

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：酒吧服务 Subject: Service Bar	共 4 页 4 pages
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目标

OBJECTIVE

客人在组织良好的活动中有愉快体验，包括高标准的餐饮服务和储备充足、赏心悦目的酒吧。
Guests have a pleasant experience at an organised event, complemented by a high standard of beverage service and a well-stocked and well-presented bar.

政策

POLICY

确保酒吧服务设置及布局美观大方，餐饮部中宴会运营的员工高效工作，客人得到及时服务。
To ensure that a Service Bar is set up and organised in an aesthetically pleasing manner to allow Food and Beverage employees working in Conference and Event Operations (C&E Ops) to work efficiently and guests to be served in a timely manner.

程序

PROCEDURE

服务酒吧布置

Service Bar Set Up

- 按《宴会活动订单》（BEO）布置房间，并将以下物品按要求放在服务酒吧。只包括服务该活动所需物品（以《宴会活动订单》规定为基础） -
Set the room as per Banquet Event Order (BEO) with the following items placed accordingly on the Service Bar. Only include items required to service the event (based on BEO stipulations) –

- 帶有桌布及桌裙的宴会桌或特制移动吧台
Banquet table with table cloth and skirting or a purpose built mobile bar
- 按《宴会活动订单》要求摆放所有酒水物品。如《宴会活动订单》中未说明酒水类别，设置为“标准酒吧”。
Display all beverage items as per the requirement of the BEO. If beverages not indicated on BEO, set as a 'Full Bar'.
- 酒吧中放置所有必需酒水（葡萄酒、啤酒、烈酒）
Place all necessary beverages on bar (wine, beer, spirits)
- 酒吧中放置软饮料、果汁和其他调酒饮品
Set soft drink, juices and other mixers on bar
- 安放所有需要的玻璃器皿。按客人数确定数量。
Position all required glassware. Quantity will be dictated by guest numbers.
- 将相关酒吧用具、装饰品、酒巾和冰放在调酒师旁边，为客人提供便利。
Put relevant bar utensils, garnishes, cocktail napkins and ice nearby the bartender for his/her convenience.
- 桌下放置一只桶
Have a bin available under the table
- 增列项目（取决于酒店标准）：鸡尾酒坚果、烟灰缸
Additional items (dependent on hotel standards): cocktail nuts, ashtrays

标准酒吧布置

Full Bar Set Up

- 酒水 - 需求的酒水类别应按《宴会活动订单》确定，如未说明，应提供以下内容（按最低标准） -
Beverages - the beverage items required should be as per the BEO, however where not indicated, the following are to be provided (as a minimum standard) –
 - 酒店特选烈酒：威士忌酒、杜松子酒、伏特加酒、朗姆酒、波本威士忌酒、白兰地酒
House spirits: whiskey, gin, vodka, rum, bourbon, brandy
 - 酒店特选白葡萄酒、红葡萄酒，以及气泡酒
House white wine, red wine and sparkling
 - 啤酒——国产及进口（瓶装或生啤酒）
Beers – domestic and imported (may be bottled or draft)
 - 软饮料
Soft drinks

- 果汁
Juices
- 矿泉水和蒸馏水
Mineral water & distilled water
- 备用（Mis en place）- 柠檬片及酸橙
Mis en place – sliced lemon and lime
- 玻璃器皿——按要求
Glassware – as required
 - 高球杯
Highball glass
 - 古典式或低球杯
Old fashioned / lowball glass
 - 果汁杯
Juice glass
 - 白兰地杯或狭口酒杯
Brandy glass / snifter
 - 红葡萄酒杯
Red wine glass
 - 白葡萄酒杯
White wine glass
 - 啤酒杯
Beer glass
 - 香槟杯
Champagne flute

服务

Service

- 如在客人到来之前准备酒水，员工应留意不要过早倒出酒水。向客人提供的酒水应在合适温度，不能溢出。
If preparing beverages prior to guest arrival, employees are to be conscious to not pre-pour drinks too early. Beverages are to be served to guests at the correct temperature and must not be flat.

- 整个活动中，员工应来回走动，为客人添满酒杯。不可交换酒杯，除非由客人递给或提供不同种酒水。
Throughout the event, employees are to circulate and top up guest's wine glasses. Glasses should not be exchanged unless handed over by the guest or if a different beverage is being served.
- 添满酒杯时，应始终携带餐巾，并将酒瓶商标面对客人。
When topping up glasses, a service napkin should be carried at all times with the label of the wine bottle facing the guest.