Policy & Procedure:

- A highly imaginative and quality level of flower animation to be displayed throughout the hotel Public Areas and guest rooms.

- The Flower decoration in the Hotel is the responsibility of the Executive Housekeeper/Florist

- A standard for the permanent location of flower arrangements within the public areas and restaurants is to be set and agreed. A monthly budget for all flowers to be set.

- The Florist is responsible to ensure the flowers are being maintained and replenished as required and that cost are within budget. Flowers should be of a good quality and water refreshed frequently.

- A standard for VIP and Suite flowers is to be set and a cost to be allocated for all styles.

- Flowers can be arranged for guests and other departments upon request. Front Office team member, Concierge, GRO and housekeeping team member will be knowledgeable of flowers available and prices for different arrangements.

- Examples of flower arrangements and costs should be available for guests to be shown. For banqueting a selection of containers and flower styles should be available along with prices.

- No dead or substandard flowers should be allowed to remain on display, they should be removed immediately.

- Lobby flowers should be rotated according to seasons and availability of unusual flowers.

- Special theme flowers/decoration should be scheduled for Easter, Christmas, and Ramadan etc.

- A clear indication of flowers provided as part of Banquet setups should be established along with projected cost per arrangement and the cost given an allocation from the overall price.

- A limited amount of flowers will be available for additional arrangements. Special requirements should be forwarded in enough time to order the loose flowers.

Cost Control / Billing

- The housekeeping office will order flowers as required from the supplier. Regular orders should be established for restaurants.

- Requests by other departments will require "Flower request" (see attached example)

- Invoices will be logged on a monthly spreadsheet, allocating cost per area (i.e. Public Area, Restaurants, Guestrooms, and Sales). At the end of each month, spreadsheet and invoices will be forwarded to the Accounts Department for payment. Cost to be allocated accordingly.

- On a monthly basis a comparison to be made on actual consumption against budget and analysis to be carried out for variances.

- All flower requests must be signed for by the Executive or Assistant Housekeeper before flowers can be prepared. The requesting department head should also sign the request.

Billing for in-house guests:

- A miscellaneous charge voucher to be filled out forwarded to Reception and to be posted to the room account. (Sundry Revenue)

Billing for outside companies:

- A written (faxed) request by the company is required.

- Housekeeping to fill out a charge voucher together with a copy of the fax to the Accounts Department. Accounts Department to issue invoice. If the company is a corporate client bill can be sent on for payment, otherwise payment should be made on collection.

RESOURCE LIBRARY
HOTEL OPERATIONS - HOUSEKEEPING
Flowers

CODE: 03.05.054

EDITION: 1

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FLOWER REQUEST FORM

Requested by: _____

Name   Department

Required: _____

Date   Time (if applicable)

Occasion: _____

Style: _____

(i.e. Bouquet or arrangement, small, large, oval, round etc.)

Quantity: _____

(How many arrangements)

Special requests: _____

(i.e. colours, special type of flowers, packing etc.

Budget: _____

Cost per arrangement (see price list for details)

Billing: _____

_____

Name, room number if requested by guest, Name of Company + Contact person*

*Note: Flower requests that will be billed to outside companies require a faxed instruction

_____   _____

Signature and Date Department Head   **Signature and Date of Flower Delivered**

_____   _____

Signature and Date HSK received   **Signature and Date – Executive Housekeeper**