible mentioned this process. Because handling drunken and intoxicated guests is very difficult, there is a certain attribute you have to possess:

- Do your best to deal with each situation without putting yourself at risk.
- Act politely.
- Always stay calm.
- Don't argue with the intoxicated guest.
- Don't embarrass the guest, especially in front of other people.
- Deal with the situation in a calm, friendly way.
- Speak to the person directly, and firmly explain that what they are doing is unacceptable.
- Listen and empathize with your guest.
- Acknowledge your guest's anger or frustration, but also remind them that you are responsible for their safety and don't want to see them get hurt.
- Invite the problem guest to an area away from other guests, where you can talk.
- Talk softly and lead him away from the public area.
- Point out that if they were sober they would agree that what they are doing is a bad idea.
- If the drunken guest is behaving rudely then the last option should be to call the security officer but try and handle the situation very calmly.
- The duty manager or the immediate supervisor should take the drunken guest away from the reception/front desk area.
- Make the guest realize that this is not the right way to talk and then acting very calmly and talking very politely with him the supervisor can escort him to his room
- The manager can also indulge the guest in some other thoughts and just keep the guest calm and as soon as possible send him back to his room.
- If the guest has come to a restaurant or bar and if you decide to ask this person to leave, remember that you are still responsible for their safety (call a cab, get someone to drive them home, or if the situation gets out of control – call the security officer or police).

TRAVEL DESK: FLIGHT TICKET BOOKING PROCEDURE FOR GUESTS

The Front Office/Travel Desk/Concierge team should know the correct standard for handling guest's request for flight ticket booking. All guests' flight booking request should be handled with care and no wrong information given to the guest, as this creates a negative impression for the guest. All flight booking request of the guests must be accurately tracked and followed up in the correct way in order to ensure guest satisfaction.

- If the guest is not holding a ticket and wants to make a fresh booking then the below details are required. The following questions should be asked:
  - Destination.
  - Departure Date/time.
  - The number of passengers.
  - One way or return ticket.
  - Seat class (Economy, Business Class, First Class etc.)
  - The Frequent Flyer number of the guest in case applicable.
  - Any airline preference (If there is more than one airline operating that route).
  - Any seat preference (i.e. Non-Smoking, Aisle, Window etc.)
  - Guest Registered Email ID or Mobile No.
- Use the Flight Schedule booklet or online application or website of the airline as a guideline on available flights.
- Call the airline or Travel Agent to place the flight booking by providing the necessary information.
- Transfer the flight details into the flight record book.
- Ensure all details are noted down including the airline clerk's name and the flight PNR or booking reference.
- Fill up the flight booking confirmation form.
- Ensure the form is sent to the guest promptly.
- If the guest is holding an open ticket and wants to make a booking then ask the following:
  - Departure date and time.
  - Ticket number (normally, this will be shown at the bottom of the ticket)
  - Look out for any restrictions written on the ticket (if any).
  - Special instructions or restrictions are normally this will be shown on the top left corner of the ticket.
  - Guest Registered Email ID or Mobile No.
  - Make a copy of the open ticket.

TRAVEL DESK: TAXI BOOKING PROCEDURE FOR GUESTS

The Front Office/Travel Desk/Concierge team should know the correct standard for handling guest's request for a taxi booking. All guests' taxi booking request should be handled with care and no wrong information given to the guest, as this creates a negative impression for the guest. All taxi booking request of the guests must be accurately processed, tracked and followed up in the correct way in order to ensure guest satisfaction.

- **Procedure upon receiving a guest request for taxi booking in advance.**

When a request is made over the counter or by phone, always reconfirmed with guest the following information and write them down on taxi reservation form at the same time:

- Guest name
- Room number
- Time requested
- Destination

- **Payment and Charges:**

  - Concierge must inform guest the approximate taxi price and the payment method.
  - If the guest wants to charge to room, concierge must ask the guest to sign the cash paid-out voucher before guest checking out.
  - Ensure the taxi arrangement has been done

- **Pre-arrange a taxi:**

  - Ensure all requests are met with friendly and accurately.
  - When the guest needs a taxi immediately, proceed to the outside front door and ask the first taxi driver out from the waiting line and park aside.
  - Concierge must explain to the driver the destination; look into the guest's payment method.
  - The taxi voucher with guest details should be handed over to the driver and explain the payment details (Pre-charged/payment to be collected etc.)

- **Immediately arrange a taxi:**

  - After the taxi arrangement has been done, write down the taxi plate number on the reservation form, driver's contact number and taxi company name.
  - Make sure all concierges aware of guest's taxi requirement and can lead the guest to the right taxi.

- **Record the taxi arrangement:**

  - The concierge team member should always meet the guest request with courtesy.
  - Inform the guest that the taxi has been arranged by phone or leave a message, and remind the guest the start time and the meeting point should be at the concierge.
  - All the different types of the tour and taxi that are reserved by concierge must be recorded on the concierge shift logbook.
  - The concierge team should introduce the guest to the driver before departure.

TRAVEL DESK : TOUR ARRANGEMENT PROCEDURE FOR GUESTS

The Front Office/Travel Desk should know the correct standard for handling guest's request for a tour arrangement. All guests tour arrangement request should be handled with care and no wrong information given to the guest, as this creates a negative impression for the guest.

All tour arrangement requests of the guests must be accurately processed, tracked and followed up in the correct way in order to ensure guest satisfaction.

- **Upon receive guest's request for booking a tour:**

Inform guest that there are 3 types of the tour they can take:

- Private tour/Guide service only/Transportation only depending upon the services available.
- At the same time, explain difference between them.
- Offer guest more options to provide "Do More" for the guest.

- **Information should be listed when taking a tour arrangement:**

- Avoid any mistakes while taking the guests details.
- Details should be accurately recorded on to the logbook.
- The following information must be taken down when the guest decides to take which kind of tour:
  - Guest name & Room number
  - Tour date & Departure time
  - Total price
  - Type of tour
  - Date reserved

- **Inform the guest about the tour outcome:**

- Make sure to provide the correct details about the tour, the sightseeing places, timings etc.
- Ask the guest to sign a miscellaneous voucher for the tour payment, which will be charged to the room.
- Make sure the guest is aware of the breakup of the charges and the method of payment.

- **Record the tour arrangement:**

- Inform the guest that the tour has been arranged by phone or leave a message, and remind the guest the start time and the meeting point should be at Concierge.
- All the different types of the tour that are reserved by concierge must be recorded on the concierge shift logbook.
- The concierge team member should always meet the guest request with courtesy.
- On the day of the tour, the concierge should introduce the guest to the tour guide and the driver.

TRAVEL DESK: HOW TO HANDLE AIRPORT BAGGAGE LOST & FOUND SERVICE AT BELL DESK OR CONCIERGE?

Upon guest pick-up, the concierge or the airport representative was informed that the guest luggage was lost at the airport or airlines. The concierge team should know the procedure for further assistance to follow-up and retrieving guest luggage. Equipment required for assisting the guest are Staff I.D Card, Guest Passport Copy, Guest Boarding Pass, Airport Lost Luggage Report, Guest Authorization Letter and guest Air ticket. The Front Office / Bell Desk / Concierge team should be ready to assist as good as possible in this process. Any request of the guest must be followed up in the correct way in order to ensure his/her satisfaction.

- **The concierge team should obtain the following reference from the guest:**

  - Passport
  - Lost Report / Property Irregularity Report (PIR)
  - Authorization Letter
  - **Photocopy of guest passport;**
    - "May I have your passport please, Mr./Ms…" We require making a copy for reference upon retrieving your luggage.

- **Lost luggage Report from the airline staff;**

  - A Lost Baggage Report or Property Irregularity Report (PIR) reference number is a unique code that helps the airline to trace the delayed or damaged baggage. Normally it has a combination of 10 letters and numbers and can be found above your name on the PIR receipt.

    - "May I have you lost luggage report, please, Mr./Ms…" "We require making a copy for reference upon retrieving your luggage.

- **Authorization Letter:**

  "May I have your signature on this authorization letter please, Mr. / Ms…" "We need it to present to the airport lost & found office, that you have authorized the tourist lodge / hotel to retrieve the luggage on your behalf.

- **Other points to note while handling the lost luggage request:**

  - Always demonstrate sincerity.
  - Show the warm and nature care to the guest.
  - Show respect to the guest.
  - Record the details of the lost baggage in the concierge log book for reference.
  - Once the luggage is received inform the guest and request to check the same.
  - If the policy is to charge for the taxi or conveyance then the same need to be billed to the guest room.

TRAVEL DESK: HOW TO HANDLE AIRPORT PICKUP SERVICE BY TRAVEL DESK?

The Concierge and Travel Desk team should make sure to do the right thing the first time and every single time especially when it comes to the airport pick up and drop requests. All guests should be promptly met and greeted upon arrival. The primary objective should be to avoid missed pick-up, control of vehicle usage and following the pickup standards.

The Front Office should be ready to assist as good as possible in this process. Any request of the guest must be followed up in the correct way in order to ensure his/her satisfaction.

❖ **Getting the airport pickup report.**

- Every morning and afternoon shift airport representative should print an airport pickup report.
- Concierge or Travel desk team should double-check with the daily transportation control sheet.
- Always get the updated information for pick up of the guest.
- For reference check the guest arrival airport.

❖ **Upon arrival at the airport.**

- Check airport car transfer status.
- Upon arrival on the airport, Airport Representative should check all the guest flight arrival time according to arrival report.
- Make sure all the ETA is updated as per the latest schedule.
- Every 30 minutes check the ETA and if there are any changes and update the same on the report if required.
- Avoid misunderstanding between reservation and transportation.

❖ **Before flight landing.**

- Every 30 minutes check the ETA and if there are any changes, update the arrival report and call back to the tourist lodge/hotel to inform concierge on-duty staff.
- Prepare Placard / Paging Board / Airport Pickup Board with printed guest name and flight details clearly.

❖ **Upon flight arrival.**

- Ensure the car arrives at the airport 15 minutes prior to the flight arrival.
- Guest will be able to see his name and will be met upon arrival.
- Avoid airport representative missing the guest.

❖ **Meet the guest.**

- Hold the signboard in front of you at eye visible level and stand in front of the arrival gate to wait for the guest.
- Always maintain a smile and when a guest approached you, say: "Mr Kima, Welcome to Aizawl, Hope you had a nice flight".
- After obtaining the guest name, must greet the guest by name with clear visual and able to see all guests coming out from the arrival hall.
- Inform the tourist lodge/hotel before starting from the airport.

TRAVEL DESK: ARRANGING CAR TRANSFER FOR ARRIVAL GUESTS

The Front office/Travel Desk team should know the correct standard for sending a car for the arriving guest. No guest pickup should be missed by the team as this creates a negative first impression for the guest.

All arrival pickup requests of the guests must be accurately tracked and followed up in a correct way in order to ensure guest satisfaction. The first impression that the guest gets during his transportation to the tourist lodge/hotel and at the arrival will last and the tourist lodge/hotel staff should try their best to give their guest a great experience.

- Print and check the airport pick/drop report on every day.
- Make sure the driver grooming is impeccable with the clean and crisp uniform.
- Use the Car checklist to inspect and ensure that the vehicle is fit and presentable for the guest's pickup.
- Make sure the car is clean at the inside and outside and that the inside air is fresh and without any bad odour.
- Make sure you have newspaper set up and music selections ready.
- Check that you have cold water and cooled hand towels prepared.
- Make sure you know the name and pickup destination of the arriving guest.
- If applicable, prepare name sign or paging board to welcome the guest, make sure you spell the name of the guest correctly.
- Make sure you know where and when you have to pick up the guest.
- Make sure to reach the pickup area at least 30 minutes prior to arrival time at the destination.
- The tourist lodge's/hotel's airport representative should have a straight posture.
- Acknowledge the guest with an eye-contact towards the guest with a genius smile.
- Always speak clearly when interacting with the guest, an example introduction is - "Good Morning/afternoon/evening Mr.Kima, Welcome! Hope you had a pleasant travel?"
- Carry the luggage of the guest and carefully load it into the car.
- Ensure to use an open palm gesture, then ask to confirm the number of baggage loaded: "May I confirm that you have 2 pieces of luggage, Mr.Kima?"
- Open the car door, and use an open palm gesture to invite the guest into the car, ladies first.
- Once the guest is inside the car, close car door carefully, and never slam the door.
- After the guest had settled down in the car, please ask the below questions.
- In case the guest has not fastened the seatbelt, "For your safety, I would request you to kindly fasten the seatbelt"
- "May I offer you some water Sir/Madam"
- "Is the temperature inside the car comfortable?"
- "Would you like me to select some music?"
- Only speak to the guest if he/she starts the conversation with you.
- Call the tourist lodge/hotel to confirm that you are 5-10 minutes away from arriving at the tourist lodge/hotel.
- The bellman or the doorman must be notified about the guest arrival and they should move into position on the driveway to welcome the Guest on arrival.
- Stop the car in front of the tourist lodge/hotel main entrance.
- "We have arrived at the tourist lodge/hotel [Mention your tourist lodge/hotel name] Mr.Kima".
- If the doorman or bell boy is not present to receive the guest then the driver/chauffeur is responsible to open the car door and assist the guest to get out.
- Assist with the guest's luggage and take the signature on the taxi voucher or collect the payment as per the tourist lodge/hotel's policy.
- Bid farewell to the guest by saying "It was a pleasure driving Mr.Kima, I wish you a pleasant stay".

TRAVEL DESK: DEPARTURE GUEST CAR TRANSFER

The Front office/Travel Desk team should know the correct standard for arranging the car for the departure guest. No guest departure should be delayed due to non-availability of the car, as this creates a negative last impression for the guest. All departure drop-off requests of the guests must be accurately tracked and followed up in a correct way in order to ensure guest satisfaction. The last impression should be always a memorable one that the guest carry on with him and will have an impact on this feedback of his stay at the tourist lodge/hotel.

- Print and check the airport pick/drop report on every day.
- Make sure the driver grooming is impeccable with the clean and crisp uniform.
- Use the Car checklist to inspect and ensure that the vehicle is fit and presentable for the guest's pickup.
- Make sure the car is clean at the inside and outside and that the inside air is fresh and without any bad odour.
- Make sure you have newspaper set up and music selections ready.
- Check that you have cold water and cooled hand towels prepared.
- Make sure you know the guest name and drop off destination check the best route on the online map services like 'Google Map' to avoid any traffic conjunction on the way to the airport.
- Make sure you know when the guest departure time is and if the guest is going by flight which terminal the flight departs from.
- The Chauffer or the doorman should always have a straight posture.
- Acknowledge the guest with an eye-contact.
- Walk towards the guest with a genius smile.
- Always speak clearly when interacting with the guest, an example introduction is - "Good Morning/afternoon/evening Mr.Kima, Welcome! Hope we can now depart to the airport?"
- Carry the luggage of the guest and carefully load it into the car.
- Make sure to use an open palm gesture, then ask to confirm the number of baggage loaded: "May I confirm that you have 2 pieces of luggage, Mr.Kima?"
- Open the car door, and use an open palm gesture to invite the guest into the car, ladies first.
- Once the guest is inside the car, close car door carefully, and never slam the door.
- Inform the guest about the approximate travel time to the destination.
- Only speak to the guest if he/she starts the conversation with you.
- Driver/chauffeur is responsible to open the car door and assist the guest to get out.
- Assist with the guest's luggage and take the signature on the taxi voucher or collect the payment as per the tourist lodge/hotel's policy.
- Bid farewell to the guest by saying "It was a pleasure driving, Mr Kima, I wish you a pleasant flight and hope to see you soon again".

TRAVEL DESK: FLIGHT RECONFIRMATION PROCEDURE FOR GUESTS

The Front Office/Travel Desk/Concierge team should know the correct standard for reconfirming the guest's flight. No guest's flight should be missed or wrong information given to the guest, as this creates a negative last impression for the guest.

All flight reconfirmation requests of the guests must be accurately tracked and followed up in the correct way in order to ensure guest satisfaction. The last impression should be always a memorable one that the guest carry on with him and will have an impact on this feedback of his stay at the tourist lodge/hotel.

- **Flight Reconfirmation Procedure Standard Procedure:**
- **Retrieve flight details from air ticket:**
  - Flight Number
  - Departure date/time
  - Flight Destination
  - Name of passenger
  - Ticket number
  - Ticket Class

- Transfer all the flight information into the flight record book. (copy guest's ticket)
- Write down the details according to the specific columns (including guest's room number); follow the name exactly on the ticket and not the one which was registered.
- Call the airline for confirmation.

- **Provide the airline call centre staff with the below details:**
  - Flight number
  - Flight departure date
  - Name of passenger (name as shown on the ticket)
  - PNR number or Booking number of the ticket.

- Alternatively, when the airline staff will repeat all the flight details of the passenger during reconfirmation.
- Ensure the name of the airline staff is taken down.
- Most importantly, to get the PNR/booking reference for the booking.
- Record down the reconfirmed flight details into the flight record book
- Transfer the flight details from the flight record book into the flight reconfirmation form.

- **Fill up the flight reconfirmation form and ensure:**
  - All details are written down
  - Must include booking reference or PNR reference
  - Name of the airline staff.
  - Strike across the guest's room number in the flight record book as soon as the flight reconfirmation form is raised or filled up and sent to the room.
  - Ensure that the guest's copy has been sent up promptly.

HOUSEKEEPING - DEFINITION, ROLE, RESPONSIBILITIES AND LAYOUT

1. Definition of Housekeeping

Housekeeping may be defined as 'provision of a clean, comfortable, safe and aesthetically appealing environment'. By another definition, 'housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and the surroundings'.

The term Housekeeping outside the hospitality, hospitals refers to the management of daily duties and chores involved in the running of a household, such as cleaning, cooking, home maintenance, shopping, and bill payment etc. These daily recurring tasks may be performed by any members of the household, or by other persons like butler or maids who are hired for the purpose.

2. Role of Housekeeping

Housekeeping department in hotel ensures the cleanliness, maintenance, and aesthetic appeal of all rooms and public areas. The housekeeping department not only turnarounds (prepares and clean guestrooms) on a timely manner it also cleans and maintains everything in the hotel so that the property is as fresh and attractive similar to the day when it opened the doors for the business.

The effort that the housekeeping makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. There are more employees working in the housekeeping department when compared to any other hotel departments.

Being responsible for the turnaround of the rooms in a timely manner, housekeeping's primary communications are with the front desk/reception team. Each room status is updated on a regular basis from the housekeeping to the front desk and vice versa. With new technologies available a room status update can be done via the hotel software, telephone systems, housekeeping mobile applications etc.

Housekeeping also coordinates closely with the maintenance or engineering department, as the housekeeping staff identifies different types of maintenance issues while cleaning the rooms and reports to the maintenance team for rectification or replacement. Example snags or issue with the TV, AC, Heating unit, Plumbing, Lighting, Electrical faults, Furniture, Toilet, Vanity, Tub, Towels racks, Ventilation issues etc

The role of housekeeping can change depending upon the type or category of the hotel, for example only in a luxury or full-service hotel evening or

turndown services are offered by the housekeeping department. The housekeeping department is one of the major 'Support Centre' in the hotel as it doesn't generate any major revenue for the hotel.

Housekeeping is considered as a 'back of the house' department even though they have some direct contact to the guests; like for example while cleaning rooms, picking up laundry, providing evening or turndown services etc.

3. Housekeeping Department Organizational Chart

Housekeeping organizational chart provides a clear picture of the line of authority, the housekeeping department in a large hotel or 5 Star Hotel is headed by the executive housekeeper. He/she reports to the general manager, or to the resident manager, or the room's division manager in a large hotel. In the case of a chain of hotels, the executive housekeeper also reports to the director of housekeeping, who heads the housekeeping departments in all the hotels of that chain.

The deputy housekeeper assists the executive housekeeper and looks after the various areas of responsibility in the hotel, that is, floors, public areas, the linen room, desk control and staffing etc.

The Housekeeping Organizational Chart in a large hotel also contains multiple supervisors for each section of the housekeeping like the Laundry, Desk Control, Floor Supervisor, and Public Area Supervisor, Night Supervisor etc. each of these supervisors' reports to the Assistant Housekeeper or the Executive housekeeper.

Find below a standard housekeeping Organizational chart. Also, the housekeeping structure changes as per the type of hotel and its operation methods, read more about the different type of housekeeping organizational chart.

4. Different Sections in the Housekeeping

Executive Housekeeper's office: An Executive housekeeper has to plan, counsel, brief and meets her subordinates. It should preferably be a glass-panelled office so as to give her/him a view of what is happening outside the office. The office should be led by a cabin for the secretary who would control movement into the housekeeper's office.

Desk control room: This room acts as a nerve system centre for coordination and communication with the front office and other departments. The desk control room should have a large notice board to pin up staff schedules and day to day instructions. The desk control room is the point where all staff report for duty and check out at the duty end.

Linen room: This is the room where current linens are stored for issue and receipt. The room should be large airy and free from heat and humidity. It should have adequate shelves, easily accessible to stack all linen. It should be secured and offer no possibilities of pilferage. The linen room should have a counter, across which the exchange of linen takes place. The room should preferably be adjoining the laundry so as to supply linen to and from the laundry.

Linen room store: This room stores the stock of new linen & cloth materials for uniform, etc. the stock maintained should be enough to replenish the whole hotel at a time. However, these stocks are only touched when the current linen in circulation falls short due to shortage, damage or loss. The room should be cool and dry with ample shelves, generally 6" above the ground.

Uniform room: This room stocks the uniform in urgent use. It is possible that smaller hotel may choose to combine the uniform room with the linen room. A separate uniform room really depends upon the volume of uniforms in circulation. The only difference will be that the uniform room would have adequate hanging facilities as many uniforms are best maintained when hung.

Tailor's room: This room is kept for house tailors who attend to the stitching and patch-up work of linen and uniforms. Room is avoided if the mending and the stitching jobs are done in contract basis.

Lost and found section: This section should be small and airy with cupboards to store guest articles lost and maybe claimed later.

Flower room: This should be an air-conditioned room to keep flowers fresh. The room should have a work table, a sink with a water supply and all necessary tools required for flower arrangement.

Laundry: This is an important section under housekeeping which is responsible for the cleaning of all fabrics used in the hotel. The section should be adjacent to the linen room so as to avoid excessive steps. Laundry should ensure the cleanness and drying of all guest clothes, employee uniforms and linen to the best-assured standard.

