

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：服务顺序 Subject: Sequence of Service	共 4 页 4 pages
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目标

OBJECTIVE

确保所有客人享受始终如一的优质服务，所有服务内容按正确顺序高效完成。

To ensure all guests receive a consistent and positive level of service, with all elements being completed in an efficient and appropriate sequence.

政策

POLICY

餐饮部中宴会运营的员工提供标准流程服务，达到并超过客人期望。

All Food and Beverage (F&B) employees working in Conference and Event Operations (C&E Ops) provide a standardised sequence of service that meets and exceeds guests' expectations.

程序

PROCEDURE

- 宴会销售部、宴会运营部（C&E Ops）、视听团队（承包者或内部团队）、礼宾部及厨房团队之间应每周举行例会，讨论下周计划举行的活动、其他大规模或重要未决定活动，并听取上周活动报告。

A weekly event briefing meeting is to be held between Conference and Event Sales, Conference and Events Operations (C&E Ops), AV teams (either contractor or in-house team), Concierge and kitchen teams to go through the events planned for the coming week, any large scale or important pending future events and to debrief the events of the past week.

- 宴会活动订单（BEO）由宴会销售团队制作。宴会活动订单应在活动开始前一周制作，活动细节应于每周例会上提供。对近期预订而言，宴会活动订单应在活动开始至少 72 小时前分发，对最后一刻才得知的活动，应尽快发布。参照“宴会活动订单政策”。

The Banquet Event Order (BEO) is to be generated by the Conference and Event Sales team. Details of events are to be provided at the weekly meeting with BEOs created one week prior to the event. For short lead bookings, BEOs are to be distributed at least 72 hours prior to the event commencing or as soon as possible for any last minute events. *Refer to 'Banquet Event Order Policy'*

- 对入住宴会活动而言，应在活动开始前 48 小时召开由各部门代表参加的小型会前会议，特别是前台和客房部代表。入住宴会活动指宴会活动包含团体住宿预订的部分。
A mini pre-conference meeting is to be held for residential events with representatives from all departments, especially front office and housekeeping, 48 hours prior to the event commencing. Residential events are those with a group accommodation booking component.

布置

Set Up

- 除非已提前安排，宴会厅应在活动开始前两（2）小时完成布置，并准备就绪。应当在活动开始前至少一（1）小时开启空调。

The function room must be completely set and ready two (2) hours prior to the event commencement unless prior arrangements have been made. Air conditioning is to be turned on at least one (1) hour prior to the event starting.

- 客人到达之前，应完成对多功能厅布置的核查，核查应包括以下内容。参照“布置会议室”政策（餐饮部—05—08）。

A room set-up check is to be completed prior to guest arrival and includes the following elements. *Refer to 'Set Up – Meeting Room' Policy*

- 按宴会活动订单要求布置
Set up as per the BEO requirements
- 布置视听设备并运行。
AV equipment set up and working.
- 无线网络/英特网开启并运行。为主办者准备好密码。
Wifi/internet is enabled and working. Password is available for the host.
- 开启空调并设定在合适温度（建议 23 摄氏度）
Air conditioning is on and set at a reasonable temperature (recommend 23 degrees Celsius)

- 按正确布置打开灯光，合上窗帘（或视具体时间而定）
 Lights are turned on at the correct setting and curtains are drawn (or as appropriate to time of day)
- 引导标牌详细标明活动名称、宴会厅及其客房的位置（可能的话）
 Signage detailing the event name, function room and location of room (if applicable)

活动期间

During the Event

- 组织者/主办者到达——参照“欢迎会议主办者”政策（餐饮部—05—02）
 Organiser/host arrival - *Refer to 'Welcoming the Conference Host' Policy*
- 分派监管该活动的员工欢迎客人，并再次确认所有休息时间安排（上午茶、下午茶及午餐）、布置、出席人数，是否有附加要求，同时向主办者提供会议室钥匙。
 The employee allocated to supervising the event welcomes the guest and re-confirms all break timings (morning tea, afternoon tea and lunch), set up, participant numbers, if there are any additional requirements and provides the host with a meeting room key.
- 餐饮部中宴会运营的员工应集中精力，时刻留意，并在活动的整个过程中随时准备处理客人要求。
 F&B employees working in C&E Ops are to remain attentive but discreet and available to any guest request, throughout the event.
- 活动后会见客人进行服务评价。
 Meet the guest for service evaluation after the event.
- 建议销售宴会部工作人员在活动期间会见主办者，核查客户是否满意。
 It is recommended that the Sales/Events staff meet with the host during the event and check the client is satisfied.

茶茶茶茶歇歇歇歇 参照“布置——茶点休息”政策（餐饮部—05—07） **Breaks** *Refer to 'Set Up – Refreshment Breaks' Policy*

- 按宴会活动订单按时提供所有茶歇（如与订单时间不同，按主办者指定时间）。
 Provide all breaks on time as per the BEO (or the time specified by the host if different).
- 食物服务设备及自助餐设施必须在餐饮服务时间 45 分钟前布置完成。
 Food service equipment and buffet set-up must be completed 45 minutes before the meal service period.
- 应在计划茶歇 15 分钟前将热食摆放出来，20 分钟前将冷食摆放出来。热食应保持适当温度。
 Hot food is to be placed out 15 minutes prior to the scheduled break and cold food 20 minutes prior. Hot food is to be kept at the correct temperature.

- 茶歇期间，在不移动客人物品的前提下整理会议室。会议室整理之后锁闭（除非主办者另有要求）。

During all breaks, the meeting room is to be refreshed, without disturbing guest belongings. Once refreshed, the room is to be locked (unless requested otherwise by the host).

- 会议室整理应包括;
Room refreshment is to include;
 - 补充白板纸
Replenish flipchart paper
 - 清楚桌上用过器皿及垃圾
Clear dirty crockery and rubbish from tables
 - 补充水、糖果及其他消耗品
Refresh water, candies and any other consumable items
 - 全天会议时，午餐时更换所有玻璃器皿
For full day meetings, during lunch replace all glassware