5. Housekeeping Staffing Calculation

Compared to other hotel departments, the housekeeping department employs the largest workforce in most hotels. Manpower thus becomes a major operating expense. Good management of the housekeeping department depends on achieving a balance between the workload and the staff strength. When calculating staff strength, it must be remembered that each property will have its individual requirements.

The factors to be considered here are the type of hotel, location of the hotel, traditions and customs of the locality, the size of the hotel (in terms of the

number of rooms), the occupancy rate of the hotel, management needs and policies, the quantity of work to be done per room, the quality of work expected, the standards to be met, The time needed to do the work, the frequency with which the work needs to be done etc.

The staff strength of the housekeeping department mainly depends on the size and structure of the hotel, that is, whether it has a compact structure with clusters of rooms, the number of rooms per cluster or floor, the expanse of the public areas and landscaped areas, and so on. The general rule of thumb is that aid in determining staff strength in the housekeeping department is given below.

Standard Rules for determining Housekeeping staff strength:

- Executive housekeeper
- Assistant housekeepers: 2 (1 per morning and evening shift)
- Floor supervisors: 1 per 60 rooms for the morning shift; 1 for the evening shift; 1 for the night shift.
- Public area supervisors: 1 for each shift
- Linen/Uniform room supervisors: 1 for each shift
- Room attendants: 1 per 16 rooms for the morning shift; 1 per 30 rooms for the evening shift (if turn down service is provided)
- Linen and uniform room attendants: 2
- Housemen: depends on the size of public areas and functions expected, but on average, 1 per 60 rooms
- Desk attendants: 1 per shift
- Tailors/upholsterers: 2 (may differ depending on the size of the hotel)
- Horticulturist: 1 or more depending upon the size of the hotel.
- Head gardeners: 1 per 20 horticulturists
- Gardeners: 1 per 4500 sq. ft of landscaped area

6. Housekeeping as a supporting centre or ancillary department

It is rightly said that housekeeping is a 24 x 7 x 365 operation. Imagine the stacks of linen needed to make up all the beds in a hotel; the huge amounts of bath soap, tissue, and other amenities such as shampoos, colognes, and so on that must be placed in the guestrooms; the miles of carpeting, floors, walls, and ceilings to be cleaned and maintained; the countless pieces of furniture that must be dusted and polished, and the barrels of cleaning compounds along with special tools and equipment needed in order to clean these.

Other than hotels, professional housekeeping services are very much in demand in hospitals, on cruise liners, at offices, and more. Since most such organizations prefer to outsource these functions, contract housekeeping is becoming a lucrative entrepreneurship venture these days. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property.

As mentioned above the tasks performed by the housekeeping are critical for the smooth daily operation of any hotel regardless of its category, size, location, number of rooms etc. Also, the critical point in achieving operational success is the teamwork which must exist between housekeeping and the front office, engineering, maintenance personals etc.

7. Areas under the Responsibility Of Housekeeping (With Pic)

Staff of the Housekeeping department has very little or no guest contacts in some scenarios, this is mostly due to the fact that most of the work carried out by the housekeeping staffs are in the back of the house area. Hence, housekeeping is considered as a back of the house department.

Even though housekeeping is a back of the house department they are still responsible for the maintaining and up-keeping of the house areas and also back of the house areas alike. Below diagram shows the areas which come under the responsibility of the housekeeping.

8. Main Responsibilities of Housekeeping

- To ensure well furnished and maintained guestrooms and public areas.
- To ensure excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests.
- To oversee the coordination of and administer all housekeeping programs and projects.
- To act as a source of contact in interdepartmental communications, vendors, professional agencies etc.
- To act provide a budget, budget control, and forecasting related to housekeeping.
- To achieve the maximum efficiency in ensuring the care and comfort of guests & in the smooth functioning of the department.
- To establish a welcoming atmosphere.
- To ensure courteousness, reliable service from all staff to the guest.
- To ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible.
- To provide linen in rooms, restaurants, banquet halls, conference halls, health clubs etc, as well as to maintain an inventory for the same.
- To provide uniforms for all the staff & maintain inventory for the same.
- To Cater to the laundering requirements of hotel linen, staff uniforms, and guests.
- To provide & maintain the floral decorations and to maintain the landscaped areas of the hotel.
- To select the right contractors & ensure the quality of work is maintained.
- To co-ordinate renovation and refurnishing of the property in consultation with the management & with interior designers.
- To co-ordinate with the purchasing department for the procurement of guest supplies, cleaning agents, equipment, fabrics, carpets, & other items used in the hotel.

- To deal with lost & found articles.
- Carpet shampooing and maintaining.
- Dealing with any guest queries, complaints & requests as they occur.
- To keep the general manager or administrator informed of all matters requiring attention.

9. Standard Room Status Codes Used in Housekeeping

Occupied: A guest currently registered to the room.
Complimentary: The room is occupied, but the guest is not charged for its use.
Stayover: The guest is not checking out today and will remain at least one more night.
On-change: The guest has departed, but the room has not yet been cleaned and readied for resale.
Do Not Disturb (DND): The guest has requested not to be disturbed.
Sleep-out: A guest was booked to the room, but the bed has not been used.
Skipper: The guest left the hotel without paying the bill.
Sleeper: The guest has settled his/her account and left the hotel, but the front office staff has failed to properly update the room's status.
Vacant and ready: The room has been cleaned and inspected and is ready for an arriving guest.
Out Of Order (OOO): They cannot be assigned to a guest and is blocked for maintenance activity.
Lock Out: The room has been locked so that the guest cannot re-enter until they are cleared by the front desk.
DNCO: Did not check out, the guest made arrangements to settle his or her account but has left without informing the front desk.
Due Out: The room is expected to become vacant after the following day's check-out time.
Check Out: The guest has settled his or her account, returned the room keys and left the hotel.
Late Checkout: The guest has requested and is being allowed to check-out later than the standard check-out time.
Early Checkin: The guest has requested and is being allowed to check-in earlier than the standard check-in time.

10. Cleaning Equipment Used in Housekeeping

Efficient cleaning and maintenance are dependent upon high-quality cleaning equipment, correctly using. Though only 5-10% of the overall cost incurred on cleaning is accounted for by cleaning equipment and agents, selecting the ideal equipment plays a major role in the cleaning process. There will often be several ways of carrying out any particular cleaning task and different types of equipment that can be employed for it.

It is the executive housekeeper's responsibility to select the most appropriate piece of equipment according to the hotel's requirement. Most

types of cleaning equipment fall under the category of recycled items, but a few large pieces of items may be considered as fixed assets. The correct choice of quality cleaning equipment could save costs due to breakdowns, reduce fatigue and also ensure overall efficiency in operations.

The equipment used in the cleaning of the surface, furniture and fittings in a hotel building includes both 1) Manual Equipments and 2) Mechanical Equipment.

1. Manual Equipment: Manual equipment can include all types of equipment that clean or aid in the cleaning process by directly using manoeuvre, operation and energy of employees. Examples of Manual cleaning equipment are Brushes, Mops, Brooms, Cloths, Polish applicators, Containers, Buckets etc.

2. Mechanical Equipment: The various pieces of mechanical equipment used in the housekeeping department are usually powered by electricity or gas. The staff should be well-trained in the operation of this equipment since incorrect usage will not only lead to inefficient cleaning but may also become a safety hazard. Examples of mechanical equipment used in housekeeping are Vacuum cleaners, Electric brooms, Wet-and-dry vacuum cleaners, floor maintenance machine for scrubbing, buffing polishing etc.

The following factors are taken into consideration when deciding on the area and layout:- The layout of the housekeeping department in the hotel:

- Housekeeping department should be in such a place which is accessible to all the employees.
- Housekeeping department should be in that area which is at the backside of the hotel, not disturbing any guests.
- Housekeeping department should be on the ground floor which must be able to hold heavy equipment.
- Housekeeping department should be in such a place which is away from the general traffic.
- Housekeeping department should be in a convenient place to keep the different types of equipment used.

The total number of guest rooms:

- Number of function rooms and number of food-and-beverage outlets
- Amount of manpower required
- The volume of business anticipated
- The number of jobs contracted out.
- The flow of traffic (people and equipment)

The following areas constitute the layout of a housekeeping department:

- Executive housekeeper's cabin

- Secretary's cabin
- Desk Control Room
- Lost and found Section
- Housekeeping Stores
- Florist's room
- Linen and Uniform room
- Linen Store
- Sewing room
- Floor Pantry/Maid's service room

BASIC PRINCIPLES OF CLEANING IN HOTEL HOUSEKEEPING DEPARTMENT

Regardless of the type of the hotel or size of the hotel, the housekeeping department should follow the certain basic principles in cleaning or basic cleaning rules to follow in any kind of cleaning activity, whatever the nature of the surface, material or the soil.

The room attendants or room maids must follow these cleaning principles or cleaning rules in order to consistently produce spotless cleaning of the guest rooms and public area without damaging the surface or the area in which they are cleaning. **Below is the list of Housekeeping Basic Principles of Cleaning**:

- All soils should be removed without harming the surface being cleaned or the surrounding surfaces.
- The surface should be restored to its original state after the cleaning processes.
- The cleaning process should be efficient, using a minimum of equipment, cleaning agents, labour & time.
- The simplest cleaning method should be tried first, along with using the mildest cleaning agent.
- Always use the cleaning methods least harmful to the surface should be used.
- The cleaning should proceed from high area to low wherever possible.
- Always start with the cleaner surfaces & then go on to clean the more heavily soiled ones, so as to prevent the spread of soil from dirty to cleaner surfaces.
- While wet cleaning an area or polishing the floor, the cleaner should walk backwards while cleaning in front of him.
- Use of the suction/vacuum cleaning should be preferred over sweeping wherever possible.
- Sweeping should be done before dusting, and dusting before suction cleaning.
- The noise levels while cleaning should be kept as low as possible.
- Try to remove stains as soon as they occur using the correct methods.
- The cleaner should take all safety precautions while cleaning.
- The cleaning agents & equipment should be stacked neatly to one side after each use.
- The cleaner should start cleaning from the farthest end of an area, working towards the exit.
- After the cleaning process is over, all equipment should be washed or wiped as applicable, dried, & stored properly.
- Cleaning agents should be replenished & stored properly.
- All waste need to be discarded & the working area should be always left neat & tidy.

STANDARDS OF CLEANING FOR HOTEL HOUSEKEEPING DEPARTMENT

In order to maintain the standards that keep guests coming back, the hotel housekeeping department or the room attendants should follow a series of detailed procedures and cleaning practices.

A Systematic approach can save energy, time, money and also increase the guest satisfaction level. The hotel's room cleaning procedure should not only the quality of service to the guest but also ensure efficiency and satisfaction for the housekeeping staff that is performing such tasks.

The sequence of room cleaning should always consist of 1) Preparation, 2) Actual Cleaning and 3) Final Check. The housekeeping floor supervisors should perform a detailed final check before releasing the rooms for arrivals because this is an integral part of the guest room cleaning.

Depending on the purpose of the area & surfaces to be cleaned, various standards of cleaning may be imposed. Once a standard has been established, there should be strict adherence to the cleaning methods required, & efficient training & supervision is called for.

The different standards of cleaning for different surfaces and areas, as follows:

Physically clean:
When the standard is set, the area or surface is supposed to be free from apparent dust & dirt, as when wiped by hand.

Chemically clean:

- This standard means that the area should be free from harmful chemicals on the surfaces & in the surrounding air.

Bacteriologically clean:

- To meet this standard, the surfaces should be cleaned so as to be free from any harmful bacteria that may cause disease or infection. This is referred to as 'clinical standard' as most hospitals follow this standard for their general wards.

Entomologically clean:

- This means that the area should be free from harmful insects or pests.

Osmologically clean:

- This cleaning standard demands that the surfaces & areas should be free from any organic or inorganic matter that may emit an odour.

Terminally clean:

- ❖ This refers to the standard of cleaning usually in operation theatres & intensive care units in hospitals, where surfaces need to be constantly sanitized against all kinds of pathogenic microbes.

Regular Cleaning of Guest Rooms & Deep Cleaning/Spring Cleaning

The Room attendants should always keep in mind that the cleaning of a guest room begins the moment the room attendant approaches the guest room door. He/she should always respect the privacy of the guest and follow the standard operation procedure for knocking and entering the guest room.

As mentioned at the beginning of this article the final check is the most critical step in guest room cleaning, this makes the difference between just cleaning the room and delivering a professional job. Using a guestroom inspection checklist ensures that the desired results or standards of the hotel are consistently achieved.

Another advantage of inspecting the room is to find any problems that may have been overlooked during the room cleaning well before the guest notice it and raise a complaint or dissatisfaction.

Also, a routine cleaning can maintain guestrooms fresh, clean and spotless in appearance for a certain period of time. But after a while, all rooms should undergo deep cleaning. Using a deep cleaning or spring cleaning checklist ensures that all areas are covered during the deep cleaning process and also a special schedule is followed for the deep cleaning activity of all guest rooms.

KEY TERMS USED IN THE HOTEL HOUSEKEEPING DEPARTMENT

Housekeeping Status Report: A report prepared by the housekeeping department to indicate the current status of each room, based on a physical check.

Preventive maintenance: A systematic approach to maintenance in which situations are identified and corrected on a regular basis. This will help to control costs and keep larger problems from occurring.

Room Status Discrepancy: A situation in which the housekeeping department's description of a room status differs from the room status information at the front desk.

Routine maintenance: Activities related to the general upkeep of the property that occurs on a regular basis, this also requires minimal training or skills to perform.

Schedule maintenance: Activities related to the general upkeep of the property that are initiated through a formal work-order.

DND Card: A do not disturb card is hung outside the room to inform hotel staff or visitor that the occupant does not wish to be disturb.

Double Locked (DL): An occupied room in which the deadbolt has been turn to prohibit entry from the corridor. Only a grand master key or an emergency key can open it.

DNCO (Did Not Check Out): The guest made arrangements to settle his or her account (and thus is not a skipper), but has left without informing the front office.

Turn down Service: A Special service provided by the housekeeping department in which a room attendant enters the guest room in the early evening to restock supplies, tidy the room and turn down the covers of the bed.

Deep cleaning: intensive or specialized cleaning undertaken in guest rooms or public areas, often conducted according to a special schedule or on a special project basis.

Area inventory List: A list of all items within a particular area that need cleaning by or attention of housekeeping personal.

Frequency Schedule: A schedule that indicate how often each item on an area to be cleaned or maintained.

Non - Recycled inventories: Those items in stock that are consumed or used up during the course of routine housekeeping operations. Non-recycled inventories including cleaning supplies, small equipment items, guest supplies etc.

Recycled inventories: Those items in stock that have relatively limited useful lives but are sued over and over in housekeeping operations. Eg: Linen, uniforms, major machines etc and guest rentable objects.

Par Number: A multiple of the standard quantity of a particular inventory item that represents the quantity of the item that must be on hand to support daily routine housekeeping operations.

Floor Par: The quantity of each type of linen that is required to outfit all rooms serviced on that floor.

Master Key: A Key which opens all guest room doors which are not double locked.

Grand Master/Emergency Key: A Key which opens all guest rooms and doors even when they are double locked.

Guest room key: A Key which opens on one guest room when it is not double locked.

Room inspection: A detailed process in which guest rooms are systematically checked for cleanliness and maintenance needs.

Amenity: A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost.

Back of the house: The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry room and so on.

Back to back: Describes a heavy rate of check outs and check ins on the same day, so that as soon as room is made up, a new guest checks into it.

Make up: Servicing of the room while a guest is registered in the room.

On-change: The guest has departed, but the room has not yet been cleaned and readied for re-sale.

Buffing: To smooth the floor with a low speed floor polishing.

Burnishing: Polishing the floor with a high speed floor machine to achieve an extremely high gloss.

Capital budgets: These allocate the use of capital assets that have a life span considerably in excess of one year, these are assets that are not normally used up in day to day operations.

Cleaning supplies: Cleaning agents and small cleaning equipment used in the cleaning of guestrooms and public areas in the hotel.

Luggage rack: A furniture item provided in guestrooms for placing the guest's luggage on.

Linen chute: A passage in the form of a tunnel for sending soiled linen from the floor pantries of all floors to a central place near the laundry, from where it can be collected by the laundry staff.

Mitering: A method for contouring a sheet or blanket to fit the corner of a mattress in a smooth and neat manner.

Vacant and ready: The room has been cleaned and inspected and is ready for an arriving guest.

Out-of-order: The room cannot be assigned to a guest. A room may be out-of-order for a variety of reasons including the need for maintenance, refurbishing, and extensive cleaning. (Out Of Order Vs Out Of Service)

Lockout: The room has been locked so that the guest cannot re-enter until a hotel official clears him or her.

Hand Caddy: A portable container for storing and transporting cleaning supplies and equipment.

Check-out: A room from which the guest has already departed/vacated/checked out.

Due out: A room which the guest is due to checkout that day.

Stayover: The guest is not expected to check out today and will remain at least one more night.

Occupied: A guest is currently registered to the room.

Sleep-out: A guest is registered to the room, but the bed has not been used.

Skipper: The guest has left the hotel without making arrangements to settle his or her account.

Sleeper: The guest has settled his or her account and left the hotel, but the front office staff has failed to properly update the room's status.

STANDARD PLACEMENT OF GUEST ROOM SUPPLIES/AMENITIES IN HOTELS | RESORTS

The hotel provides a variety of guestroom supplies and amenities for the guest's needs and convenience. As the head of the housekeeping department, the Executive Housekeeper is responsible for the guest supply includes all items that are conducive to the guest's material comfort and convenience. The supplies or amenities are subdivided into 1) Guest amenities, 2) Essentials, 3) Expendables and 4) Loan items.

Most of the hotels follow a common pattern in the placement of guest supplies in their guestrooms and suites. Below are the details of standard supplies placed in hotel guest rooms followed across the hotel and resorts worldwide.

What are the supplies placed in the guest bedroom and bathroom? The guest supplies are placed in various areas of the guest bedrooms and living area (for suite rooms) the detailed list of standard items are described below.

1) Behind the Main Door:

- Detailed fire exit plan map is affixed behind the door of all guest rooms.
- DND - Do Not Disturb card which can be hung to the door handle.
- 'Make up my Room' card.
- 'Pick up my Laundry' card.
- Room Service Breakfast Card which can be hooked on to the doorknob.
- Some hotels also have a notice reminding them about the availability of safe deposit facilities with the front desk.
- Notice about the availability of the electronic safe in the guestroom.
- Key hotel policies are also places in some hotels.
- Room's rates for different kinds of rooms offered, in the frame or plastic holder behind every door.
- Hotels brochure with the details of facilities and services, in a plastic holder behind the very door.

2) Guest Supplies and Stationeries in the Writing Table:

- Guest stationary folder with monogrammed note papers.
- Postage or plain envelopes.
- Courier envelopes.
- Postcards with hotel pictures.
- Fax forms.
- Guest Comment Cards.
- Folder with hotel rules and regulations.
- A pen and a pencil with the hotel logo.
- Telephone and intercom numbers
- ipad Doc or similar docking stations.
- Tent card with instruction on how to connect to the hotel wifi network.

- Tent cards/publicity cards giving information about speciality restaurant or SPA or Massage etc.
- Tent cards about any special shows in the hotel are also placed on this desk.
- An ashtray and matchbox depending upon the room type (smoking rooms only).
- Candle, a candle holder and a matchbox are kept inside the writing desk drawer.
- Small emergency led light or torch in case there is no candle.
- The hotel brochure kept inside the drawer.
- Multi-pin universal travel adaptor with USB charging port (the item should have hotels logo on it) inside the drawer.
- Wastepaper basket next to the writing table, on the floor.
- LED desk or table lamp with multiple adjustment levels and light settings.
- A chair with a backrest placed in front of the writing table.
- A personalised welcome letter signed by the front desk manager or general manager.

3) Guest Supplies and Amenities placed on the Bedside Table:

- The telephone with quick dial buttons.
- Instruction for setting automated wakeup calls.
- The service dictionary or tent card is placed on the bedside table.
- A notepad and a pencil are placed beside the phone.
- An ashtray and a matchbox according to the room type and bedding type, Eg: twin rooms will have two ashtrays and matchbox, non-smoking rooms will not have ashtrays and matchbox.
- A breakfast knob card is kept on the first shelf or in the drawer of the bedside table. (During evening service the same is kept on the pillow)
- The local telephone directory kept on the lowermost shelf on the bedside table.
- English Bible may be placed.
- The channel music panel may be affixed to the bedside table.
- The DND - Do Not Disturb button, clean my room button, pick up laundry button, lighting controls, curtain controls etc may be affixed to the bedside table panel.
- Alarm clock with in-built radio.
- Multi-pin plug point for laptop or mobile charging.
- USB charging port for mobile, tablet charging.
- TV, Set Top Box, Home Theatre, DVD player remote.
- Room Service menu card inside the drawer.
- The bedside lamp is placed on the bedside table, in case of twin room or two bedside tables available in the room then two bedside lamps may be placed.
- A flask on the tray with two glasses may be kept beside the bed at the bedside table.

- The master light switch in order to switch off all lights is also available in the bedside table panel.

4) Guest Supplies and Stationeries placed on the coffee table:

- An ashtray and a matchbox according to the room type, Eg: non-smoking rooms will not have ashtrays and matchbox.
- The house magazine, Hotel Chain magazine or some tourist magazines.
- A newspaper is also neatly arranged on the coffee table.
- The room service menu is placed on the coffee table at some hotels.
- Fruit basket with the paring knife.
- Chocolates on a quarter plate wrapped in plastic film.
- Cookies on a quarter plate wrapped in plastic film.

5) Guest Supplies placed in the Drawer and the Cupboard:

- A sewing mending kit is placed in the drawer.
- Laundry bag.
- Laundry price list.
- Laundry terms and condition.
- Iron and Foldable Ironing Board (on request)
- Shoe Shine.
- Shoe horn.
- Shoe Shining Brush.
- Weighing Machine (on request)
- Digital Safe deposit locker.
- Tent Card with the details of operating safe deposit locker.
- A few plastic utility bags may also be placed in the wardrobe for guests to keep their shoes or wet swimming suits in.
- Free backpack or shopping bag with eco-friendly materials.
- Cloth hangers are hung on hooks.
- Extra Pillow.
- Bed Spread or Bed cover folded and kept in the drawer when not in use or evening service.

6) Guest Items and Supplies Placed below the Luggage Rack

- The space below the luggage rack is usually meant for the guests to keep their shoes.
- In Room Slippers with hotel logo depending upon the room occupancy. (For single occupancy 1 pair is kept and for double 2 pairs)
- Shoe mitt.
- Shoeshine kit.

7) Guest Items places at the dressing table:

- A small flower arrangement.
- An upholstered stool is placed under the dressing table and it can be pulled out as and when required.
- A mirror is mounted on the wall with appropriate lighting facilities.

8) Guest Supplies and Stationeries in the Television Cabinet:

- LCD or LED Television set.
- Set top box for satellite channels.
- Fire stick or Comcast or Apple TV.
- DVD or CD player.
- Home Theatre System.
- Remote for all the infotainment systems.
- Tablet or ipad for in-room app or hotel app along with the docking or charging point.

9) Guest Supplies and Stationeries inside the Mini Bar / Mini Fridge:

- The Mini bar may contain all or some of these items, depending on the type of hotel, the type of guestroom, as well as the profile of the guest eg: VIP, VVIP etc.
- The daily consumption from mini bar is usually charged as per the pricing card kept near to the mini bar.
- For some guests, the use of mini bar would be complimentary.
- Some guests or companies may request the hotel to remove the mini bar items or lock them.
- Different Type of Chocolates eg: Mars, Toblerone, Galaxy etc.
- Mineral water bottles.
- Pepsi, Coke, tonic waters.
- Diet variety of Pepsi, Coke etc.
- Fruit juice.
- Ice trays.
- Lemon wedges.
- Some snacks.
- Energy Drinks like Red bull, Gatroid etc.
- Hard Beverages such as liquor (if permitted)
- Different Type of Beers (if permitted)

10) Guest Supplies and Stationeries kept on the Mini-Bar Cabinet

The below supplies may be on a small side table near the guestroom entrance, by the bed or on top of the mini bar.

- Tea coffee maker. Kettle
- Tea bags, coffee powder.
- Sugar or sugar alternatives.

- Ready to mix coffee latte.
- A tray of tea bags and sachets of coffee powder, milk powder and sugar.
- On the same tray a couple cups, saucers and spoons.
- Complimentary drinking water.

11) Supplies and Stationeries in the sitting area:

- A sofa and two easy chairs.
- An occasional table.
- A lampshade.
- A table for in-room dining.
- Fruit basket.
- A couple of magazines.

12) Supplies and Amenities in the bathroom:

- Full Length Mirror.
- Vanity Mirror.
- Bath Tub.
- Shower Cubicle.
- Bath Mat.
- Tissue Roll.
- Hot and Cold Running Water 24X7.
- Bath Robe or bath towel.
- Hooks for hanging Cloths.
- Retractable clothes drying line or liner.
- Shower Curtains.
- Dustbin.
- Sanitary Napkin cover and bin.
- Soap holders.
- Wall Mounted Telephone with quick dial extension.
- Gargle Glass.
- In some hotels, there is also a bucket and mug placed inside the bathroom.
- Hair Dryer or hair Blower.

13) Guest Supplies and Amenities near the Bathroom near the vanity unit:

- Soaps.
- Shampoo/Moisturizers/Cologne.
- Shower gel.
- Shower Cap.
- Tissue Box.
- Razor Blades or Shaving Kit.
- Tissue Box.
- Toilet Paper roll.
- Dental Kit.

- Comb.
- Ear Buds/Cotton Swabs.
- Face Towel.
- Hand Towel.

14) Guest Supplies and Amenities on the Towel Rack

- 2 Set of Bath towels or Bath Sheets.
- Hand towels and face towels, these may also be near or on the vanity unit depending upon the hotels policy or available space near the vanity area.
- Bath mat (mostly placed on the bathtub).

COMMONLY NEGLECTED CLEANING AREAS IN HOTEL GUEST ROOMS

Most of the hotels have separate checklists for such neglected areas and some incorporate these areas into their routine room inspection checklists. Such checklists have easy-to-remember names like Room Inspection or the dirty dozen checklist. Below is the list of most neglected areas in guestrooms while cleaning:

- The area between the bed and the nightstand, where food particles, dirt and debris may accumulate since this area is usually hidden by the bedspread.
- The interiors of drawers and wardrobes, where dust may accumulate in the crevices.
- The surface below all lamps and other accessories kept on the table, where dust accumulates because they tend to be overlooked.
- The tops of all picture frames hung on walls, which tend to gather dust as they are not easily visible to the eye.
- The top of all speakers fixed for the home theatre systems.
- Telephone mouthpiece and earpiece which accumulate dirt if not cleaned regularly.
- The top edges and backs of doors, which if not cleaned on a regular basis, may collect a lot of dust.
- The diffuser grilles of radiators or air-conditioners which can collect stubborn dirt.
- Room Ceilings, which may have cobwebs if not attended or cleaned on a daily basis.
- The carpet area behind free-standing furniture that is near but not against the wall, such as a wooden TV stand, luggage rack or credenza standing to one side.
- Pillows and pillowcases, which should be free of wrinkles or stray hairs and should have a fresh smell.
- The general odour of the room, which is often overlooked as the room should always have a fresh smell.
- The tiled area next to the shower, which collects grime and shows water marks if not attended to daily.
- The area under the shower mat which often collects lots of dirt and fungus.
- The area behind the toilet bowl, including pipes, cisterns and the toilet-rolls receptacles, which all provide surfaces and nooks where dirt settles.
- The area under the toilet seats and also the rubber bush which fits to the toilet seat to the toilet bowl.
- The area under the vanity unit and towel racks, which are hard to reach and may accumulate a lot of dust and debris.
- The tiles behind the vanity unit also get water marks and soap marks easily.
- The faucet filters, which also stained to brown colour due to dirt collecting in them.
- The air vents in the toilet, which are hard to reach and which if neglected during routine cleaning, may collect stubborn grime and dust.
- The baseboards in the guest bedroom as well as the bathroom, which to accumulate dust.
- For rooms with glass sliding doors and windows, the railings will accumulate dirt and dust over time.

GUEST ROOM CLEANING FREQUENCY SCHEDULE

This list indicates how often each item on the guest room and bathroom should be cleaned. There are items which need to be cleaned on a daily, weekly, monthly, every 6 months etc. Housekeeping department should implement a routine cleaning cycle as part of their standard operational procedures.

Daily Cleaning:

- Cleaning Door Locks, Chains - Once
- Vacuum Clean - Once/Mop Floors Tiles - Once
- Dust all wood works - Once
- Dust LCD TV, Set top box and DVD players - Once
- Dust pad and other docking Stations - Once
- Dust and Disinfectant TV, DVD Remote - Once
- Dust and Disinfectant Telephone - Once
- Wet Dust Paintings and mirrors - Once
- Replenish all Contents - Once/Replenish all Guest Amenities - Once
- Damp-dust bathroom doors – Once
- Mop Bathroom Floors – Once
- Clean Bath Tub and Grab Bars – Once/Damp-dust Shower Curtain – Once
- Check and Clean Bathroom Fixture – Once/Check and Clean Faucets – Once
- Clean Toilet, Flush Handle and Seats – Once
- Empty and Clean Sani-bins – Twice
- Replenish Bathroom Amenities – Once

Every 2 Days: 'Save our Planet'

- Change Bed Spreads -Once
- Change Bedding - Once
- Damp-dust Bathroom Mirrors – Twice
- Change towels

Weekly:

- Cleaning and checking Lights and Switches - Once
- Dust Walls - Once
- Clean and Dust AC Vents - Once
- Damp-dust the head boards – Twice
- Clean dressers – Twice/Clean nightstand – Twice
- Clean lamp shades, lamps and bulbs - Once
- Vacuum Clean Chairs – Twice/Vacuum Clean Sofa – Twice
- Polish Picture and Mirror Frame – Twice
- Dust Closet and Safe – Twice
- Wet Dust Mini Bar – Twice
- Polish Mirrors – Twice
- Check and Clean Tissue Holders – Once

Monthly:

- Clean Ceiling - Once
- Buff Floor Tiles - Once
- Clean Window drapes and tracks - Once
- Clean Windows - Once
- Buff Bathroom Floor Tiles – Once
- Clean Shower Heads – Once
- Scrub and Wash Shower Curtains – Once
- Dust and Clean Exhaust Vents – Twice

COMMON MAINTENANCE WORKS IN HOTEL GUEST ROOMS

The Housekeeping department often takes the first step to maintenance functions for which the engineering department is ultimately responsible. There are three kinds of maintenance activities:

1) Routine Maintenance 2) Preventive Maintenance 3) Schedule Maintenance

Routine Maintenance:

These are activities those which relate to the general up-keeping of the property, occur on a regular daily or weekly basis, and require relatively minimal training or skills. These are maintenance activities which occur outside of a formal work order system and for which no specific maintenance records are kept.

Examples:- Sweeping carpets, washing floors, cleaning readily accessible windows, cutting grass, cleaning guest rooms, replacing burned-out light bulbs etc. Many of these routine maintenance activities are carried out by the housekeeping department and no job order is sent to the engineering department.

Preventive maintenance:

Preventive maintenance consists of three parts: inspection, minor corrections, and work-order initiation. Inspections are performed by housekeeping staff in the normal course of their duties.

Examples:- Room attendants and inspectors may regularly check guestrooms for leaking faucets, cracked caulking around bathroom fixtures, and other items that may call for attention by engineering staff. Attending to leaking faucets and improper caulking around sinks and tubs can control maintenance costs by preventing greater problems, such as ceiling or wall damage in the bath below.

Communication between housekeeping and engineering should be efficient so that minor repairs can be handled while the room attendant is cleaning the room. Preventive maintenance by its nature sometimes identifies problems and needs beyond the scope of a minor correction. These problems are brought to the attention of engineering through the work order system.

Scheduled Maintenance:

Scheduled maintenance activities are initiated at the hotel based on a formal work order or similar document. Work orders are a key element in communication between housekeeping and engineering.

Example: when a member of the housekeeping department fills out a work order form, one copy is sent to the executive housekeeper and two copies to engineering. The chief engineer gets one of these copiers and gives the other to the maintenance staff assigned to the repair.

SERVICING GUEST ROOMS WITH DND SIGN / DO NOT DISTURB LAMP

- When approaching a guest room for cleaning, first check if the guest had placed a Do not Disturb (DND) sign.
- Some hotels have a Do Not Disturb Lamp/Light next to the door bell and other hotels has door knob card with DND sign.
- Rooms displaying the "DND" notice not to be disturbed.
- In all cases room maids/room attendants should avoid disturbing the guest.

For expected checkout / due-out guests:

- If the guest is due to checkout, then do not disturb the DND room until check out.
- Once the expected checkout time is over, inform the housekeeping control desk supervisor that the guest room is still on DND.
- Housekeeping supervisor should call up the guest and enquire if the service is required.
- In case there is no response from the guest room then, the supervisor should call up the front desk and check if the guest had already checked out.
- After confirming that the guest had checked out then the room boy can enter the room with Do Not Disturb sign.
- Other rooms where the room maids would delay on servicing is when the room is double-locked from inside.
- All DND rooms and actions taken should be mentioned in detail on the log book.

For Stay over guest:

- A DND - (Do not disturb) sign clearly indicates that the room attendant should check later if service is required.
- If there is no response till evening (2.00pm or 3.00 pm) then the housekeeping supervisor should ring the guest and check if he/she requires the room to be serviced.
- Ask the guest if he or she require fresh supplies eg: Towels,
- When service is refused at (2.00pm or 3.00 pm), the evening boy has to clean the room during evening service.
- If service is not provided during evening also then a note to be slipped under the door.
- When guest refuses service a floor supervisor / duty manager / lobby manager should call the guest and arrange a convenient time for cleaning.
- If there is any suspicious or doubt about the room status or other incidents then a Manager along with the security personal should knock and enter the room with the master key card.
- In some case guest might be un-well or some accident occurred which require urgent intervention,
- The room should not remain without service for more than two days, unless this is specifically requested by the guest and approved by the general manager.

CHOOSE BEDS AND BED SIZES FOR - HOTELS | RESORTS | B&B | LODGE

In hotels size of beds normally represents the class of the rooms; normally Beds consists of below three parts:

1) Springs which provides support, 2) Mattress which is laid on top springs for extra padding and comfort and 3) Frames which provides support for spring and mattress.

Executive housekeepers should make the correct choice because these three items work together to provide a comfortable, durable and easy to maintain bed. Poorly Chosen beds can easily sag within a short period, must be frequently replaced etc.

Most importantly a bad choice of bed can create frequent guest complaints because finally at the end of the day a comfortable bed is considered the most important part of the hotel experience.

In majority of hotels Headboards are not normally part of the bed and the same is installed on to the wall as a separate unit. The design and material used in the hardboard should always match with the bed and rooms inertial decoration.

1) Springs:

Springs provide the required resiliency and durability to the bed. Different types of springs are Box springs: Which are mounted on a wood frame and covered with padding, Metal coil springs: Are arranged in two layers. The springs on the bottom are tightly coiled for a great support and Flat bed springs: These are metals attached lengthwise to a frame with helical springs.

Box or Metal coil springs are recommended for the use in hospitality/accommodations.

2) Mattresses:

The common types of mattress widely used in hotels are Inner Spring: Has a inner layer of springs between two layers of foam or padding, Latex Mattress: Made out of Synthetic rubber foam. Other Materials: Made out of coir fibre, kapok, Cotton etc.

3) Frames:

Frame supports the spring and the mattress. The Frame consists of four metal bars joined at the corners to make a rectangular frame that the box spring and mattress support in.

A box or platform frames are preferred by hotels. Box frame consists of a box of solid wood or supporting steel bars. Another advantage is box frames sit tightly on the floor, so that the area under them does not have to be vacuumed or cleaned regularly.

Standard Bed Sizes in hotels

Bed Type	Size in Inches (Width X Length)	Size in Centimetre (Width X Length)
Crib	28 X 52	71.12 X 132.08
Rollaway/Extra	39 X 75	99.06 X 190.5
Modern Cot	30 X 74	76 X 188
Twin Bed	39 X 76	99.06 X 193.04
Standard Double	54 X 76	137.16 X 193.04
Queen Bed	60 X 80	152.4 X 203.2
Olympic Queen	66 X 80	168 X 203
King Bed	78 X 80	198.12 X 203.2
Super King	76 X 80	193 × 203
Grand King	80 X 98	203 X 249

STANDARD SIZE CHARTS OF LINENS AND CLOTHES USED IN HOTELS | RESORTS

The housekeeping department is responsible to take care of three main types of linen bed, bath and table. The sheets, blankets, tablecloths, etc. have to be sized according to the sizes of the mattresses and tables. Other items can be chosen on the basis of appearance and price.

Bed Sheets, Duet Cover, Mattress Protector and Flat Sheets Size: Below Chart shows the details of standard bed linen sizes used in the hotel industry in multiple measurements (Inch, Feet and Cm).

Standard Hotel Bed Linen Size Charts				
	Bed Sheets	**Duet Cover**	**Mattress Protector**	**Flat Sheets**
Twin	Inch= 66" X 104" Feet= 5.5 X 8.66 Cm= 167.76 X 264.16	Inch=55" X 79" Feet= 4.5 X 6.5 Cm=140 X 200	Inch= 35.83" X 46. 45" Feet= 2.98 X 6.17 Cm= 91 X 188	Inch= 71 X 108" Feet= 3.54 X 9.02 Cm= 180 X 275
Double	Inch= 81" X 104" Feet= 6.75 X 8.66 Cm= 205.74 X 264.16	Inch=79" X 79" Feet= 6.5 X 6.5 Cm=200 X 200	Inch= 53.94 X 74.01" Feet= 4.49 X 6.16 Cm= 137 X 188	Inch= 91 X 108" Feet= 7.54 X 9.02 Cm= 230 X 275"
King	Inch= 108" X 110" Feet= 9 X 9.16 Cm= 274.34 X 279.4	Inch=89" X 87" Feet= 7.41 X 7.41 Cm= 225 X 220	Inch= 72.04 X 79.92" Feet= 6.00 X 6.67 Cm= 183 X 203	Inch= 108 X 108" Feet= 9.0 X 9.0 Cm= 275 X 275
Emperor	Inch= 200" X 200" Feet= 16.66 X 16.66 Cm= 508 X 508	Inch= 114" X 92" Feet= 9.5 X 7.6 Cm=290 X 235	Inch= 78.74 X 78.74" Feet= 6.56 X 6.56 Cm= 200 X 200	Inch= 126 X 114" Feet= 10.94 X 9.51 Cm= 320 X 290

Matching pillowcases and pillows are used based on the bed size used in the guest room, below table shows some standard pillow and pillowcases measurement.

Pillowcases and Bath Linens Size:	
Pillowcases (Inch)	
Standard	20" X 30"
King	20" X 40"
Pillows (Inch)	
Standard	20" X 26"
King	20" X 36"

The Bath linens include bath towels, hand towels, speciality towels, washcloth, Bath Mat etc. Below are some standard bath items and their size in inches.

Bath Items (Inch)	
Bath Sheets	36" X 70"
Bath	20" X 40"
	22" X 44"
	24" X 50"
	27" X 50"
Hand	16" X 26"
	16" X 30"
Washcloth	12" X 12"
	13" X 13"
Bath Mat	18" X 24"
	20" X 30"

Napery/Table Cloths:

Tablecloths come in wide variety of sizes. To make an attractive presentation, the edges of a tablecloth should have a sufficient corner drop off the end of the table. If many different sizes of sheets are purchased, the labour cost to sort them will be high.

The careful selection of standard size makes purchasing, counting, storing and maintaining inventories much easier. Sizes can be colour-coded for easier sorting. Sheets are usually available with colour-coded hem threads.

Napery Items (Inch)	
Table cloths	45" X 45"
	54" X 54"
	64" X 64"
	54" X 110"
Napkin	17" X 17"
	22" X 22"
Place mats	12" X 18"
	14" X 20"
Runners	17" X Variable lenghts

DIFFERENT TYPES OF BRUSHES AND MOPS USED IN HOUSEKEEPING

1) Types of Brushes

Brushes are designed to remove dry, wet and or ingrained dust and dirt from hard or soft surfaces. There are two types of Brushes Hard Brushes and Soft Brushes each used for different purposes.

Hard Brushes

Hard brushes have bristles that are fairly stiff and well spaced out. They are most suitable for removal of heavy soil and litter from carpets and for cleaning rough surfaces. e.g. – deck scrubber for floors

Soft Brushes

Soft brushes have bristles that are fairly flexible and set close together. They help to remove loose soil and litter on hard and smooth surfaces. Such brushes may be designed to dust carpets and furniture, especially those that are made of cane and wicker.

2) Types of Mops (Dry and Wet)

Dry Mops

Also called as dust control mops, these are designed to remove soil and debris from floors, walls and ceilings without raising and dissipating dust. These mops generally consist of a handle to which a metal frame is attached. The mop head is either inserted into the frame or stretched over it, according to the type.

F & B: BASIC MENU KNOWLEDGE FOR F&B SERVICE STAFF

All the F&B service staff shall be thoroughly familiar with all beverage items listed on the menu, their origin and how they are prepared and served. Although some items may not be listed on the menu, all staff shall have a basic but correct knowledge of most popular beverage items which exist but are not necessarily served in the outlet.

Additionally, every staff member shall have a basic knowledge of wines regarding the most common origins and appellations as trained by the Food & Beverage Management Team and according to the Hotel's sales mix. Below are some of the basic menu knowledge skills which the hotel F&B service staff should possess.

- The food and beverage service staff should be able to describe the dishes on the menu to the guest in a simple and clear way.
- Should be able to pronounce all food items in the menu accurate.
- Able to know the ingredients and cooking method of all items on the menu.
- To know the preparation time of each dish.
- To know what condiments and/or sauce to serve with the dish.
- To know how the dish should be served.
- To know which section of the kitchen to produce the dish.
- To know what are the daily specials and seasonal ingredients.
- To know what item is out of stock.
- To know which are the signature dishes of the restaurant?
- To know what else can be proposed to guest in terms of cooking method besides the one listed and make appropriate recommendations.
- To know the selling price of the dish.
- To know the portion size of each dish and give appropriate advises to the guest especially those served in pieces.
- To know the history and the place of origin of the ingredients or dishes.

F & B: DIFFERENT TYPES OF FOOD AND BEVERAGE SERVICES

There are many different types of food and beverage service types or procedures, but the major category of the food service is

1) Plate Service,
2) Cart Service,
3) Platter Service,
4) Buffet Service and
5) Family style service.

Below is the list of different type of food and beverage service followed by hotel, resorts, restaurants, fast food establishments etc.

1. What is a Table Service?

- Table service is considered as a border category of service style which consists of English Service, American Service, pre-plated Service etc.
- In this type of F&B service, the guest is seated at the table with laid cover and orders from the menu.
- The guest has to be greeted with an eye contact and a warm welcome.
- The server or waiter should normally address the guest by sir or madam.
- If the server knows the guest name then they should address the guest by their Surname and title.
- Assist the guest in seating as per the number of persons or any special requests.
- While seating the guests the least desirable areas like the tables near to side stations, kitchen, dishwashing area etc. to be only offered is all other tables are full.
- The menu to be presented after opening to the women first, then the host and clockwise for other guests.
- Special attention to be given to kids.
- When serving the guest orders the server or waiter should have a good understanding of who ordered what dishes.
- English service requires the food to be placed on large platters or in large bowls.
- These food portions are then delivered to the guests' table by waiters/servers.
- Once the host checks and approves the food the same is placed on the table.
- The guests then pass the food around the table and serve themselves.
- In some cases, the host may also ask the waiter to serve the food.
- This is a common type of F&B service style as the ease of service and waiters should not be highly skilled.
- The Family style F&B service is easy to implement.
- The servers or waiters shouldn't be that much skilled.

- This type of service also requires little dining area or space. There is a higher or rapid table turnover rate with this type of service.
- One of the major disadvantages of the family style service is the difficulty to control the portion sizes.
- This is because the last guest who gets served may not get enough items if other guest had taken more.

3. What is a French Service?

- French Service is a very detailed and highly skilled type of service.
- It is very elaborate and expensive type of service.
- The chefs demonstrate culinary skill, by preparing meals in front of the guests.
- Normally all fine dining restaurants follow this type of service.
- VIP's and VVIP's are also given this kind of service style.
- Plated entrees are served from the right, all other courses from the left.
- Beverages are served from the right.
- French Service style is very expensive because it involves professional waiters to the server properly and slowly.
- The ambience and decor of the restaurant are always in high luxury.
- All diners are given the individual attention and they enjoy.

4. What is a Silver Service?

- The service style is similar to the French Service and Guèridon Service.
- The difference is elaborate sterling silverware is used for the food and beverage service.
- Due to the fact that silver cutlery and crockery are expensive, EPNS (Electroplated Nickel Silver) service ware is used most commonly in hotels and restaurants.
- Only fine dining or speciality restaurants use silverware due to the high investment and maintenance cost.
- In this kind of service, the food and beverages are served in silver cutlery and cookery.
- The table is normally set with sterling silverware.
- All food is portioned into silverware from the kitchen itself.
- The silver platters are kept is the table side station normally with hotel plates.
- During serving the waiter present the food to the host for approval and serves to the guests.
- A service spoon and fork is used for serving.

5. What is an American or Pre-plated service?

- One of the most common and widely accepted kinds of food and beverage service.
- The servers take guests orders in the dining area.

- The order is sent to kitchen staff via KOT (Kitchen Order Ticket).
- Food is prepared and pre-plated in the kitchen itself by the chef.
- The server or bus person bring the food to the restaurant and placed on side stands.
- Pre-plated food is then served to the guests by the server.

6. What is a Russian Service?

- Similar to the French Service but faster and less expensive.
- Display and presentation are the major part of this service.
- Whole joints, poultry, game, fish etc are elaborately garnished and dressed.
- After presenting to the guest the server or waiter portions or carve them and serve to the guests.
- Normally only one server is required per table.
- No extra space is required for the equipment like the French F&B service type.
- Ideally suited for banquet service with the fixed menu.

7. Cart Service/What is a Guèridon Service/Cart Service?

- In this type of F&B Service partially cooked food from the kitchen is brought to the service area in a Guèridon trolley.
- The Gueridon troll has a portable heating unit for completing the cooking process.
- A wide variety of fish, meat and poultry is either cooked or flamed (flambéed) in the trolley.
- Chef du rang is responsible for taking orders, serving drinks and preparing food at the table.
- In a large hotel, Commis-du-rang assists the Chef du rang.
- Both the Chefs should know how to use a spoon and fork for serving the cooked food to the guest.
- The prepared food should be garnished as per the standards before serving.
- This type of F&B service can be only implemented on a well planned and designed dining room.
- The Food is always served from the right hand side of the guest.
- All the fixtures furniture, layout etc should be compatible with the elegant service style offered.
- Gueridon Type of F&B service provides highly personalised guest service.
- High level of customer satisfaction as the dishes are prepared, carved or flamed in their presence.
- Good merchandising device.
- The average Spending power is high.

8. Snack Bar Service/What is a Snack bar service?

- A Tall stool is placed on a counter so the guest may order and eat at the counter itself.
- A menu card is presented or the guests can choose the food directly from the display counter.
- In some restaurants, the available items are simply displayed on a blackboard or LCD monitor.
- This kind of service is normally followed in BAR and Pubs.

9. Self Service/What is a Self Service?

- In this type of Food and Beverage Service the guest/customer is required to help himself/herself.
- Normally food is either kept on a counter or buffet.
- The customer picks up the required food from the buffet.
- Payment is either done prior to the food pickup or after food is picked up.
- The layout for such F&B service type should be done for free guest flow.

10. Buffet Service/What is a Buffet Service?

- Buffet service displays food in a chafing dish on counters or tables.
- Guests or customers help themselves to pick up as many and as many items, they would like to eat.
- Plate and cutlery (fork and spoon) is kept at the starting of the buffet counter.
- There are servers behind the counter who helps the guests with serving the food from the chafing dish to the plate.
- Buffet can be a simple food spread to very elaborate food, beverage, starters, dessert, and salad presentation.
- The staff should consistently keep the buffet containers full.
- In some kind of buffet setup like sit-down buffet serves to serve the food to the guest sitting the table.
- There are on the spot cooking in some buffet counter e.g Counters which cook the displayed fish or meat, or counters for pasta etc.
- Guest is also allowed to replenish any item they prefer.
- Special attention and planning are required for buffet layout.
- The recommended number of guests one a buffet counter can server is 70 - 75.
- The number of buffet counter and the banquet layout to be decided as per the total min guaranteed guests who will attend the party.
- This type of service is recommended for large gathering or party.
- The banquet staff should maintain cleanliness and order during buffet service.

11. Cafeteria Service/What is a Cafeteria Service?

- This type of service is generally used in Canteens, Industries, Staff Cafeterias etc.
- Has limited or fixed menu.
- The pricing may or may not be at a subsidised rate.
- Entry to such cafeteria may be restricted to authorised people only.
- There is limited space with basic facilities.
- Clearance of the used plates and soon is done by the guest itself.
- Narrow tables with high tables are often placed to save space.

12. Single Point Service/What is a Single point service?

- The guest pays for the food and beverage over the counter.
- From the same counter, he/she receive the food and beverage.
- Most of the fast food, takeaways, Kiosk, drive through etc. are examples.
- Automated vending machines are also considered as single point F&B service.

13. Room Service-What is a Room Service/In Room Dining Service?

- This type of F&B service as per the name suggests is provided in the guest room.
- The room service menu should match with the guest needs, expectations and hotels operations.
- Guest make food and beverage order from the room telephone, interactive television or hotels mobile app.
- Maximum of the room service orders in a hotel is for breakfast.
- For small orders the room service tray is properly laid out is used for serving the guest.
- For large orders, a room service trolley is used for serving.

14. Take Away Service/What is a Take Away Service?

- Similar to the single point style of F&B service.
- Take away orders are received either over the counter, driveway, telephone, website or mobile app.
- Payments are either made in advance via online payment or paid by cash at the time of order pickup.
- All Fast food restaurants provide take away option.
- Automated Kiosk is also used for selecting and ordering takeaways.
- The automated vending machine is also used for this type of service.

15. Blue Plate Service/What is a Blue Plate Service?

- Blue plate service is a type of table service commonly use for a small group of guests.

- Normally the table and dining area is small in service.
- These are pre-plated meals with meat, veggies etc.
- The serving plate might also have divided ridges.

16. What is Automatic or Conveyer Belt Service?

- Food and beverage are served to guest via a conveyer belt.
- Guest makes the order via the restaurants or hotels mobile app after selecting the table or seat number.
- Food is then delivered via a conveyer belt to the table.
- There are restaurants with continues conveyer belt circulating around the counter, chef places the prepared dishes on the conveyer belt. Eg: Sushi Restaurant.

17. Robotic Service/What is Robotic Service?

- This type of service is often found in Casino's and Luxury Cruise Liners
- Guest makes the order on an interactive touch screen after scanning their room key card.
- Selections are made from the touch-screen, which is then sent to the robotic arms processors.
- The order is then prepared by the Robotic arm and placed on a small conveyor belt.
- Payment is automatically charged to the guest room account.
- Smart phones with the hotels or cruise liners mobile app installed are also used for selecting the orders.
- Normally this type of Robotic arm is used to prepare cocktails and mocktails in a bar.

F&B SERVICE TECHNIQUES FOR WAITRESS AND WAITERS

1. How to Handle Trays?

- All trays must be clean and stain free.
- Never overload or stack up too high.
- Small service tray should be carried with one hand.
- Big tray must be always carried with two hands.
- Place the left hand under the Centre of the tray with fingers spreading out comfortably.
- Heavy, high and hot items must be closed to your body.
- Don't walk too fast and always use tray mat or liner for balance.

2. How to Change Ashtrays?

- Ashtrays must be clean.
- Maximum 2 cigarette butts in the ashtray at any time.
- Do not ask the guest to pick up their lit cigarette so that you may change the ashtray.
- Remove astray from the table if guest is a non – smoker.
- Place one of the clean ashtrays straight on the top of the dirty ashtray while removing.
- Always wash your hands after changing ashtrays.
- Wait until the guest finished the cigarette, then approach, asking politely if they mind you change their ashtray.

3. How to Serve Snacks?

- Snacks are served for every guest who seat for a drink.
- All bar snacks are free of charge and refillable. (depending upon your hotel policy)
- Serve the bar snacks right away when guest seated.
- Quantity of bar snacks differs on the number of guest.
- If bar snacks is with a shell, each bowl should have an empty bowl.
- Always make sure there are enough paper tissues while serving snacks.

4. How to serve Cigars and Cigarette?

- Present cigar tray to the guest, with the cigar menu.
- All cigar and cigarette must be served as per guest order.
- Employees must know what products we sell in the outlet.
- All cigarettes must be served on a BB plate with hotel matches.
- Cigars should be accompanied with cigar ashtray.
- Always offer to light guest cigar or cigarette.
- After the guest chosen cigar, prepare cigar ashtray, cutter and matches.
- Ask the guest if they would like to have cigar cut and lit, And Cut cigar according to the guest preference.

- Light the cigar by using cigar torch or matches and Wave cigar to move lighted embers.

5. How to Handle Telephone in F&B outlets?

- All Telephone calls must be answered before the third ring.
- Always ensure a "smile" in the voice before answering all calls.
- The phone call should be answered as follows:
- "Good Morning / Evening (Outlet name). Eric speaking. How may I assist you."
- If you are attending a guest face to face while the telephone rings, then excuse yourself, answer the telephone and if required ask the caller if you can put them on hold or offer a call back later.
- Always ensure to thank the guest for calling.
- Under no circumstances will a telephone call be answered by asking: "Who is calling?"
- Maintain correct posture while answering the phone.
- Always verify the source of the call by looking at the screen of the phone.
- Always finish the call with "Thank you for calling"

ORDER TAKING AND SERVING DESSERTS & AFTER DINNER DRINKS

Step 1: Taking an order for a dessert

- Would you like to see the dessert menu, (sir)? We have some excellent desserts.
- Would you care for one of our special signature desserts?
- Can I tempt you to a delicious dessert? Mr.Kima.
- May I suggest the (Mango Souffle)?
- I would recommend our chef's special Eggless Chocolate Mousse?

Step 2: Taking an order for coffee, tea and liqueurs

- May I bring you some tea or coffee?
- Would you care for some tea or coffee?
- Would you like to have some Mint Tea / Green Tea?
- Mr Kima, we have Full fat, low fat and skim milk and one dairy substitute are available for coffee.
- We have Coffee (regular and decaffeinated) is freshly brewed and served with cream and milk selections.
- Varieties of regular, herbal and decaffeinated teas are available. A minimum variety of four teas is available.
- Sugar and (2) sugar substitutes - Splenda (requirement in NAD) and aspartame or saccharine - are placed on the table prior to coffee and tea service.

Step 3: Offering a refill

- Would you care for some more?
- May I offer you some more tea/coffee?
- Mr.Kima, Would you like me to top up your coffee?
- May I bring you another (cup/pot) of (coffee/tea)?

Step 4: Announcing last orders

Important Note: Always show that you care while announcing last order, be very polite so that the guest do not feel that they are no longer welcome:-

- Excuse me, (sir), but…we take our last orders at (2300hrs).
- The (Restaurant) is closing in (5 minutes)-Would you like order anything else?
- By the Way Ms. Sandy, no hurry. Please take your time to finish your (meal/drinks)

HOW TO TAKE FOOD ORDER IN RESTAURANTS / COFFEE SHOPS

Servers should offer the guests a beverage at all meal periods on the first approach to the table. At breakfast, server offers orange juice, at lunch server offers bottled water and at dinner server offers wine. At dinner, bottled water is offered to the table before leaving with the main course orders.

All servers should be trained so that they are knowledgeable of and able to explain the entire menu and also are capable to make recommendations to guests.

1) After welcoming and seating the guests return to the table to take the order. Ask the below questions.
Would you like to have the buffet or a la carte?

2) In case the guest opts for Buffet then inform guest to start serving themselves from the buffet.
"Please start serving yourself from the buffet, when you're ready."

3) In Case guest opts for A la carte then ask the host below question:

- "Would you like to place your order now?" (If the guest is not ready to place the order.)
- "I'm sorry, Mr. Kima (Try to use guest name at all times). I will come back for your order when you're ready to order."
- In case the guest calls you first to place the order, respond with: Yes, Mr. Kima/Certainly, Mr.Kima. What would you like to start with?

4) Ask for more information from the guest.

- What would you like to start with Mr.Kima?
- And to follow?
- And for you, (Mrs.Kima)? Provide Options :
  - Would you prefer with cheese or without cheese?
  - How would you like your (name of meat) cooked?
  - What kind of (bread / sauce) would you like?

5) Explain different portion sizes to the guests and assist with menu selection.

- This set (lunch/dinner) is for a minimum of (2) people.
- This large Pizza is enough for (3) people.

6) Explaining dishes, method of cooking and degree of flavour to the guests:

Methods of cooking:

- Pan fried/Stir Fried/Deep Fried
- Boiled/smoked/poached/steamed

- "Pork Shoulder is braised with Apples and then served with Cheesy Grits."
- "It's marinated in Garlic, Lemon, and Oregano and comes with Greek Salad."

Degree of flavour:

- Quite (mild)/ Extra(spicy)/Very (hot)
- Rich/Creamy/Sweet/Thick/Sour
- "It's a rich and creamy tomato basil soup"
- "The Chicken Curry is extra spicy"
- "It's a kind of (fish soup)."
- "It is stuffed chicken with spinach and feta"

7) Finding out what a guest likes and making suggestions and recommendations accordingly:

- Would you care for something (light/spicy/mild)?
- Would you prefer a snack or a meal?
- May I suggest our speciality of the day? Today we're featuring (Roast lamb studded with rosemary & garlic).
- Our Chef's speciality today is (Pomegranate Chicken).

8) Saying something positive about the food:

- It's very popular/It's delicious/It's very tasty.
- I'm sure you will enjoy it.
- "May I recommend the 'Chicken Hot and Sour Soup'? It's a (spicy sweet and sour soup with Chinese fungi and Chicken). It's very tasty."
- "Perhaps you'd like to try the Chicken Tikka. It's small pieces of boneless chicken baked using skewers in a clay oven and It's very popular."

9) Mention the food preparation time and finishing order-process.

- It takes about (25) minutes to prepare this dish.
- Breakfast course is delivered within 10 minutes of ordering.
- Lunch course is delivered within 12 minutes of ordering.
- Dinner main course is delivered within 20 minutes of ordering.
- Finishing the order-taking process
- May I repeat your order?
- Is there anything else I can bring to you?

GREETING, SEATING, PRESENTING MENU TO GUEST AT RESTAURANT

- Greet the guest according to time of day:
  - Good (evening), Madam. Good (evening), Sir. A table for (4)?
  - Do you have a table reservation?

No reservation:

- That's all right. May I have your name, please?
- Would you prefer the smoking or non-smoking area, (Mr.Kima)?
- This way please. (Take the guest to a table. Converse with the guests as you walk.)
- Is this table fine?
- Allow me (when pulling back a chair for the guest or when presenting a napkin).

Has a reservation:

- May I have your name, please? (How do you spell that, please?)
- This way please, Mr Kima. (Escort the guest to their table. Converse with them as you walk.)
- Allow me, Mr. Kima (when pulling back a chair for the guest or when presenting a napkin).

Note: Handling Table Reservation Problems

In restaurants, all guests should be welcomed at the entrance within 1 minute of arrival; guests are greeted warmly with good eye-contact. Guests are escorted and seated within 2 minute of their arrival, if seats are available; menus and wine lists (where applicable) are presented immediately at all meal periods.

Presenting the menu:

- Here's your menu Sir/Mr. Kima
- Today we have a special set menu Chef's Special
- May I recommend the Chef's Special?
- We also have a delicious buffet for you today.
- This is our special (breakfast/afternoon tea) menu.
- I'll come back in a few minutes to take your order.
- At lunch, menus are presented immediately upon being seated.
- Menus cards should be free of dirt, stains and worn edges.
- At dinner once guest is seated and settled guests are asked if they would like an aperitif before being presented with the wine list and menu.
- Table settings should adjust to the number of guests at the table.

TIPS FOR DEALING WITH TABLE RESERVATION PROBLEMS IN RESTAURANTS

When the table is not yet ready:

- I'm very sorry Mr.Kima, your table is not quite ready. It'll be ready in about 10 to 15 minutes. Would you like to have a drink at our lounge bar while waiting?

When the guest's reserved table has been given away:

- Apologize: I am very sorry, Mr.Kima. We have given away your table by mistake. I am very sorry.

Request the guest to wait:

- May we host you a drink at the bar while we solve the problem?

If the the guest agrees to wait at the bar:

- This way please Mr. Kima

When you arrive at the bar:

- I hope you will enjoy your drink. I will return when a table is ready.

Try offer the guest to another table:

- I apologize for keeping you waiting.
- I have arranged another table for you. I think you will like it.
- Please come with me, and I'll show you to your table.
- When you arrive at the new table
- Is this table fine, Mr.Kima? Or: Is this table suitable for you?

If the guest doesn't like the alternate table:

- I can also offer you a table (over there / in that corner, etc).
- Would you prefer to sit there?
- I'm sorry, but there are no other tables available.

The guest's reserved table has been given away, and no other table is free:

- Apologize: I am very sorry, Mr.Kima. We have given away your table by mistake. If a table will be free soon I will inform you about it.

Request the guest to wait:

- Mr.Kima, table will be free in about 30 minutes. May I host you a drink at the bar while you wait?

Escort the guest to the BAR:

- I hope you will enjoy your drink. I will return when your table is ready. When you return, take the guest to another table

When the table is ready:

- I apologize for keeping you waiting; I have arranged another table for you. I think you will like it. Kindly come with me, and I'll show you to your table.

If The guest will not wait until a table is ready:

- Would you like me to arrange a table for you in the Thai Restaurant instead? Check that there is a table free there if yes then escort the guest to the restaurant.

TABLE RESERVATIONS PROCEDURE FOR RESTAURANTS

Answering the telephone:

Wish the caller as per the time of the day:

- Good (morning/afternoon/evening). Marovi speaking. How may I help you?

Acknowledging a reservation request:

- Certainly Mr.Kima, (use name if whenever known)
- Yes of course sir or madam, (use name if known)

Taking the table reservation details:

Standard questions

- May I have your name, please?
- When would you like book your table?
- A table for how many guests?
- Do you have a special request/requirement or table preference?
- Do you prefer a smoking area? (Only applicable if your restaurant has separate smoking area / zone)

When you check the reservations book:

- Please excuse me, (name), while I check the reservations.
- Please allow me to put your call on hold, while i check the availability.
- Just one moment, please (name), while I see what we have available.

Returning to the caller:

- I'm sorry to keep you waiting, (name).
- Sorry to keep you on hold, (guest Name)
- May I have your (mobile number), please?

Confirming the details:

- May I please repeat the table reservation details, A table for (2) (this afternoon / on Sunday, 31 October) at (2.00 p.m.) in the name of (Mr.Kima). And your (telephone number) is (123456789). Is that details correct?

Saying goodbye:

- Thank you very much for calling, Mr.Kima. We look forward to seeing you then. Have a great day ahead.

When a table is not available or where the guest wants one:

- I'm afraid we don't have a table at that time. Would (2.30) be suitable?
- I'm afraid we don't have a table available there at that time. But there is a table available (say where) then. Would that be suitable?

Offering an alternative:

- May I help you to reserve a table at another of our restaurants instead?

- Perhaps you'd like to have (lunch) in the (Wok Restaurant), where there will be a buffet this afternoon.

Process for reconfirming a restaurant table reservation request:
Standard reconfirmation

- Good Morning, Mr.Kima. This is Marovi from the Roof Top restaurant speaking.
- I would like to reconfirm your reservation for a table for 2 this afternoon at 02:00 p.m.
- Thank you very much for making the reservation and we look forward to being of service to you and your (guest) this evening.

Reconfirmation of a table reservation with a special request:

- Good afternoon, Mr.Kima. This is Marovi from the Roof Top restaurant speaking.
- I would like to reconfirm your reservation of a table for 2 this evening at 7:00 pm.
- A birthday cake with the wording "Happy Birthday to Maliani" has been arranged for tonight.
- Should you have any other request, please let us know.
- Thank you very much for making the reservation and we look forward to being of service to you and your (guest) this evening.

DIFFERENT TYPES OF SPOONS, KNIVES AND FORKS USED IN FOOD AND BEVERAGE SERVICE

1. Baby Spoon (5.5" - 6.0")

Baby Spoons are small-sized spoons. This type of spoon is larger than the Coffee Spoon and Tea Spoon and is designed for use at breakfast time, for yoghurt or any other drinks or foods that require a slightly larger spoon cup. Due to its special shape, this spoon is ideal for use by infants and toddlers

2. Butter Knife (5.0" - 6.0")

The tip of the blade is rounded and some are slightly wider at the tip.

3. Cheese Knife (6.5" - 7.0")

Cheese spoons are designed for grated cheese. These spoons go together with cheese graters. The cups of these spoons are finely decorated.

4. Demitose Spoon (4.5" - 5.0")

This is a small spoon designed for stirring Italian-style "Espresso" coffee prepared with a coffee mocha machine, the Neapolitan coffee maker or coffee-shop machine. Its small size serves for small coffee cups and glasses.

5. Cream Spoon (4.5" - 5.0")

Cream spoon has a rounded cup that is perfect for serving sauces or cream onto other food.

6. Dessert Fork (7.0" - 7.5")

Dessert Forks are smaller than Table Forks and even smaller than Fruit Forks. Dessert Forks have three lines and are used for different dessert dishes and sweets

7. Dessert Knife (8.0" - 8.5")

The dessert knife features a narrow blade and a rounded or pointed tip. The rounded tip is used to section soft desserts, and the tip to cut hard desserts.

8. Dessert Spoon (8.0" - 8.5")

This spoon is specifically designed for having desserts. It has got an oval bowl and is almost double the size of a teaspoon.

9. Dinner Knife (9.0" - 10.0")

The dinner knife is the longest knife in a set of flatware. It is used to cut and push food and is laid on the table at all meals, formal and informal.

10. Fish Fork (7.0" - 8.0")

Fish Forks are designed for dishes based on fish. Together with a fish knife, Fish Forks simplify cleaning of the fish and makes it easier to eat.

11. Fish Knife (8.0" - 9.0")

The fish knife features a wide blade with a dull edge and a tip made with a notched point used to separate the skeleton from the body and lift the bones onto a plate.

12. Fruit Fork (5.5" - 6.0")

Fruit fork is smaller than Table Forks and is designed, together with the Fruit Knife and the Fruit Spoon, for use with fruit dishes and appetisers.

13. Fruit Knife (6.0" - 7.0")

The fruit knife is used to cut and peel fresh fruit at the table in formal and informal dining. The fruit knife features a pointed tip and a narrow blade that is straight or slightly curved.

14. Fruit Spoon (5.5" - 6.0")

These are smaller than Table Spoons and are used together with Fruit Knives and Fruit Forks, for use with fruit dishes and appetizers.

15. Ham Fork (7.0" - 8.0")

Ham Forks have two tines designed for picking up slices of prosciutto and very thinly-sliced deli meats.

16. Ice cream Spoon (6.0" - 6.5")

These spoons have a wide-cup that is typically square in shape for picking up just the right amount of ice cream from the bowl.

17. Olive Spoon (6.0" - 6.5")

The olive spoon is used to serve olives and other appetisers preserved in liquids. The spoon's cup has holes for the liquid to drain through, making it easier to serve the food.

18. Oyster Fork 4.0" - 4.5"

The oyster fork is a small utensil made with three short wide curved tines. The left tine is extra wide to assist in cutting the membrane that connects the oyster to the shell.

19. Pastry Fork 5.0" - 5.5"

The pastry fork looks similar to a salad fork, but it is narrower and slightly shorter to provide leverage in cutting, the left tine is often notched.

20. Service Spoon (10.0" - 11.0")

This is a large spoon designed for serving rice dishes and other side dishes at the table. The cup of this spoon is very large and can hold a larger amount of food.

21. Service Fork (10.0" - 11.0")

Roast Forks are the largest of the many different types of forks. Roast Forks have two points designed for stabbing meat during the carving phase and turning it during cooking.

22. Salad Spoon & Fork (8.5" - 9.0")

Salad spoons go together with Salad Forks and have an elongated shape that helps with mixing salad or vegetables while dressing and makes it easier to serve.

23. Serving Spoon & Fork (10.0" - 11.0")

Serving spoon goes together with the Serving Fork. The Serving Spoon is bigger than the Table Spoon and is designed for serving different side dishes. The large cup allows it to hold a larger amount of food.

24. Snail Forks (4.5" - 5.0")

Snail Forks are small forks used for aperitifs, for skewering olives, snails, canapes and other tidbits and appetizers.

25. Soup Spoon (7.0" - 7.5")

The Soupspoon features a wide cup designed for holding a large amount of the product.

26. Steak Knife (8.0" - 9.0")

Steak Knife has a sharp tip and a serrated edge to cut thick portions of meat. At a formal meal, a steak knife is not provided if the meat is served roasted, which is easily cut with a regular dinner knife.

27. Sugar Spoon (5.5" - 6.0")

Sugar spoons have a long, narrow cup with slightly raised edges. This special cup helps for pouring the sugar into small-sized cups without spilling it.

28. Sundae Spoon / Parfait Spoon (9.0" - 10.0")

Sundae spoons are characterised by a very long handle. These spoons are designed for stirring long drinks, cocktails and any drink served in a tall glass. The tapered shape of the spoon allows it to reach the bottom of any glass.

29. Table Fork (8.0" - 8.5")

Table fork is what we use every day for our main dishes. They can be used for pasta, rice dishes, meat or vegetables. These forks are designed for use with a wide variety of different dishes.

30. Table Knife 8.0" - 8.5"

Table knives are what we use every day for our main dishes. They can be used for meat or vegetables. These knives are designed for use with a wide variety of different dishes.

31. Table Spoon 8.0" - 8.5"

These are what we use every day for our main dishes. They can be used for soups and rice dishes. The cup of these spoons are designed for picking up just the right amount of food

32. Tea Spoon 5.0" - 5.5"

These are small-sized spoons. This type of spoon is larger than the Mocha Spoon and is designed for stirring tea, American-style or European-style coffee, cappuccinos, herb tea, ginseng coffee and any other drink served in larger-sized coffee cups.

WIPING AND CLEANING GLASSWARE, CUTLERY AND SILVERWARE - RESTAURANT | BAR | HOTELS

Glassware Wiping and Polishing:

- Prepare hot water.
- Fill up 25% of the soaking pan or wine cooler with boiling water. (Water need to be changed if it gets cold).
- Prepare a dry and clean glass cloth with microfiber towel.
- Hold the glass stem/bottom with one end of the cloth over the hot water and let the steam surround the glass.
- Insert one corner of the glass cloth, bunched into the glass end.
- Put the right hand thumb into the glass and the fingers outside the glass.
- Move the glass cloth clockwise to polish.
- Put all polished glasses upside down on the tray.
- Always hold the glass at the stem or bottom

Cutlery Wiping and Polishing:

- Prepare hot water.
- Fill up 25% of the soaking pan or wine cooler with boiling water. (Water need to be changed if it gets cold).
- Prepare a dry and cleaned wiping cloth.
- Put cutlery in the hot water with the handle up.
- Group different types of cutleries in order.
- Hold the handle of the cutlery and dip it in to hot water.
- Fold the cloth into half, put left end of the cloth on the right hand.
- Hold the cutlery handle with the left hand using the cloth.
- Use another end of glass cloth to polish cutlery.
- The handle is to be polished last before putting it on the clean tray.
- Once polished, don't touch the cutlery.

Important Points to note before service:

- Glassware must be free of chips, stains, dirt or water marks.
- Silver and flatware must not be tarnished, broken, flaked, worn, damaged or dented in any way.
- Never give a warm glass to guest.
- Silverware must not be used if crooked.

F & B : BASIC MENU KNOWLEDGE FOR F&B SERVICE STAFF

All the F&B service staff shall be thoroughly familiar with all beverage items listed on the menu, their origin and how they are prepared and served. Although some items may not be listed on the menu, all staff shall have a basic but correct knowledge of most popular beverage items which exist but are not necessarily served in the outlet.

- The food and beverage service staff should be able to describe the dishes on the menu to the guest in a simple and clear way.
- Should be able to pronounce all food items in the menu accurate.
- Able to know the ingredients and cooking method of all items on the menu.
- To know the preparation time of each dish.
- To know what condiments and/or sauce to serve with the dish.
- To know how the dish should be served.
- To know which section of the kitchen to produce the dish.
- To know what are the daily specials and seasonal ingredients.
- To know what item is out of stock.
- To know which are the signature dishes of the restaurant?
- To know what else can be proposed to guest in terms of cooking method besides the one listed and make appropriate recommendations.
- To know the selling price of the dish.
- To know the portion size of each dish and give appropriate advises to the guest especially those served in pieces.
- To know the history and the place of origin of the ingredients or dishes.

KEY TERMS OR JARGON'S USED IN FOOD AND BEVERAGE SERVICE

a la carte - A menu that offers and prices each food and beverage item on an individual basis.
Room Service Menu - Menu fixed for room service or in room dining department.
Fixed Menu - A menu that does not change every day.
Cyclical Menu - Menu that changes daily for a certain number of days eg: from Monday to Friday, and then repeats again.
Table d'hote (Buffet Menu) - A Menu that offers a set number of courses at one fixed price.
Promotions - The ways in which a business tries to persuade people to buy its products and services. Eg: Online promotions, Social media promotions, TV or Visual media promotions etc.
Lacto-oco-vegetarian - An Individual who does not eat meat, eggs, fish but eats dairy products, vegetables and fruits.
Pesco-vegetarian - An individual who does not eat meat but eats dairy products, eggs, fish, vegetables and fruits.
Vegan - A strict vegetarian who eats no animal products.
Buffet service - Assortments of foods attractively arranged for self-service by the guest.
Cart Service - Preparing and serving items beside the guest's tables using a cart.
American Service (Plate Service) - Fully cooked menu items which are individually produced, portioned, plated and garnished in the kitchen.
Platter Service - A table service style in which server carries pre-plated cooked food to the dining room and presented to the guest.
Runner - F&B staff who delivers orders from the kitchen to the tray table or side table.
Maitre d'hotel - Maitre d'hotel is the Supervisor of the F&B outlet. He looks after the day to day operations of a food service outlet.
Side table / Side station - A service stand in the restaurant that holds services supplies and equipment's for easy access by servers.
Gueridon trolly / cart - A Cart or troll with rectangular table mounted on wheels with work spaces, shelves and a heating unit.
Bitters - Liquors flavoured with herbs, barks, roots etc. usually used as a cocktail flavouring agent.
Cognac - Grape brandy produced in France Congnac region.
Liqueur - Sweet spirits made with re-distilled fruits or extracts.
House Brand - A brand of liquor a restaurant uses when guests orders cocktails without specifying the use of any particular brand.
Baked - Cooked by dry heat in an oven.
Boiled - Cooked in boiling.
Braised - Browned in a small amount of fat.
Broiled - Cooked by direct heat from above and below.
Grilled - Cooked on a grid over direct heat.
Mise-en-scene - It means prepare the F&B dining environment before the service.

Mise-en-place - Mise-en-place means "putting in place" and the term denotes to the preparation of a work place for ultimate smooth service. Ex: The waiter makes sure that this station has been efficiently prepared for service.
Chafing dish - It is a hollow ware used to keep the food warm usually in buffet service
Hostess - Hostess is a member of restaurant brigade. Duty of hostess includes taking restaurant reservation and receiving them at the door.
Cover - Cover is the space on the table allotted for table-wares to the guest to consume his/her meal. The standard size of the cover is 24" X 18".
ached - Cooked in enough simmering liquid to cover the food.
Roasted - Cooked uncovered without water added in an oven using dry heat.
Sauteed - Browned in a small amount of oil or fat.
Steamed - Cooked in steam.
Stewed - Simmered slowly in enough liquid to cover the food.
Suggestive Selling - A sales technique used by servers to increase guest satisfaction and sales by encouraging guests to order extras like appetizers, cocktails, mocktails, desserts etc.
Table turn rate - The Average amount of time that a table is occupied.
POS - Point of Sale System for generating KOT, guest bills and settlements.
KOT - Kitchen Order Ticket.

F&B: SEQUENCE OF SERVICE

Preparation to deliver satisfied service begins before the guest steps into the restaurant with activities like ménage, handling reservation, allocation of table. Once the guest arrives in the restaurant there is a certain sequence that is followed to make his/her meal experience pleasant.

1. **Greeting/Welcoming a guest**
   - ❖ Good Morning/good Afternoon/Good Evening, Welcome to (Restaurant name)
   - ❖ How may I help/assist you?
   - ❖ Do you have any reservation?
   - ❖ May I have/know your name please
   - ❖ Is anyone else joining you?

2. **Escort**
   - ❖ Hostess should escort guest to their table.
   - ❖ If guest already make reservation, should escort them to the right place (reserved tag should be there on the table)
   - ❖ Hostess/Host should say, 'Allow me to escort you'/'Please follow me this way' (should show the way with an open palm)
   - ❖ Hostess should lead the way.
   - ❖ In some hotel, Menu is presented to the guest by the Hostess.

3. **Seating/Chair Assistance**
   - ❖ Pull the chair for the guest
   - ❖ Push back the chair gently for the guest convenience
   - ❖ Ladies must be seated first.
   - ❖ Hostess should inform station holder about the guest detail(whether an extra cover is to be removed or to be added etc.) before going back to their desk

4. **Napkin Assistance**
   - ❖ Once the guest are seated, napkin must be unfolded from the left hand side & placed on the guests' lap without touching the guest, ensuring the arm is away from the guests' face
   - ❖ May I unfold your napkin/May I ? (Shouldn't touch the Napkin while asking the question)
   - ❖ If yes, take the napkin, open it and put it on the guest lap.

5. **Water Preference**
   - ❖ Miss/Ma'am/Sir, Shall I get you/Would you like to have a regular, still water or Sparking water?

     OR
   - ❖ Miss/Ma'am/Sir, Do you care for Water, we have regular, still and sparkling water.

- Station holder will write BOT and runner should take to the Bar and pick up the order
- If the guest ordered for bottle of water or sparkling water, the bottle should be put on the guest table

6. Presenting Menu

- While Runner is picking up the water from Bar, Station holder should present Menu to the guests
- Present individual menu card to the guests from the right hand side, open to the first page
- Should say, 'Here is our Menu, I'll be back for you/ I'll come back to take your order'
- Give 5-7 minutes to the guests to go through the menu.

7. Taking Order

- Station holder should be ready to take order anytime, BOT, KOT and pen be ready for use
- Before taking order table number, date and name should be filled.
- Should write cover correctly and should repeat the ordered (with a clear voice)
- Check with the guest if they are ready to place the order by saying **"May I take your order Sir/Ma'am"** or **"Are you ready to place the order Sir/Ma'am"?**
- Stand straight at a position where it is convenient to talk to the guests
- Server must stand on the right side of the guests while taking orders
- Assist the guest in choosing dish using **'suggestive selling'** techniques
- Take down the order systematically on KOT (Kitchen Order Ticket) & always repeat the order.
- Inform the guest of the approximate time it would take to serve the drinks/food, ' your drinks will be served in 2mins or (depend on their drink's ordered) or It will take 15mins to serve your chicken curry (depends on their meal's ordered)
- Always take menu card from the guests after taking the order & keep it back at its place
- Runner will take BOT or KOT to its respective place, during that time station holder should remove extra cutlery and crockery.

8. Service of Food and beverage order

- All the service should be done from right hand side except silver service/plate to plate service.
- The host of the table should be served first.
- But if ladies are present, the ladies take precedence over the male host and they should be served first
- Service should be done in clockwise direction.
- Beverages must be served first, from the right hand side of the guest.

- Before serving the food, the waiters must ensure that the cover is appropriate; it must be changed if necessary. This must be done discretely without disturbing the guest & with minimum cluttering.
- Food order must be announced before the service.
- Crumbling is done to remove spills on the table after a course (if required) or after the main course prior to dessert being served, use a B & B plate and folded napkin to gently sweep the crumbs on the plate.
- Cutlery may be replaced or added as per requirement of the course
- First quality check should be done during this the meal period (I hope you enjoy your meal, is there anything else I can get for you?)

9. Clearance

- If the guest put their cutlery together (silent service code), should clear them immediately
- Or Should able to identify from the guest behavior (ask the guest, 'May I clear your plate' or simply say, 'May I'
- Individual plates should never be cleared until each guest at the table has finished that course or unless the guest asked for clearance.
- Plates must be cleared from the diner's right side.
- Clearance is done by right hand & collected on the left hand, by the **'first plate'** technique
- Thumb should rest on the rim of the plate.
- Ensure that all the dishes are cleared from the table, also ensure cutlery unused by the guests are also removed from the table
- While clearing you should not carry too much equipment at a time, you should rather comeback twice or thrice.
- Glassware should always be cleared using Salver/Tray but do not remove water glasses from the table.
- Always seek guests' permission before removing anything from the table.

10. Bill Payment

- Cash, Card and room charge are accepted
- Bill should be presented neatly in a folder with pen.
- If paid by Room charge, verify the name and room no.
- Another quality check can be done during this time. Asking, ' I hope you enjoy the meal and the service, if you can fill our feedback form, it would be truly appreciated'

11. Farewell

- This is as crucial as welcoming the guest.
- Pull out the chair for the guests.
- Giving a good farewell to the guest is really important, that makes the guest feel most wanted and comfortable
- Should say, 'Thank you for joining us, hope to see you again' or 'Thank you for dining with us, looking forward to serve you again'

BRIEFING

- Briefing is a meeting of the restaurant staff prior for the opening of the restaurant.
- Reservation for the day are discussed during briefing prior to meal period; allocation of the table is also done at that time.
- Get acquainted with the non-available food & beverage items listed on the menu by asking the chef or referring to the non-available items board
- Be equipped with clean handkerchief, clean waiter cloth, bottle openers, match box, pen etc.
- Be fully conversant/knowledgeable with the menu card and the beverage list of the day
- Allocation of table is done prior to arrival of the guest & note of the same is made on the reservation register, so that:

    - The guest can be seated on appropriate table, as per request or occasion
    - All restaurant staff is aware of the same, thereby eliminating confusion & ensuring smooth & professional welcome
    - Ensuring optimum seating level in the restaurant.

ROOM SERVICE/IN-ROOM DINING

FUNCTIONS OF A ROOM SERVICE ORDER TAKER

GREET CALLERS WARMLY

- Call must be answered within the first 3 ring.
- Identify your department & introduce yourself by name.
- Ask for the name & room number of the caller & seek how you may help him/her, addressing by his/her name
- Use proper telephone etiquette.
- Write down the order clearly in the order book & note the time of the call & room number.
- Always repeat the order.

CHECK THE BILLING INSTRUCTIONS OF THE GUEST

- Check the billing instruction of the guest entered by the front office team.
- If the guest is in cash only list, politely explain that the guest has to pay the order when it is delivered
- If the guest is not on cash list then take the order without discussing the method of payment

USE SUGGESTIVE SELLING WHILE TAKING ORDER

- Remember the contents in the menu by heart & pay attention to the order.
- Double-check with the kitchen what the daily special are.
- Check which accompaniments are available & appropriate.
- Try to find out what type of food the guest like if s/he seems hesitant, confused or need suggestion.
- If the guest orders only main dishes, suggest an appropriate starter/desserts or beverages.

STANDARD OPERATING PROCEDURE OF ROOM SERVICE

- It implies serving of food & beverages in guest rooms of Hotels
- Small orders are served in trays while major orders are taken in a trolley
- The guest place his/her order with the room service taker
- The waiter receive the order & transmit the same to the kitchen
- The waiter prepares the tray/trolley & goes to the cashier to have a check prepared to take along with the food order for the guests' signature or payment
- Clearing of soiled dishes from the room is done after half an hour or an hour

POINTS TO BE CONSIDERED WHILE SELECTING CUTLERIES & CROCKERIES

- Plate should have complete & even glaze
- Pattern or design should be under glaze so that it is protected & does not wear out with repeated washing
- Plates should have rolled edge to resist chipping
- Light weight
- Suitable for microwave application
- Resistant to high temperatures of 85 degree Celsius
- The cutlery should be comfortable for customer to use & easy to clean

TABLE COVER SET-UP IN A RESTAURANT

A LA CARTE COVER

- Show Plate (Optional)
- Serviette/Napkin
- Dinner Knife/Large Knife
- Dinner Fork/Large Fork
- Side Plate/B&B Plate
- Side Knife
- Water glass

- ❖ An a la carte place setting or cover is set on the table before the customer arrives. As the customers choose the dishes they would like from the a la carte menu, the place setting will be changed or expanded according to the dishes ordered by each guest. Before starting the setting, check if the table cloth setting has been performed correctly and that the chairs are in their correct position.
- ❖ When an A la carte cover is being laid down, the cutlery & flatware required by the guest for the dishes ordered will be placed course by course & there should not be at any time more cutlery & flatware on the table than is required by the guest at that specific time during the meal.
- ❖ The range of cutlery used is according to the number of courses and the sequence of cutlery is according to the sequence of courses. But never set more then four sets of cutlery and three glasses. If more cutlery and glasses are necessary they will be set up between the courses.
- ❖ No matter what setting is being used, the following procedure must be followed:

    - Before collecting all the necessary equipment, staff must check for cleanliness and quality.
    - All the chairs are aligned as well as the tables
    - The tablecloth is set (optional)
    - The show plate is set 1 cm away from the border and well centered with the chairs.
    - Large fork is set on the left 1 cm away from the border of the table
    - Large knife is set on the right 1 cm away from the border of the table with the knife edge facing to the centre.
    - The side plate/b&b plate is set next to the fork well centered; the bread knife can be added now if desired, with the knife's edge on the left side it is placed in the far right side of the plate
    - The glass is set on the right side, just 1 cm above the knife, and well centered
    - The cruet sets/Condiments – salt and pepper must be on every table. Other condiments will be with the waiter's mise en place on his/her service table/side station.

TABLE D'HOTE COVER

- The classical French menu contains 17 courses. Nowadays, Menu of 17 courses is hardly offered. Mainly 5, 6, 8 & 12 course menu is offered by establishment. But today's shorter menus follow the same structure of classical French menus. They always start with starter to stimulate the appetite, and then move to main course, and again go toward lighter in the end of meal.
- When a Table d'hote cover has been laid down, the steward should remove any unnecessary cutlery & flatware after the order has been taken. All applicable cutlery & flatware should be laid 1 cm from the edge of the table. One cover denotes all necessary cutlery, flatware, crockery, glassware & linen necessary to lay certain type of place setting for a specific meal for a single person.

PROCEDURE TO USE SERVICE CUTLERY

- Hold the fork & spoon in your right hand or left hand (if you are left handed), ensure that the spoon & fork are facing upwards, with the fork sitting on the spoon
- Make sure that you feel comfortable in holding the spoon & fork. Your palm & fingers must cover both handles
- Insert your finger halfway between the spoon & fork handles
- When serving larger things such as bread rolls & roasted potatoes, turn the fork around so that the prongs are facing downward. This will give a secure service as the fork prongs will hold the item safely
- While serving softer items like fish/omelets, use two fish knives in the same way as the fork & spoon & spread them out to give you better support.

BREAKFAST

- Service should be quick, food should be of good quality & as ordered by the guest

TYPES OF BREAKFAST

CONTINENTAL BREAKFAST

- It is also known as European Breakfast
- It contains fruit juice, cut fruits, toast/bread along with jam, jelly, marmalade, butter, honey etc.
- It ends with tea/coffee. The breakfast with tea is known as THE SIMPLE and the one with coffee is known as CAFÉ SIMPLE

AMERICAN BREAKFAST

- It is heavier than the Continental Breakfast

- It contains fruit juice, cut fruits, cereal with hot/cold milk, sugar or honey toast/bread along with jam, jelly, marmalade, butter, honey etc. The bread/toast with preservatives followed by egg to order which means efficient preparation of eggs can be served according to the choice of the guest.

ENGLISH BREAKFAST

- It is heaviest of all breakfast
- The cereals are given with hot/cold milk with sugar or honey toast/bread along with jam, jelly, marmalade, butter, honey etc. The bread/toast with preservatives followed by egg to order which means efficient preparation of eggs can be served according to the choice of the guest
- The meat/fish preparations are served & finally ends up with coffee, which is known as THE CAFÉ COMPLETE

INDIAN BREAKFAST

- There are various types of preparations depending upon the region
- North India breakfast dishes – puri-bhaji, parantha-sabji with curd & pickles, lassi etc.
- South India breakfast dishes – Idli/Dosa with sambhar & chatni, fresh fruit juice & other regional sweet dishes

BUFFETS

- In this type of service, the necessary table appointments are attractively arranged on a long table and the diners serve themselves.

- It is a fast service, it requires less staff to render the service needed, and the presentation of the different dishes can be appetizing.

BANQUET

The word banquet is derived from French word 'banque', which refers to mass or gathering of people. It is concerned with the various function that usually intend to generate maximum revenue from the sale of space, food and beverage. In a large first-class hotel, all events take place within the banqueting halls and conference hall that are under the administrative control of F&B director and Banquet manager. In large hotels, there are banquet supervisor, banquet attendants and other staff.

BANQUET TABLE LAYOUTS

Table shapes vary from venue to venue. The most popular shape used is round tables. Most reception table layouts consist of a long, rectangular top table for bridal party.

BANQUET MENU

Banquet menus list food selections for banquets, which are festive dinners that celebrate special occasions. Typically, banquets serve a single type of appetizer and dessert and allow guests to select their choice of main course. It is typically small and consists of only a few pages. Banquet menus often feature fine dining.

TYPES OF BANQUET FUNCTIONS

- State Banquets, formal Lunch/Dinner
- Reception
- Buffets
- Lunch/Dinner meeting
- Conference & Convention
- Special Events
- Traditional Events
- Theme Banquets
- Outdoor Catering

TYPES OF BANQUET CATERING

- Informal:
  Freedom to - sit, roam and eat
  Found general for- marriage parties, get together, festival, other celebrations
  Types of Service – floating, buffet

- Semi-formal:
  Generally seen in Institution functions, annual functions

- Formal:
  - Generally seen in important National days
  - Seating strictly according to protocol.
  - Table laid perpendicular to top table
  - People near top table most important
  - Proper silver service.

CHECK-LIST FOR BANQUET WAITER/WAITRESS

- Remove dishes and glasses from tables and counters
- Stock service areas with supplies
- Clean tables or counter after patron have finished dining
- Take order for patron for food and beverages
- Serve food & beverage
- Fill salt, pepper, sugar, cream, condiments and napkin containers

- Provide guest with information
- Present menu
- Collect payment
- Prepare menu
- Perform cleaning duties
- Perform food preparation duties
- Check patron's identification
- Roll silverware, set up food station
- Assist host/hostess by answering phones
- Inform daily special
- Escort customer to their table.

SAFETY AND SECURITY

- Prioritize Security
- All hotels should carry out a regular health and safety risk assessment. This involves looking at your business and identifying potential hazards that may affect staff or members of the public.
- Every single member of staff should be aware of security, from the front desk personnel to the chefs in the kitchen.
- Report suspicious behaviour.
- Do not hand out room keys without someone providing ID.
- Do not give out guest information.
- Make sure prohibited areas are well monitored so that guests do not end up where they shouldn't.
- Get to Know Everyone
- Check Visitors Credentials
- Identify Hazards and Deal with Them
- Learn the Evacuation Plan
- Keep Spills Mopped, Glass Swept and Debris Cleaned Away
- It is important that you develop a comprehensive health and safety policy that demonstrates to the staff how hazards and other issues are to be dealt with by:
    - Getting Certified
    - Getting Insured
    - Maintaining Dress and personal Hygiene
    - Proper disposal of Broken/Cracked/Waste Items
    - Water Sanitation and hygiene
    - Organization Procedures and Safety Requirements

ACCIDENT CAN BE PREVENTED IF EVERYONE KEEPS THE FOLLOWING THINGS IN MIND:

1. Take special care while working with tools, machines, home appliances
2. Handle the electric cord properly
3. Never use the electrical appliance with wet hands or without footwear
4. Store the electrical appliances in a safe place
5. Practice safe use of fire at hotel kitchen
6. The best way to reduce injuries is by wearing protective devices
7. Maintain proper Storage space for poisonous materials, cleaners, acids

PREVENTING ELECTRICAL HAZARDS

- Inspect wiring of equipment before each use. Replace damaged or frayed electricity cords immediately.
- Use safe work practices every time electrical equipment is used.
- Know the location and how to operation shut-off switches and/or circuit breaker panels
- Limit the use of extension cords.

- ❖ Minimize the potential for water or chemical spills on or near electrical equipment.

SAFE WORKING PRACTICES

- ❖ Avoid contact with energized electrical circuits.
- ❖ When it is necessary to handle equipment that is plugged in, make sure your hands are dry and, when possible, wear nonconductive gloves and shoes with insulated soles.
- ❖ If it is safe to do so, work with only one hand, keeping the other hand at your side or in your pocket, away from all conductive material.
- ❖ Minimize the use of electrical equipment in cold rooms or other areas where condensation is likely.
- ❖ If water or a chemical is spilled onto equipment, shut off power at the main switch or circuit breaker and unplug the equipment.
- ❖ If an individual comes in contact with a live electrical conductor, do not touch the equipment, cord or person. Disconnect the power source from the circuit breaker or pull out the plug using a leather belt.

MANAGEMENT'S RESPONSIBILITIES TO ENSURE HEALTH & SAFETY

- ❖ The Employer shall provide appropriate equipment, information and training for dealing with health and safety hazards..
- ❖ The Employee shall take all reasonable precautions at all times when dealing with hazards to ensure that safe and appropriate practices are followed.
- ❖ The Employee shall comply with health and safety directions and policies including wearing personal protective equipment.
- ❖ Managers and Supervisors responsibility is walking around the workplace from time to time to check that employees always wear their safety gear.

EMERGENCY SITUATIONS/FIRST AID

- You should stay calm and patient in emergency and should not panic
- It is good to be aware of on how to handle traumatic/shocking conditions
- Every Hotel staffs should have good knowledge about the use of first aid which can help to deal with burns, sprains, cuts, snake/animal bites, minor injuries(which if not cured in time can be fatal too)
- Hotels should practice drills at regular intervals.

FIRST AID

First aid is the treatment given when an accident or sudden illness occurs or immediate care give to a person who has been injured until he/she is taken to health facilities.

RESPIRATORY EMERGENCIES

A respiratory emergency is one in which normal breathing stops or in which breathing is reduced so that oxygen intake is insufficient to support life.

Artificial respiration is a procedure for using air to flow in to and out of person, lungs when natural breathing is inadequate or stops.

SAFE DISPOSAL OF ORGANIC & INORGANIC WASTE

Waste is something left over or not used.

GARBAGE & WASTE

- Garbage can include cans and bottles, old furniture, junked automobiles and tires.
- Garbage usually smells because the microscopic organisms which break it down release gases. Two of the gases usually realized are hydrogen sulfide and methane.
- Waste can be organic such as: paper, rags, grass clippings, leaves, wood, yard treatments and sludge.
- Waste can also be inorganic and can include products like metals, tin cans, stones, glass, bottles and other mineral waste.

TREATMENT OF GARBAGE & WASTE PRIOR TO DISPOSAL

There are three basic principles:

- **Reducing** means using less.
- **Re-using** helps in finding ways to use materials we would normally throw away.
  Recycling is a processing technique used so items can also be used again.

DISPOSAL OF FLAMMABLE FLUIDS/CLEANING AGENTS

- Eliminate sources of ignition from work areas where flammable and combustible liquids are used.
- Eye protection in the form of safety glasses must be worn at all times when handling flammable liquids.
- Gloves should be worn when handling flammable liquids.

ENERGY EFFICIENCY FOR HOTELS

HEATING:

- Avoid overheating bedrooms and corridor areas.
- Ensure good control of your heating system.
- Service your boiler regularly.

HOT WATER:

- Do not over heat water.
- Make sure that leaking taps are repaired promptly.
- Consider fitting spray water taps, as they use less hot water and energy.

AIR CONDITIONING:

- Avoid operating the heating and cooling system simultaneously
- Avoid using air conditioning for cooling until the temperature exceeds 23-24 C
- Implement a building management system (BEMS).

LIGHTING:

- Install occupancy and daylight sensors so that your light are not only on when required.
- Use low-energy light.

REFRIGERATOR:

- Defrost fridge regularly; check the seal on cold rooms and fridges; and keep condensers and evaporators clean.
- Keep fridge doors closed as much as possible.

WATER CONSERVATION FOR HOTELS

Benefits from implementing water conservation measures:

- **Save money:** reduced utility costs, and reduced cost of heating, pumping & maintenance.
- **Protect the environment**: reduce strain on local water resources & infrastructure.
- **Improve guest comfort**: reduce likelihood of water shortages, equipment failures, and fluctuations in water pressure and temperature.

SHORT TERM PRACTICES

- Install water- efficient showerheads
- Reduce pressure carried by the property's water distribution system
- Install foot pedal valves in kitchen sinks

LONG TERM PRACTICES

- Harvest rainwater to use for laundry, etc,.
- Irrigate lawn with grey water (from sinks, showers, laundry, etc)
- Install low-flush toilets over time.

WASTEWATER TREATMENT

Wastewater is any water that has been used and is no longer pure. It includes:

- Grey water
- Sewage from toilets
- Irrigation water
- Water from swimming pool and hot tubs
- Industrial water from factories, businesses, etc.

Basic wastewater treatment:

1. **Preliminary Treatment**: Removes trash and coarse sand and grit.
2. **Primary Treatment**: Removes most of the settle-able solids, and floating materials.
   Secondary treatment: Removes most of the remaining solids and further breaks down the biodegradable components.

TEA

Tea is an aromatic beverage commonly prepared by pouring hot or boiling water over cured or fresh leaves of the *Camellia Sinensis*, an evergreen shrub (bush) native to East Asia

- Types of Tea: Classification is based on producing technique
  - Green Tea – Wilted and unoxidized.
  - Oolong Tea – Wilted, bruised and partially oxidized.
  - Black Tea – Wilted, crushed and fully oxidized.
- Grades of Tea: Leaves are graded as per quality and the size of leaf.
  - Leaf grades – Larger leaves with more aroma and flavour
  - Broken grades – It is a smaller, darker and stronger leaves. It includes fannings and dust, which are tiny remnants created in the sorting and crushing processes and used almost exclusively in tea bags.

COFFEE

Coffee is a brewed drink prepared from roasted coffee beans, the seeds of berries from certain *Coffea* species. Although there are about 25 different varieties of the coffee plant, only two are grown for commercial coffee production – *Coffea Arabica and Coffea Robusta.*

Coffee is prepared in many blends and is prepared in many styles. It can be instant or prepared using a filter/drip, a percolator, a plunger or in an espresso machine. Styles of coffee frequently requested are-

- Black filter coffee. Freshly percolated coffee served without milk or cream.
- Espresso coffee. Traditional short strong black coffee.
- Americano. Espresso with added hot water to create regular black coffee.
- Cappuccino. Espresso coffee topped with steamed frothed milk (1/3 coffee, 1/3 milk & 1/3 froth)
- Café Latte. Espresso coffee topped with higher proportion of milk, the milk is not frothed.
- Decaffeinated. Coffee with caffeine removed. Can be used as an alternative to prepare the service of styles listed above.
- Turkish or Greek Coffee. Intense form of coffee made in special jugs with finely ground coffee.
- Instant Coffee. Coffee made from processed powder (often freeze dried). Regular and decaffeinated styles are available.

SERVICE OF TEA & COFFEE

- All hot beverages must be of the best quality and to be served at the right temperature.
- A choice of brown, white and sugar substitute should be given.
- Skimmed milk/ cream should be available upon request.
- Coffee, tea, cappuccino, espresso, café latte must be served in its respective cup.
- Brown sugar/coffee crystal for all kinds of coffee, white sugar for teas.
- Sugar substitute should also be available.
- All cups/ glasses must be clean with no marks, chips or lipstick.

EQUIPMENT'S REQUIRED FOR TEA AND COFFEE SERVICE:

For Tea service:

- Tea cup and saucer.
- Tea strainer and spoon.
- Tea pot, hot water jug,
- Creamer /Milk Pot

For Coffee service:

- Coffee cup and saucer
- Tea spoon.
- Creamer /Milk Pot

TEA COFFEE SERVICE PROCEDURES:

- Heat up the milk and put in a milk jug (cold milk for Ice coffee or tea).
- Prepare sugar bowl, milk jug, teaspoons and coffee/tea saucers OR Straw, Stirrer, Sugar Syrup on a tray.
- Brew coffee or tea / Pour coffee or Tea into a full glass of ice in long glass (For Ice Tea or Coffee).
- Place the sugar bowl / milk jug / sugar in the middle of guest table. (From the right side of the guest)
- Serve hot coffee and tea with a platter of cookies.
- The cup handle must face towards to right hand side and tea spoon must be placed at right side corner.
- Announce the item name when serving the guest. "Ms. Marovi, this is your Cappuccino."
- Leave by saying "Please enjoy your coffee/ tea" and with a friendly smile.

FOOD SAFETY & HYGIENE

PERSONAL HYGIENE

Grooming:

- Arrive at work clean – clean hair, teeth brushed, and bathed with deodorant used daily.
- Maintain short, clean, and polish-free fingernails. No artificial nails are permitted in the food production area.
- Wash hands (including under fingernails) and up to forearms vigorously and thoroughly with soap and warm water for a period of at least 20 seconds.
    - When entering the facility before work begins.
    - Immediately before preparing food or handling equipment.
    - As often as necessary during food preparation when contamination occurs.
    - In the restroom after toilet use, and when you return to your work station.
    - When switching between working with raw foods and working with ready to-eat or cooked foods.
    - After touching face, nose, hair, or any other body part, and after sneezing or coughing.
    - After cleaning tables.
    - After cleaning duties.
    - Between each task performed and before wearing disposable gloves.
    - After smoking, eating, or drinking.
    - Any other time an unsanitary task has been performed – i.e. taking out garbage, handling cleaning chemicals, wiping tables, picking up a dropped food item, etc.
- Wash hands only in hand sinks designated for that purpose.
- Dry hands with single use towels. Turn off faucets using a paper towel in order to prevent recontamination of clean hands.
- Change disposable gloves as often as hand washing is required. Wash hands before donning and after discarding gloves

PROPER ATTIRE:

- Wear appropriate clothing – clean uniform with sleeves and clean non-skid, close-toed work shoes (or leather tennis shoes) that are comfortable for standing and working on floors that can be slippery.
- Wear apron on site, as appropriate.
- Do not wear apron to and from work.
- Take off apron before using the restroom.
- Change apron if it becomes soiled or stained.

HAIR RESTRAINTS AND JEWELRY:

- Wear a hair net or cap in any food production area that completely covers all hair.
- Keep beards and mustaches neat and trimmed. Beard restraints are required in any food production area.
- Refrain from wearing jewelry in the food production area.
- Only a plain wedding band is permitted.
- No necklaces, bracelets, or dangling jewelry are permitted. o No earrings or piercing that can be removed are permitted.

CUTS, ABRASIONS, AND BURNS:

- Bandage any cut, abrasion, or burn that has broken the skin.
- Cover bandages on hands with gloves and finger cots as appropriate.
- Inform floor manager of all wounds.

SMOKING, EATING, AND GUM CHEWING:

- Smoke only in designated areas. No smoking or chewing tobacco shall occur inside production facilities.
- Eat and drink in designated areas only. A glass of water or a closed beverage container may be used in the production area, when put out of sight.
- Refrain from chewing gum or eating candy during work in a food production area.

HAND WASHING

All food production and service personnel will follow proper hand washing practices to ensure the safety of food served to customers.
All employees involved in handling food must wash hands using the following steps:

- Wash hands (including under the fingernails) and forearms vigorously and thoroughly with soap and warm water (water temperature should be at least 100°F) for a period of 20 seconds.
- Wash hands using soap from a soap dispenser. Lather at least 10 seconds.
- Use a sanitary nail brush to remove dirt from under fingernails.
- Wash between fingers thoroughly.
- Use only hand sinks designated for that purpose. Do not wash hands in sinks in the production area.
- Dry hands with single use towels or a mechanical hot dryer. (Retractable cloth towel dispenser systems are not recommended.) Turn off faucets using a paper towel in order to prevent recontamination of clean hands if foot pedals are not available.

EATING AND DRINKING AT WORK

Restaurant employees will eat and drink in designated areas outside of the kitchen. All restaurant employees must:

- Eat and drink in designated areas only, never in the work area. Eating (with the exception of cooks tasting foods to ensure quality) is NOT allowed in the production and service areas. Drinking from a closed beverage container or glass of water is permitted in production area, when placed out of sight.

GLOVE AND UTENSILS USE

Gloves or utensils will be used for handling all ready-to-eat foods and when there are cuts, sores, burns, or lesions on the hands of food handlers.
All employees handling food or utensils must:

- Wash hands thoroughly prior to putting on gloves and when gloves are changed.
- Change gloves when:
  - Beginning each new task.
  - They become soiled or torn.
  - They are in continual use for four hours.
  - Finished handling raw meat and before handling cooked or ready-to-eat foods.
- Use utensils, such as deli-tissue, spatulas, or tongs, as an alternative to gloves.
- Cover cuts and sores on hands, including fingernails, with clean bandages. If hands are bandaged, clean gloves or finger cots (protective coverings) should be worn at all times to protect the bandage and to prevent it from falling into food.

SERVICE HYGIENE STANDARDS

All food will be served in a manner to ensure food safety.
Employees involved in the service of food must observe the following procedures:

- Cleaning and sanitation:
  - Before food is placed in service area clean on around the service area, using warm soapy water and designated clean cloths. Thoroughly rinse after washing.
  - Sanitize on and around the service area, using an approved chemical sanitizer at proper concentration.
  - Wipe down area as needed throughout service with cloth stored in sanitizing solution away from food.
  - Cloths used for cleaning food spills should not be used for anything else.

- Service utensils/service ware:
  - Store utensils properly, with the handle extended above the container, or on a clean, sanitized food-contact surface.
  - Use serving utensils with long handles to keep hands away from the food item.
  - Clean and sanitize utensils before using. o Use separate utensils for each food item.
  - Handle glassware and dishes properly; so hands are not in contact with surfaces that will be touched by food or patron's mouth.
  - Hold flatware and utensils by the handles.

- Practice good personal hygiene:
  - Wash hands before handling place settings or food.
  - Never touch cooked or ready-to-eat foods with bare hands. Always use gloves or utensils.
  - Never touch food with bare hands. Serve with tongs or gloves.
  - Wash hands between each different task. For example, if the same employee is loading dirty dishes and taking out clean dishes, a thorough hand washing must be done between the two tasks. Hand dips are not acceptable.

- Service:
  - Take temperatures of foods at the beginning of each service period.
  - Record temperatures on Service Temperature Record and initial.
  - Take temperatures of foods when changing pans of food to assure proper serving temperatures are achieved.

LAUNDRY & LINEN USE

All employees will ensure that clean and sanitized cloths, towels, aprons, table linens, and mop heads are used at appropriate intervals during the work period.

Linens used in the restaurant for purposes of cleaning and sanitizing are not used in other areas of the establishment. Linens should be kept separate by functional use to minimize risk of cross contamination. All restaurant employees must:

- Use wiping cloths and other cleaning cloths for purposes of cleaning and sanitizing, as needed.
- Wiping cloths used for food spills from tableware and carry-out containers shall be maintained dry and used for no other purpose.
- Wiping cloths used for food contact surfaces shall be held between uses in an appropriate sanitizing solution.
- We recommend that wiping cloths and aprons are changed as needed but at least every day to minimize the risk of cross contamination. Soiled

cleaning linens and aprons should be placed in a designated container by use and taken to the laundry area at the end of each shift.

- Place soiled table linens in a designated container for transportation to the laundry at the end of each meal period.
- Transfer wet mop heads to a separate designated container to be taken to the laundry at the end of each shift. This will minimize mold growth and infestation by pests.

VISITORS IN THE KITCHEN

Visitors in the kitchen are kept to a minimum, and when visitors are present, they must adhere to the food safety practices followed in the kitchen.

- Employees and Managers must:
  - Limit the access of visitors in the food production areas.
  - Provide hair restraints for all visitors to the food production areas.
  - Ask all visitors to wash their hands following the foodservice operation's procedures.
- The restaurant employees will:
  - Post signs to inform all visitors of the following procedures:
    - Limited access to restaurant production areas
    - Location of and proper use of hair restraints o
    - Location of and proper use of hand washing sinks.
  - Observe to ensure that procedures for visitors are followed.
  - Monitor visitors in kitchen

ILLNESS, HAZARDS AND PEST CONTROL

RESPONDING TO A FOOD BORNE ILLNESS COMPLAINT

All restaurant employees will respond to a complaint of a food borne illness promptly and will show concern for the individual making the complaint. When a complaint is received related to a food borne illness, employees will:

- Indicate concern for the individual and let that person know that the complaint will be referred to the restaurant manager.
- Contact the restaurant manager if she/he is onsite.
- If the restaurant manager is not on site write down the information about the complaint using the Food borne Illness Incident Report.

The Manager will:

- Talk with the individual making the complaint. Get basic information required to complete the Food borne Illness Incident Report.
- Try to resolve the complaint in house.
- Remove all food from service. Store suspected food item in refrigerator in separated, dated container labeled "DO NOT EAT".
- If a food borne illness outbreak is suspected call the local Health Department to report the possibility of an outbreak and obtain assistance with the food borne illness investigation.
  - Document:

- Symptoms
- Names and phone numbers and address of customers and employees affected
- Physician's names and phone number

❖ Work with the media should they become involved.

RESPONDING TO A PHYSICAL HAZARD FOUND IN FOOD

All restaurant personnel will respond to a complaint of a physical hazard found in food promptly and will show concern for the individual making the complaint.

Employees involved in the production or service of food must observe the following procedures when a foreign object or physical hazard is found in food.

❖ Apologize for the inconvenience of finding a foreign object in the food.
❖ Determine if the foreign object did any harm to the individual, such as broke a tooth, cut, etc.
❖ Take the customer to the manager if there was physical harm to the customer. Save the object and the box/bag from which it came, if known.
❖ Record the manufacturer, codes, and dates listed on the box.
❖ Report the incident to the restaurant manager, so appropriate follow-up can be done.

The Manager will:

❖ Gather information about the foreign object in food from person affected, staff member preparing or serving food, and anyone else who was affected.
❖ Complete the Physical Hazard Incident Report.
❖ Follow up as necessary.
❖ File corrective action in HACCP file.

PEST CONTROL

Efforts will be made to ensure that pests are controlled in the restaurant, including use of a licensed pest control operator (PCO).

Employees will use the services of an integrated pest management program (IPM) using the following steps:

❖ Deny access to pests
  - Use reputable suppliers for all deliveries.
  - Check all deliveries before they enter the restaurant.
  - Refuse shipments that have signs of pest infestation, such as gnaw marks on cardboards containers.
  - Keep all exterior openings closed tightly. Check doors for proper fit as part of the regular cleaning schedule.
  - Report any signs of pests to the Manager.

- Report any openings, cracks, broken seals, or other opportunities for pest infestation to the floor manager

❖ Deny pests food, water, and a hiding or nesting place
- Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly.
- Store recyclables in clean, pest-proof containers away from the building.
- Place food and supplies after delivery as quickly as possible into storage.
- Keep all food and supplies at least 100 cm. off the floor and 50 cm. away from walls.
- Refrigerate foods such as powdered milk, cocoa, and nuts after opening. These foods attract insects, but most insects become inactive at temperatures below 5° Celsius.
- Place other opened packages of cereals and grains in storage containers with tight fitting lids.
- Use FIFO (First In First Out) inventory rotation, so pests do not have time to settle into these products and breed.
- Clean the facility thoroughly and regularly. Careful cleaning eliminates the food supply, destroys insect eggs, and reduces the number of places pests can safely take shelter.

❖ Use and Storage of Pesticides

The PCO should decide if and when pesticides should be used in your establishment. PCOs are trained to determine the best pesticide for each pest, and how and where to apply it. The PCO should store and dispose of all pesticides used in your establishment. If any over the counter pesticides are stored on-site, follow these guidelines:
- Keep pesticides in their original containers.
- Store pesticides in locked cabinets away from food-storage and food preparation areas.
- Store aerosol or pressurized spray cans in a cool place. Exposure to temperatures higher than 45° Celsius could cause them to explode. Check local regulations before disposing of pesticides. Many are considered hazardous waste.
- Dispose of empty containers according to manufacturers' directions and local regulations.
- Keep a copy of the corresponding Material Safety Data Sheets (MSDS) on the premises.

❖ The Manager will:
- Supervise daily cleaning routines.
- Monitor completion of all cleaning tasks daily against the master cleaning schedule.
- Review and change the master schedule every time there is a change in menu, procedures, or equipment.

- Request employee input in the cleaning program during staff meetings.
- Conduct routine inspections.
- Review infestation and control issues with PCO, take necessary steps to controlling and/or eliminating pests.
- Follow-up staff's reporting with PCO as necessary.
- File PCO reports and staff observations logs with HACCP records.

EMERGENCIES

CONTACT WITH BLOOD AND OTHER BODILY FLUIDS

Blood and other bodily fluids will be handled to minimize the possibility of cross contamination. All restaurant employees must:

- Contain the source of the blood.
- Wear disposable gloves when exposed to blood or bodily fluids to minimize the risk of contamination.
- Dispose of contaminated gloves so that they do not come in contact with other people, food, or equipment. Dispose of any contaminated foods.
- Clean and sanitize any affected food contact surfaces. Cleaning supplies should be washed after use.
- Follow procedures outlined by the restaurant manager.
- Seek assistance from someone trained to handle blood or bodily fluids as needed.

  NOTE: A Blood-Borne Pathogens Kit should be located in the restaurant, to be used when handling blood is necessary.

FOOD SAFETY IN EMERGENY SITUATIONS

Facility emergency plans contain specific procedures to ensure the safety of customers and staff in emergency situations. In case of facility emergencies, foodservice personnel will be knowledgeable about handling procedures affecting food safety.

- All employees in the restaurant must:
  - Follow established procedures related to handling food safely during emergencies.
  - Maintain confidentiality when security is an issue.
  - Be aware of implications when the following issues arise:
    - Menu changes
    - Staff notification systems – phone trees, etc.
    - Food disposal procedure

    1. When food is wholesome but service not occurring in a timely manner

    2. When food is no longer wholesome because of improper holding temperatures or potential contamination, fire, smoke, chemicals, fumes

- General Guidelines:
  - If in doubt throw it out.
  - Original package of food must be intact.
  - Clean containers prior to use.
- The Manager will:
  - Develop procedures that address food safety concerns during emergencies.
  - Instruct staff and review those procedures on regular basis, at least once a year.
  - Provide specific directions regarding safe food handling for all emergency situations.
  - Observe all employees to ensure procedures are being followed.
  - Inform the local health department (or equivalent) if an emergency affecting food safety occurs.
  - Follow up, as necessary, with employees and food safety professionals.
  - Evaluate and update procedures as appropriate.

FOOD SAFETY PROGRAM VERIFICATION

The restaurant will have an on-going process in place for verification that the food safety program is functioning as planned. A member or members of the food safety team will:

- Observe employees performing tasks, especially at critical control points (CCPs) (receiving, storing, preparing, cooking, transporting, and serving).
- Establish appropriate verification inspection schedules.
- Check CCP records.
- Review critical limits to verify that they are adequate to control hazards.
- Check monitoring records.
- Check corrective action records to review deviations and their resolution.
- Check process or finished product.
- Check equipment calibration records.
- Verify accuracy of equipment that continuously monitors temperatures, such as freezers and refrigerators.
- Review the entire food safety program periodically.
- Review hazard analysis and related CCPs.
- Review written record of verification inspections.
- Validate food safety program through on-site review and verification of the flow diagrams and CCPs.
- Review modifications of the food safety program.

EQUIPMENT HANDLING

FACILITY AND EQUIPMENT MAINTENANCE

The facility and equipment will be maintained to ensure the safety of the food served to customers.

The Manager must:

- Ensure that all hand washing sink areas are supplied with soap dispensers and disposable towels or functioning air dryers at all times.
- Maintain toilet facilities so that they function properly and are clean.
- Take temperatures routinely of water to ensure that hot (minimum 45° Celsius) and cold (20° Celsius) running water is available at all sinks.
- Check to make sure that there is no possibility of back siphon age.
- Check to make sure that all food waste and rubbish are stored in rodent and insect proof containers with tight fitting lids.
- Be sure temperatures of all cooling equipment are taken and recorded routinely to ensure proper calibration of thermometers and proper equipment operation. See Temperature Record for Freezer, Temperature Record for Freezer/Refrigerators, and Temperature Record for Refrigerator.
- Be sure temperatures of all heating equipment are taken and recorded routinely to ensure proper functioning and thermometer calibration.
- Record temperatures of holding equipment at least daily to ensure proper functioning and calibration.
- Monitor the maintenance of ventilation systems, ensuring that systems are adequate and regularly cleaned according to the recommended schedule.

The Manager will:

- Assure all equipment in the restaurant is well maintained.
- Contract with an equipment repair company to have preventive maintenance done for all equipment, including calibration of cooking equipment.
- Log all preventative and repair work maintenance.
- Review temperature logs to ensure that they are being done and to determine problem areas.
- Follow up on any equipment issues or needs.
- Maintain all facility and equipment documentation with HACCP records.

EQUIPMENT CLEANING AND SANITIZING

Equipment is washed, rinsed, and sanitized after each use to ensure the safety of food served to customers.

Employees who use equipment will be responsible for washing and sanitizing removable parts after each use. Equipment that handles potentially hazardous foods is cleaned at least every eight hours.

Steps include:

- Disassemble removable parts from equipment.
- Use the three-sink method to wash, rinse, and sanitize all parts. Verify sanitizer concentration for each meal period and as necessary per policy.
- Wash, rinse, and sanitize all food contact surfaces of the equipment that are stationary.
- Allow all parts of the equipment to air dry.
- Re-assemble the equipment.

CLEANLINESS AND SANITAZION

The cleanliness and sanitation of the Swiss Café, Restaurant & Lounge is to be maintained.

Employees involved in the service of food to customers in the Swiss Café, Restaurant & Lounge must observe the following procedures to ensure its safety:

- Before service:
  - Clean and sanitize tables.
  - Wash hands before handling place settings, food, or beverages.
  - If tableware is preset, it should be protected from contamination by being wrapped, covered, or inverted.
- During service:
  - Handle all dishes, glasses, cups, and flatware by non-food contact surfaces only.
  - Immediately wipe up spills as they occur. Use designated cloths and appropriate sanitizing solution.
- After service:
  - Remove unused flatware after Service, clean and sanitize.
  - If tables are covered with linen, remove after Service and replace with clean tablecloths. Soiled cloth linen, tablecloths, and napkins should be taken to the laundry and kept separate from other linen used in the establishment, such as custodial towels. Treat stains promptly.
  - If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) clean and sanitize tables. Replace materials and reset tables.
  - Wipe table seats if necessary after table tops have been cleaned and sanitized.
  - Sweep and mop floors or vacuum carpet after meals.

MACHINE WARE WASHING – HIGH TEMPERATURE

All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for ware washing will be checked prior to each meal period to ensure that it is functioning properly.

Employees who use the ware washing machine will be responsible for knowing how to use the machine, document its use, and properly maintain it after use. Steps include:

- Fill dish machine tanks using the automatic filler prior to use.
- Run dish after being filled, but prior to being, until it reaches 45° Celsius.
- Verify that soap and rinse additive dispensers have enough products for the day's use.
- Scrape and rinse all items before placing them in the machine.
- Load the dishwasher racks. Avoid overloading or improper loading.

- Place rack in machine and close door.
- Temperatures should be at least:
    - Wash - 65° Celsius with a cycle of at least 2 minutes
    - Rinse - 75° Celsius
    - Final rinse - 85° Celsius.
      Note that for stationary-rack single tank or 1 compartment, single-temperature machines, water temperature must be of 70° Celsius when contact with dishware. Final temperature should not exceed 90° Celsius. A temperature sensor should turn black.
    - Minimum water pressure for final rinse should be 15-25 psi
    - Run racks of dishes and flatware through the dish machine. Sort and transfer flatware to service canister with handles up; run through machine again.
    - Using clean hands, remove dishes from machine, and allow to air dry.

HANDLING OF FOOD PROCEDURES

PURCHASING OF FOOD

Food is purchased only from approved vendors to assure the safety of food served to customers. Employees purchasing food must:

- Understand regulations for specific foods:
- Purchase packaged or processed food only from suppliers who receive their products from licensed reputable purveyors and manufacturers, who adhere to good manufacturing practices and who are HACCP certified
- Fresh produce may be purchased directly from local growers as there is no inspection process for these non-potentially hazardous foods (with exception of melons and fresh alfalfa sprouts). When making direct purchases, buyers should ensure packages are clean and will maintain the integrity of the food item, as communicated through product specifications.
- Meat and fresh shell eggs may be purchased from local licensed producers, but because these foods are considered potentially hazardous, the products must be inspected for safety. An inspected shield should be on the package. Meat and fish may be purchased by the restaurant at a specialized and reliable local trader after approval from the Swiss Café, restaurant & Lounge Manager.
- Purchase pasteurized dairy products.
- Visit approved vendors to ensure that they maintain clean warehouses adhere to safe storage and handling practices and have a secure facility to minimize intentional contamination.
- Observe the delivery vehicles to ensure that they are clean and temperatures are controlled.
- Request photo ID badge of delivery person, when you do not trust is or have complaints

- Use written product specifications to ensure that the vendor knows what is to be The kitchen manager will:
- Develop and implement written product specifications to ensure products purchased consistently meet restaurant expectations.
- Coordinate delivery times with vendors/suppliers to ensure that deliveries are made when they can be stored immediately. Schedule receiving times when product quantity and quality can be checked, including product temperatures.
- Review orders and delivery information to ensure orders and product specifications are being met.

RECEIVING OF FOOD

All food should be checked for proper conditions as it is received in the facility. Employees receiving food should:

- Receive only one delivery at a time from approved suppliers. Verify credentials of delivery person.
- Check to make sure frozen food is solid, and does not show evidence of thawing and re-freezing.
- Check to ensure that refrigerated foods are received at or below 5° Celsius.
- Record the date received on the outside of each package, and a use-by date if applicable.
- Remove potentially hazardous foods from the temperature danger zone (> 5° Celsius) and place in storage as quickly as possible.
- Accept only pasteurized dairy products.
- Reject potentially hazardous foods that are not at acceptable temperature and cans with swelled tops or bottoms, leakage, incomplete labels, flawed seals, rust, or dents.
- Evaluate quality of products by odor, sight, and touch. Reject unacceptable products. Products must meet order specifications and quality requirements. If any foods are deemed unacceptable, they should be rejected and put in a designated area for credit.

RECEIVING FROZEN AND REFRIGERATED FOODS:

- Check temperature with a calibrated thermometer to assure that cold foods (especially potentially hazardous foods – foods in which microorganisms are able to grow rapidly – often moist, high in protein, and have a neutral or slightly acidic pH) are below 5° Celsius.
- Reject, with the exception of fresh shell eggs (7° Celsius), all foods that should be stored below 5° Celsius that are delivered above 5° Celsius.
- Check at random the temperature of three different refrigerated food items for each delivery. Record date, employee initials, vendor, product name, and temperature of these products in the Receiving Temperature Log.

- Place foods in the proper storage area (cooler or freezer) quickly to avoid potential bacterial growth. Proper cooler temperatures are 5° Celsius or lower. Proper deep chill storage temperatures are from 0° Celsius to -3.5° Celsius or below. Proper freezer temperatures are -18° Celsius.
- Use First In First Out (FIFO) inventory rotation of products in all storage areas to assure that the oldest products are used first. Products with the earliest use-by or expiration dates are stored in front of products with later dates. Mixing old food with new food is not acceptable.
- Keep products in original package until used.

RECEIVING DRY GOODS:

- Check dry goods for leaks, flaws, or broken packages. Dry goods should be dry, free of mold, and free of insects. If the packages are flawed, they should be rejected and put in a designated area for credit.
- Inspect cans for leaks, dents, bulges, or other visible signs of damage. Notify a manager if a damaged can is found.
- Date boxes and cans with receiving date.
- Separate chemicals from foods.
- Check delivery invoice against the items delivered, and the purchase order.
- When damaged items are found, the manager or designee should call the distributor so the product can be picked up and returned and a credit issued.
- Note on the invoice any items rejected.
- Proper dry storage temperatures are between 10° Celsius and 21° Celsius at 50 to 60 percent humidity.

The kitchen manager will:

- Assure that all foods come from approved vendors and sources.
- Schedule deliveries for off-peak hours and make sure trained staff is available to receive, inspect, and store food promptly.
- Assure that no home-prepared foods are accepted or used from third parties.
- Check Receiving Temperature Log to ensure proper procedures are being followed.
- Follow-up with staff as necessary.
- File with HACCP records.

HOLDING OF FOOD

All hot food will be held hot (above 57° Celsius) and cold food will be held cold (below 5° Celsius). Temperatures of food will be taken routinely to ensure that proper temperatures are maintained through holding to ensure the safety of the food served to customers. Any conflict between food quality and food safety must always be decided in favour of food safety. When in doubt about the safety of food, throw it out. Employees involved in the production or service of food must

- Holding Hot Food:
  - Prepare and cook only as much food as is needed. Batch cooking is ideal for maintaining food temperature and quality.
  - Use hot-holding equipment that can keep hot food at 57° Celsius or higher.
  - Follow manufacturer's instructions in using hot-holding equipment. [NOTE: Customize your SOP by including instructions. For example, you may need to indicate that the steam table wells need to be filled with hot water and at what level.]
  - Keep foods covered to retain heat and to keep contaminants from falling into food.
  - We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are below 57° Celsius, then reheat to 74° Celsius.
  - Discard hot potentially hazardous food after four hours if they have not been properly held at or above 57° Celsius.
  - Do not mix freshly prepared food with food being held for service.
- Holding Cold Food:
  - Use cold-holding equipment that can keep cold foods below 5° Celsius.
  - We recommend measuring internal food temperatures once an hour using a calibrated thermometer. Record temperatures in the Holding Temperature Log. If temperatures are above 5° Celsius, then refrigerate.
  - Protect cold food from contaminants with covers or food shields.
  - Discard cold potentially hazardous foods after four hours if they have not been properly held below 5° Celsius.
  - If there are no temperature controls, cold food held for longer than six hours must be discarded.
  - Place cold food in pans or on plates first, never directly on ice. The only exceptions are whole fruits and vegetables that will be washed after holding.
  - Ice used on a display should be self-draining. Wash and sanitize drip pans after each use.
- The kitchen manager will:
  - Review logs daily to ensure the temperatures and corrective actions are being met.
  - Follow up as necessary.
  - File temperature logs with HACCP records.

TASTING OF FOOD

All restaurant employees will use the correct and sanitary tasting method to prevent contamination and ensure food safety.
All restaurant employees must Use a Two Spoon Tasting Method: ¬

- Remove a sample of a product from the container with one spoon.

- Transfer the product sample onto a second spoon, away from the original food container or preparation area.
- Sample the product by tasting.
- Never re-use used spoons. Use clean and sanitary spoons each tasting. Always use two spoons to ensure sanitary practices are being followed and the product is not contaminated.

PREPARING OF COLD FOOD

Temperatures of all potentially hazardous cold food will be taken during preparation to ensure safety of all food served to customers. All food will be prepared using appropriate practices and procedures to ensure safety and sanitation. Employees preparing cold food should:

- Take temperatures
- Wash hands.
- Use a clean and sanitize calibrated thermometer to take the temperatures of potentially hazardous food products.
- Wipe the clean and sanitize thermometer stem with alcohol wipes prior to taking the temperatures of each food. Open the sanitizer package with clean hands.
- Record temperatures in the Service Temperature Record.

❖ Prepare cold foods:
  - Pre-chill ingredients for food served cold (sandwiches and salads) to below 5°C before combining.
  - Discard thawed potentially hazardous foods that have been above 5°C for more than four hours.
  - Discard cold potentially hazardous food after four hours if they have not been properly held below 5° Celsius.

❖ Maintain food contact surfaces:
  - When possible use color-coded cutting boards for all products. Red for raw meat, green for vegetables or fruits, and yellow for raw poultry.
  - Food contact surfaces should be smooth, easily cleaned and sanitized, with appropriate material.
  - Clean and sanitize all food contact surfaces prior to and after use. Cleaning and sanitizing steps need to be done separately in order to be effective.

REHEATING FOOD

All food will be reheated to an internal temperature of 74° Celsius and held at least 15 seconds to assure the safety of food.

❖ Employees reheating food should:
  - Remove leftover food from the freezer/refrigerator.

- Check the temperature of the food to make sure it is lower than 5° Celsius using a calibrated thermometer. Record on the Reheating Log.
- Reheat the food product to 74° Celsius for 15 seconds using an oven, stove, or steamer. The goal is to take the food through the temperature danger zone (5° Celsius - 57° Celsius) as quickly as possible. Discard food that has not reach this temperature within two hours.
- Serve the food immediately, or place the food in a steam table or a pre-heated hot cart and recheck temperature to make sure temperature is held at or above 57° Celsius.
- Check the temperature of the food before serving if the food has been held.
- Discard any potentially hazardous foods held in the temperature danger zone (5° Celsius to 57° Celsius) for more than four hours. This should be noted on the Reheating Log.

COOKING FOOD

All foods will be cooked using appropriate practices and procedures to ensure safety. This includes cooking foods to required internal temperatures and taking and recording temperatures.

COOLING FOOD

When cooked food will not be served right away (or is left over and can be saved), it must be cooled as quickly as possible to prevent microbial growth. Temperatures will be taken during the cooling process to make sure that time and temperature standards are met to ensure the safety of food served to customers.

- There are two acceptable methods of cooling food outlined below. Employees involved in the cooling process of food must observe the following procedures:
  - One-stage (four hour) method:
    - Cool hot cooked food from 57° Celsius to 5° Celsius within four hours using an appropriate procedure.
    - Take temperatures of product after four hours to make sure that food temperature is below 5° Celsius.
    - Record temperatures on Cooling Log.
    - Reheat food to above 57° C if food has not cooled to 5° Celsius in four hours.
  - Two-stage method
    - Cool hot cooked food from 57° Celsius to 21° Celsius or lower within two hours, and then cool down to 5° Celsius or lower within an additional four hours, for a total cooling time of six hours, using an appropriate procedure.

- Take temperatures at the two and six hour intervals to make sure that the appropriate temperatures were reached.
- Reheat food to above 74° Celsius if food has not cooled to 5° Celsius in four hours.
  NOTE: The reason that the two-stage method allows six hours to cool is that in the first two hours of cooling the food is passed through part of the temperature danger zone where the growth of microorganisms is most likely to occur.

❖ Factors that affect how quickly foods will cool down:
- Size of the food item being cooled – the thickness of the food or distance to its center plays the biggest part in how fast a food cools.
- Density of the food – the denser the food, the slower it will cool. For example, chili will take longer than chicken noodle soup.
- Container in which a food is stored – stainless steel transfers heat from foods faster than plastic. Initially loosely wrap food items.
- Size of container – Shallow pans with product depth less than two inches allow the heat from food to disperse faster than deep pans.

Food may not move through the temperature danger zone fast enough if the food is still hot when placed in the cooler or freezer or kept in bulk. The hot food may also raise the temperature of the surrounding food items, placing them in the temperature danger zone (5° Celsius - 57° Celsius). Listed below are a few methods that can be used to cool foods more quickly. The methods can be used alone or in combination.

❖ Methods for cooling foods:
- Reduce the quantity of the food being cooled. Cut large food items into smaller pieces or divide large containers of food into smaller containers.
- Use blast chillers or tumble chillers to cool food before placing it into refrigerated storage.
- Use ice-water baths. Divide cooked food into shallow pans or smaller pots then place them in ice water and stir food items frequently.
- Add ice or water as an ingredient. This works for foods that contain water as an ingredient, such as a soup or stew. The recipe can initially be prepared with less water than is required. Cold water or ice can then be added after cooking to cool the product and to provide the remaining water required in the recipe.
- Stir food to cool faster and more evenly. Ice paddles (plastic paddles that are filled with water and frozen) and chill sticks can be used to stir food through the cooling process. Stirring food with these cold paddles chills food quickly as this acts as internal ice baths.

THAWING FOOD

All foods will be thawed using appropriate practices to ensure food safety.

- Steps for thawing food include:
  - Use one of the three acceptable methods for thawing food:
    - Thaw food in the refrigerator at 5° Celsius or below. NEVER thaw food at room temperature.
    - Thaw food needed for immediate service under potable running water at 21° Celsius or lower. Prepare the product within 4 hours of thawing.
    - Thaw the product in the microwave if product will be cooked immediately.
    - Use the lowest shelf in the cooler for thawing raw meat to prevent cross contamination and separate raw products from cooked and ready-to-eat products.
    - Do not refreeze thawed food, unless they are first cooked or processed.

SERVICE TEMPERATURES

Temperatures of all hot and cold foods are taken during service to assure that foods are maintained at appropriate temperatures, and to ensure the safety of food served to customers.

- Employees who will be setting up the plates and serving food must follow these procedures: ¬
  - Use a calibrated thermometer to take temperatures of food products at the beginning of service.
  - Wipe the thermometer stem with a new alcohol wipe prior to taking the temperature of any food item. ¬
  - Take temperatures of all hot potentially hazardous foods as soon as they are ready for service. Take temperature of all cold potentially hazardous foods as soon as they are ready for service. ¬
  - Record all temperatures on the Service Temperature Log and initial.
- Make sure that all temperatures are within the critical limits: ¬
  - Hot foods are above 57° Celsius ¬
  - Cold foods are below 5° Celsius ¬
  - Take corrective action, if needed. If hot foods are below 57o Celsius, they must be heated to above 74o Celsius before service. ¬
  - Take corrective action, if needed. If cold foods are above 5o Celsius, they must be chilled to below 5o Celsius. If more than four hours have elapsed since lat documentation of cold food item temperatures discard the item.

USE OF THERMOMETERS

Temperatures will be taken at all steps in the food flow– receiving, storing, preparing, cooking, transporting, and serving – with calibrated thermometers to ensure the safety of food served to customers.

- Employees involved in the production or service of food must take temperatures at critical steps throughout the flow of food using the following procedures:
    - How to Measure the Temperature of Food:
        - Use a calibrated thermometer. Calibrate thermometers on a monthly basis, or whenever they are dropped or suffer a shock.
        - Sanitize stem of clean thermometer with an alcohol wipe or insert stem into sanitizing solution for at least 5 seconds, then air dry.
        - Insert the end of the sanitized thermometer into one of the following locations, depending on the type of food:
            - the thickest part of the product for meat, poultry, or fish.
            - the center of the item.
            - between two packages of refrigerated or frozen packaged foods.
            - until at least 2 inches are submersed in milk and other liquids.
            - by folding the bag over the stem of the thermometer or probe for bulk milk or liquids.
    - Make sure the tip of the thermometer does not poke through the food.
    - Measure the temperature for at least 15 seconds.
    - Read thermometer and record temperature.
    - Clean and sanitize stem of thermometer and store it in an accessible location.
- General thermometer guidelines
    - Keep thermometers and their storage cases clean, stored safely, and easily accessible.
    - Use bi-metallic stemmed thermometers or digital thermometers. Do not use glass thermometers filled with mercury or spirits.
    - Wait at least 15 seconds for the thermometer reading to steady before recording the temperature (bi-metallic).
    - Take two temperatures in different locations, because product temperatures can vary throughout the food item.
    - Insert the thermometer into liquids and hold. Do not allow the thermometer's sensing area or probe to touch the sides or bottom of the container.

KITCHEN: HYGIENE RULES FOR HOTEL KITCHEN AND FOOD PRODUCTION STAFF

- Kitchen staff and Chefs should wear clean uniforms, aprons and hats when handling food.
- Uniforms and hats must not be worn outside the premises as this might cause contamination.
- Kitchen staff must always wear the issued closed shoes and socks and at any case, no slippers or bare feet are allowed while working in the kitchen.
- Kitchen staff must be showered and shaved daily when reporting to work.
- Chef's hair must be clean and short and for females, if hair too long to shoulder, it must be tied back off the face. Hair nets to be used by all kitchen staff.
- Nails are to be clean and short to avoid any food contamination.
- Staff must not wear watches or jewellery, except for a plain wedding ring and small earrings.
- Staff must not wear strong perfume or aftershave while working in the kitchen.
- No food and drink consumption in the food preparation areas should be allowed.
- Smoking in the kitchen or preparation area is strictly prohibited.
- Hands must be washed thoroughly with soap and water and dried with a paper towel.
- Avoid touching food with your bare hands when preparing or serving it.
- Always wear plastic gloves or use clean serving utensils when handling foods.
- Do not lick your fingers while handling or tasting food use a spoon instead.
- Do not blow your nose, cough or sneeze over food.
- If any kitchen staff is suffering from vomiting, diarrhoea or other stomach upsets, skin complaints or cuts inform your supervisor immediately.
- Cuts and abrasions must be covered by an easily detectable waterproof medical strip e.g. bright yellow colour.
- Any raw food like chicken, meat, pork etc. must never come into contact with cooked / ready to eat food.
- Chefs should never use raw eggs in cooked preparations.
- Never use the same equipment or working surfaces for raw and cooked ready to eat foods without thoroughly cleaning and disinfecting them first.
- Use cutting boards according to their colour code; Green Cutting Board = Vegetables Only, Red Cutting Board = Meat Only, Yellow Cutting Board = Chicken Only, White Cutting Board = Fish Only to avoid cross contamination
- Always put food into appropriate clean containers and cover them.
- Never place or store any food containers on the floor.
- Thoroughly wash all fruits and vegetables before using them.
- Never reuse any of the food coming back from the guest.
- Never mix old food with new.

- Reheat cooked food preparations in small portions and at least at 80° Celsius.
- Hot food must be kept at above 63°C during display or the holding area.
- Always use a clean, calibrated and sanitized probe thermometer to measure temperatures.
- Cooked food preparations must be chilled rapidly under cold running water or by spreading on a clean tray to avoid bacteria.
- Label raw and cooked food preparations before putting them into the fridge or freezer.
- Never freeze defrosted food again as it might cause contamination and bacteria build-up.
- Regularly monitor the temperature of fridges (0°-5°) and freezers (-18°) at least once a day.
- Always use the FIFO [First in - First out] method in fridges, freezers and storerooms.
- Ensure proper labelling procedure is followed to adhere to the FIFO method.
- The Executive chef should monitor the daily and monthly cleaning schedule report.
- Always handle cleaning chemicals with care and store all chemicals away from food.
- Remove garbage frequently but in any case after the night shift.
- The kitchen stewarding area should be kept clean and tidy at all times.
- Fridge shelves and compartments should be taken out at least once a month and thoroughly washed it with warm water and soap. The inside of the fridge should be wiped with a mixture of water and sodium bicarbonate
- Use a good kitchen bin and empty it out regularly
- Segregate waste as per protocols issued by the local municipal corporation or local authority

KITCHEN: FOOD PRODUCTION KEY TERMS / KITCHEN TERMS / CULINARY TERMS / KITCHEN JARGONS

- Ageing / Aging - The process of allowing the natural tenderization of meats over time in a controlled environment.
- A la - A French phrase used in menu writing to indicate the style of preparation - eg; Chicken Ala King etc.
- A la Carte - Items prepared to order as per the guest choice from the menu.
- Albumen - The principal protein found in egg whites.
- Allemande (ah-leh-mahnd)- German style, a sauce made by adding lemon juice and a liaison to a veloute made from veal or chicken stock; used to make several small sauces of the veloute family.
- Al Dente - A French phrase meaning firm to the tooth, not soft or mushy.
- A. P Weight - As purchased; which indicated the weight of an item before trimming or processing.
- Acidic / Acid - foods such as citrus juice, vinegar and wine that have a sour or sharp flavour (most foods are slightly acidic); acids have a pH of less than 7.
- Almond Paste - Finely ground almonds mixed with sugar.
- Alkali - Known as a base, any substance with a pH higher than 7 eg: baking soda is one of the few alkaline foods.
- Allumette (al-yoo-meht) - French term for matchstick cut of 1/8 inch x 1/8 inch X 2 inches (3 millimetres x 3 millimetres x 5 centimetres) usually used for potatoes or carrots.
- Amandine - A French term meaning served or garnished with almonds.
- Appetizers - Are known as first courses, usually small portions of hot or cold foods intended to whet the appetite in anticipation of the more substantial courses to follow.
- Au gratin (oh-grah—tan) - Foods with a browned or crusted top; often made by browning at food with a bread-crumb, cheese and/ or sauce topping under a broiler or salamander.
- Aus Jus - A French phrase meaning served with natural juices or gravy without a thickening agent.
- Aus Sec - A French phrase meaning to cook until dry.
- Bacteria - Single-celled micro-organisms, some of which can cause diseases, including food borne diseases.
- Bake / Baking - To cook food by surrounding it with hot dry air. Similar to roasting, the term baking is usually applied to bread, pastries, vegetables and fish.
- Bain-marie - Hot water bath used to gently cook food or keep cooked food hot. An example is a container for holding food in a water bath.
- Baking Soda - Sodium bicarbonate, an alkaline compound that releases carbon dioxide gas when combined with an acid and moisture; used to leaven baked goods.
- Baking Powder- A mixture of sodium bicarbonate and one or more acids, generally the cream of tartar or sodium aluminium sulphate, used to

leaven baked goods; it releases carbon dioxide gas if moisture is present in a formula.

- Barbecue - To cook food on a grill or spit over hot coals or burning of hardwood/hardwood charcoals or in an enclosed pit and depending upon the type of barbecue the item may be seasoned or marinated before cooking.
- Bard / Barding - To cover a piece of meat with salt pork or slices of bacon prior to cooking. Example tying thin slices of fat, such as bacon or pork fetlock, over meats or poultry that have little to no natural fat covering in order to protect and moisten them during roasting. This method then adds additional moisture and flavour to the cooked food.
- Baste - To pour dripping or other fat over a food before or during cooking in order to prevent drying or to glaze the item. Basting shouldn't be done with stock for meats because this will then wash away the fats which protect it from drying.
- Batter - Semiliquid mixture or flour and other starchy ingredients and liquids, which has a pouring consistency. Example semi-liquid mixture containing flour or other starch used to make cakes and bread or to coat foods for deep-frying.
- Beat / Beating - To move a whip or spoon rapidly back and forth to blend products together to achieve a smooth texture.
- Béchamel (bay-shah-mell) - A mother sauce which is made by thickening milk with a white roux and adding seasonings.
- Beurre manié (burr-man-yay) - The method of combining equal amounts by weight of flour and soft, whole.
- Beurre noir (burr-nwar) - The French term for 'black butter', whole butter cooked until dark brown (not black) sometimes flavoured with vinegar or lemon juice used for savoury foods such as vegetables, fish, pasta or chicken etc
- Beurre noisette (burr-nwah-zeht) - The French term for 'brown butter', whole butter heated until it turns light brown, giving off a nutty aroma.
- Beurre rouge (burr-rooge) - French for 'red butter', an emulsified butter sauce made from shallots, red wine and butter.
- Bind - To cause two or more items to cohere, unite or hold together. An example is to bind a croquette mixture.
- Bisque (bisk) - Is a soup made from crustaceans especially shellfish, the classic version of bisque is thickened with rice.
- Bivalves - Molluscs such as clams, oysters and mussels that have two bilateral shells attached at a central hinge.
- Blanch - To cook a food item partially and very briefly in boiling water/liquid or hot oil. Example blanching vegetables in boiling water.
- Blanc - French term for white. Example, Beurre Blanc (burr-blanhk) which is French for "white butter".
- Blanch / Blanching - To cook a food item partially and very briefly in boiling liquid or hot oil. Usually, this is a technique for the pre-preparation of a food item for finishing later.

- Blanquette (blahn-keht) - A white stew made of a white sauce and meat or poultry that is simmered without first browning.
- Blend - To mix two or more ingredients so completely that they lose their separate identities.
- Béarnaise (bare-nayz) - A sauce made of butter and egg yolks and flavoured with a reduction of vinegar, shallots, tarragon and peppercorns.
- Bloom - A measure of the strength of gelatine additionally refers to a whitish layer that forms on chocolate due to the separation of the cocoa butter.
- Boil - To cook the food item in a boiling liquid. Very few items are boiled due to the fact that which this process the food might dry.
- Boiling - A moist heat cooking method that uses convection to transfer heat from a hot (approximately 212°F/ 100 C) liquid to the food submerged in it. The turbulent waters and higher temperatures cook foods more quickly than do poaching or simmering.
- Bouchées (Boo-shay) - A kind of small puff pastry shells that can be filled and served as bite-size hors-d'oeuvre or petit fours.
- Bouquet Garni - Fresh herbs of various types, tied together and used as a flavouring agent. Used for flavouring stocks, sauces, soups and stews
- Bouquetiere (boo-kuh-ty-ehr) - The French term meaning to serve with a bouquet of vegetables.
- Braising - A combination of cooking method that uses both wet and dry heats typically salted foods in which foods are first browned in hot fat, then covered and slowly cooked in a small amount of liquid over low heat.
- Bran - Is the tough outer layer of a cereal grain and the part highest in fibre.
- Breaded / Breading - Coating a food item with bread or crumbs. Such food items are then usually fried, baked or broiled.
- Break (curdling) - When liquid such as milk. or a mixture such as a sauce loses its ability to hold particles or oils it contains in suspension. This is normally caused by exposure to a rapid temperature change or excess heat. The term break is also known as 'Curdling / Curdle'.
- Broil / Broiling - The cooking of a food item with radiant heat.
- Broth - Is a flavourful liquid obtained from the long simmering of meats and/ or vegetables.
- Brown stew - A kind of stew in which the meat is first browned in hot fat.
- Brown stock - Is a richly coloured stock made of chicken, veal, beef or game bones along with vegetables. All of these items are caramelized before they are simmered in water with seasonings.
- Brigade - A system of staffing a kitchen so that each worker is assigned a set of specific tasks, such tasks are often related by cooking method, equipment or the types of foods being produced.
- Brioche (bree-ohsh) - Is rich yeast bread containing large amounts of eggs and butter.

- Butter Cream Icing - A combination of powdered sugar and /or sugar syrup with butter and/or shortening and possibly other ingredients to form an icing.
- Cake - Refers to a broad range of pastries, including layer cakes, coffeecakes and gateaux. Cake can also refer to almost anything that is baked, tender, sweet and sometimes frosted.
- Calorie - The amount of heat needed to raise one kilogram of water by 10-degree Celsius. Term calorie is also used as a measure of food energy.
- Caramelization - The process of browning of sugars when exposed to 300 degrees F heat.
- Carbohydrates - Any of various neutral compounds of carbon, hydrogen and oxygen which combine in the form of sugar, starches and cellulose.
- Casserole - A heavy dish suitable for food to be baked in and food baked in a casserole dish.
- Celsius - The thermometric scale on which 0° Celsius is the freezing point and 100° Celsius is the boiling point of the water.
- Clarify - To clear a liquid, such as consomme, by adding slightly beaten egg white.
- Coagulation - The process of becoming thick or solidifying. In kitchen, it usually refers to the firming of protein as food is exposed to some type of heat.
- Coat - To cover with a layer, usually thin, of some substance, such as flour, aspic or oil.
- Consistency - The degree of density, firmness or solidity of a mixture.
- Convenience food - Any food which has been partially or fully prepared by the manufacturer or producer.
- Course - A food or group of foods server at one time or intended to be eaten together.
- Contamination - The transfer of bacteria from one food to another.
- Compound Butter - Are mixtures of butter and supplementary ingredients. Primarily, they are used to enhance flavour in various dishes, in a fashion similar to a sauce.
- Danger Zone - 45° F to 140° F or 7° Celsius to 60° F is the range of temperature in which the bacteria multiply the most rapidly.
- Deep Fry - To cook food by submerging it in hot fat or oil.
- Deglaze - The removal of caramelized sugars and other food particles from a pan by swirling with liquid or water.
- Degrease - To skim the fat from the top of a liquid such as a sauce or a stock. Example using a bread to decrease the oil from the sauce.
- Dredging - Process of coating food with flour or other substance without the use of a batter or binding agent.
- Elastin - A type of connective tissue in meat which does not dissolve in cooking.
- Emulsion - The combination of two incompatible liquids, such as oil and water.
- E.P Weight - Edible Portion (E.P)- It is referred to the weight of the food item after trimming and preparation is done.

- Fermentation - The interaction of yeast and carbohydrates which develops into alcohol or organic acids.
- Fiber - Indigestible carbohydrates found in fruits and vegetables.
- Florentine - Garnishing a dish with spinach.
- Fold / Folding - The process of gently mixing of one ingredient with another.
- Fondant - Finely Crystallized sugar syrup worked into a smooth, creamy frosting or candy.
- Food Cost - The cost of the ingredients used in the preparation of the food.
- Fry / Frying - To cook in hot oil or fat.
- Garni - To add a garnish or decoration to a finished food.
- Garnish - Athe artistic complementing of a food item with other food or edible item.
- Gelatinization - The process of converting into a jelly.
- Gluten - The protein-based substance in wheat flour which builds the structure in baked items or goods.
- Gram - The basic unit of weight in the metric measurement system.
- Griddle - The process of cooking food on a flat, solid surface.
- Grill / Grilling - The cooking of food item over an open heat source on a screen or grid.
- Grosse Piece - The centrepiece of a buffet platter.
- Herb - A wide variety of aromatic plants used for seasoning and garnishing foods. Many of these plants also have medicinal values.
- Kosher Style - Foods which have been blessed by a rabbi or those prepared in accordance with the Jewish dietary laws.
- Jardiniere - The French term meaning the serving of a food item garnished with vegetables.
- Jus Lie - A French term referring to meat juice that has been lightly thickened with either arrowroot or cornstarch.
- Kilo - The prefix used in the metric measurement system meaning 1000. 1000 gram is called as 1 Kilogram.
- Lard - The soft, white, solid or semi-solid fat rendered from the fatty tissue of the hog.
- Larding - To insert a strip of fat into a piece of meat prior to cooking.
- Liaison - A binding and enriching agent used in the finishing of sauces, usually composed of egg and cream, or raw butter.
- Litre - Tha basic unit of volume measurement in the metric system. It is equal to slightly more than one quart.
- Marinate / Marination - To soak food is a flavourful liquid to add flavour and to tenderize.
- Mask - To cover a food item completely with a sauce.
- Mise en Place - A French meaning everything in place. The key to efficient kitchen preparation.
- Mirepoix (meer-pwah) - Mixture of cooked vegetables, herbs, and spices used to enhance the flavour of soup, meat, fish and shellfish dishes.

Common ingredients are onion, celery, carrot leek, garlic, peppercorns, bay leaf, clove, thyme and rosemary.

- Mix - Method of combining ingredients in such a way that the parts of each ingredient are evenly dispersed in the total product.
- Nouvelle Cuisine - A modern style of cooking that emphasizes freshness of the ingredients and presentation of the dishes and shortened cooking time.
- Nutrient - Anything having food value. It is that which is in food that supports the life system.
- Pan-Fry - To cook a food item in a moderate amount of fat or oil.
- Papillote - French term denoting the cooking of an item wrapped in paper or possible foil.
- Par-boil - To partially cook in simmering or boiling the liquid.
- Par-cook - To cook partially by any method.
- Pasteurized - Partial sterilization of a substance, particularly a liquid, at a temperature and for a length of time sufficient to kill harmful bacteria.
- Pathogen - Is an infectious microorganism such as a virus, bacterium, protozoa, prion, or fungus.
- Portion Control - The measurement of a food item to ensure that the standard amount is served to the customer. This action is primary to have control over the food cost.
- Protein - Are extremely complex combinations of amino acids which occur naturally in different food items. Proteins are essential constituents of all living cells.
- Puree - Making a puree into mash product to a fine pulp, usually by forcing it through a sieve or putting it into a blender.
- Recipe - A list of ingredients and set of instructions for the preparation of a dish.
- Reduce - To boil or simmer a liquid to a small volume. Usually, this is done to concentrate flavours.
- Roast - To cook food by surrounding it with dry heat.
- Rough Prep. - It is the preliminary preparation of ingredients to the point of being ready to cook.
- Roux - Roux is flour and fat cooked together and used to thicken sauces. Roux is typically made from equal parts of flour and fat by weight.
- Royal Icing - The combination of egg white, powdered sugar and cream of tartar used as a decorative frosting for used in cakes.
- Sachet Bag- Herbs and spices tied in a cheesecloth/muslin bag, used for the flavouring of stocks, sauces and soups.
- Sauce - A Flavourful liquid usually thickened which is used to enhance the flavour and give moisture to food.
- Sauté - To brown a food item quickly in a very little fat or oil.
- Scald - To bring a liquid to a temperature just below the boiling point.
- Scaling - The weighing of ingredients or prepared food mixtures for use, such as scaling of cake batter. Scaling of all items is more frequently done at the bakery.

- Score - To cut narrow gashes in a crossbar or straight patterns across the outer surface of a food item. Example scoring the turkey before roasting.
- Sear - To brown the surface of a food item by a short application of high heat. This process is used to develop the flavour or colour.
- Season / Seasoning - 1) To enhance flavour by the addition of salt or other ingredients. 2) To mature and bring to a proper condition by ageing or special preparation, this usually applies to the processing of meat.
- Simmer - To cook food in a liquid which is just below the boiling point. The temperature of the liquid will be 200°F / 93°C at sea level and normal pressure and the bubbles will break gently below the surface of the liquid.
- Short - Used to describe a product which is very crumbly and tender due to a high fat content.
- Sift - To put flour, sugar or other similar substance through a sieve to ensure a fine grain.
- Smother - To cook in a covered kettle until tender.
- Spice - 1) Any number of aromatic vegetable products used to season or flavour food (eg: Cardamom, Clove, nutmeg, black pepper etc.). 2) The addition of zest or flavour to a dish is also referred to as a spice.
- Straight Flour - Flour milled from all parts of the wheat kernel except the bran.
- Strong flour - Flour with high gluten content such as winter patent flour.
- Sauerkraut (sau-erkraut) - It's a 'sour cabbage' dish which is finely cut raw cabbage that has been fermented by various lactic acid bacteria. It has a long shelf life and a distinctive sour flavour, both of which result from the lactic acid formed when the bacteria ferment the sugars in the cabbage leaves.
- Sweat - To cook in a small amount of fat or oil over low heat.
- Syneresis - The release of liquid from a gel.
- Temper - The gradual raising of the temperature of a cold liquid by the addition of a hot liquid. Normally done to avoid the breaking or the cold food item.
- Turntable - 1) A rotating platform which is on a pedestal, used for holding cakes which are being iced and decorated. 2) A glass turntable which is inside the microwave oven, rotating the food in the turntable helps the even out the exposure to microwaves the food evenly during the process.
- Variety Meat - The non-skeletal meats of the dressed carcass. These include liver, tongue, kidneys, heart etc.
- Vitamin - Any of a variety of groups of compounds present in foods in small quantities which are necessary for regulating body functions.
- Wash - 1) Brushing or coating a food item with a liquid such as egg white, milk or egg wash. 2) The liquid used to coat a food item. 3) The applying of the coat to a food item is also called as wash.
- Whip - To beat with a rapid lifting motion to incorporate air into a product.
- Weak Flour - Flour which has low gluten content, such as cake flour or all-purpose flour.
- Whitewash - A thin mixture of starch, such as flour or cornstarch and cold liquid used to thicken sauces or other liquid items.
- Zest - The coloured portion of the peel of citrus fruit. Example: Orange Zest, Lemon zest etc.