

会议及活动运营  
**CONFERENCE AND EVENT OPERATIONS**

主题：布置——午餐及晚餐 Subject: <b>Set Up – Lunch and Dinner</b>	共 6 页 6 pages
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目标

**OBJECTIVE**

宴会厅布置得体、专业，确保客人在雅高酒店午餐或晚餐时，有愉快的用餐体验。

To ensure guests have a pleasant dining experience at a lunch or dinner event in a hotel which is enhanced by a correctly and professionally set function room.

政策

**POLICY**

按客人要求布置宴会厅，其规格应呈现该活动餐饮服务的风格。

The function room is set up as per the guest requirements and in a suitable manner reflecting the style of the event for the meal service.

根据所选择的菜单及就餐风格布置所有餐桌物品。

All tables are set with the necessary items based on the menu selected and dining style.

程序

**PROCEDURE**

- 依据就餐风格及菜单布置每一个宴会的餐桌。该信息由《宴会活动订单》（BEO）传达。  
The table set up of each function is dependent upon the style of dining and the menu. This information is communicated by the Banquet Event Order (BEO).
- 不可将食物带入或带出宴会厅。豁免此标准并允许此惯例的酒店，应由酒店和客户就每次活动签署免责声明。  
Food is not to be brought into or removed from functions. Any hotels that are exempt from this standard and do allow this practice, are to have a disclaimer for each event signed by both the hotel and the client.

- 应根据宴会厅大小及客房区通道，在易出入的隐蔽地点设置清理台。  
Dependent upon the size of the function and access to back of house areas, clearing stations may be set up in easily accessible points and hidden from guest view.

#### 西餐厅布置（自助餐或套餐）

##### Western Style Dining Setup (Buffet or Set Menu)

- 宴会厅应在活动开始两（2）小时前按《宴会活动订单》传达的客人要求全部布置完毕。  
The function room must be fully set up two (2) hours prior to the event start time and be set as per the guest requirements, as communicated in the BEO.
- 宴会厅——可能需要的物品概览。  
**Function Room – overview of items that may be required.**
  - 餐桌——盖上桌布  
Dining tables - cover with table cloths
  - 贵宾桌——盖上桌布及桌裙  
Head table – cover with table cloth and skirt
  - 餐椅——装上椅套（如需要或按照酒店标准）。  
Chairs - with covers (if requested or hotel standard).
  - 移动服务酒吧。参照“服务酒吧”政策  
Mobile Service bar. Refer to 'Service Bar' Policy
  - 登记桌及座位表（如需要）。  
Registration table and seating plan (if requested).
  - 奖品桌、礼品桌、产品展览桌（如指定）。  
Prize table, gift table, product display tables (if specified).
  - 舞台、舞池、讲台及需要的视听设备（如话筒、聚光灯、卡拉 ok 系统等）  
Staging, dance floor, lecterns and any audio visual equipment as required (e.g. microphones, spotlight, karaoke system etc)
  - 将餐桌号码牌放在桌上（如需要），宴会厅外摆放引导牌。客人就座后，移去餐桌号码牌（必须在提供服务前完成）。  
Table numbers on each table (if required) and signage outside the room. Table numbers are to be removed once guests are seated (must be completed prior to service).

席位布置——西餐（自助餐或套餐）

**Place Settings – Western Style Dining (Buffet or Set Menu)**

各席位或桌布——

**Per Setting/Cover –**

- 将折叠好的餐巾正对餐椅放于各席位中心（或按照活动设计）  
Place a folded napkin in the centre of each setting, directly in front of the chair (or as relevant to the design of the event)
- 将一副汤匙及餐刀放于席位右侧（刀刃向内朝向餐盘），餐叉放于左侧。  
Set a soup spoon and knife to the right of the setting (with the knife facing inwards towards the plate) and a fork to the left.
- 将黄油面包（B/B）盘放于餐叉左侧。将黄油刀朝左放于餐盘上，位于席位外侧。  
Put a Bread and Butter (B/B) plate to the left of the fork. Place a butter knife on the plate facing to the left, outwards from the setting.
- 将甜品叉放于骨盘上 4 厘米处，叉尖朝右  
Dessert fork on the top of bone plate 4 cm, fork tip point right
- 将甜品匙放于甜品叉上方，匙尖朝左  
Dessert spoon over the dessert fork, spoon tip point left
- 水杯放于餐刀前 2 厘米处  
Water glass on the top of the knife 2 cm
- 葡萄酒杯放于水杯右手侧下方 2 厘米处（如需要）  
Wine glass on the right hand side of the water glass, below 2 cm (if required)
- 如预留有咖啡杯，将杯垫及茶匙放于葡萄酒杯右侧（如需要）。  
If pre-setting coffee cups, place on a saucer with a tea spoon to the right of the wine glasses (if required).

餐桌

**Per Table**

- 每桌 10 个席位，除非《宴会活动订单》另有要求，或餐桌大小规定席位数）。  
10 settings per table unless advised otherwise in BEO or table size dictates.
- 餐桌两端放置两（2）套盐盅及胡椒粉瓶。  
Two (2) sets of salt & pepper shakers – one set on the opposite side of the table.
- 糖盅及奶油器皿（如需要）  
Sugar bowl & creamer (if required)

- 餐桌中央摆设（如使用）—— 与人交流。  
Centrepieces (if used) – ability to engage  
with guests on the opposite side of the table.

## 席位布置——西餐

### Place Setting Example – Modern Style



## 自助餐——

### Buffet Dining -

- 有 布 可。取决于活动的正式程度及活动时间安排，在《宴会活动订  
单》中说明。  
Table set ups for buffets may be dependent on the formal  
BEO. be cutlery. This will  
be communicated on the

## 自助餐餐桌——布置

### Buffet Tables – Set Up

- 依次放置以下物品。
- 根据 相应地:  
  - Set Banquet tables as the buffet
  - 将自助餐餐桌围上桌裙 铺上桌布  
Skirt buffet table and cover with table cloth
  - 装饰自助餐柜台（参照酒店及品牌标准）  
Decorate (if appropriate). table and chairs

- 自助餐应以逻辑的顺序摆放，以适应客人人流。  
Buffet to be laid out in a logical sequence to accommodate flow of guests.
- 瓷器，包括但不限于餐盘、汤碗、甜点盘、筷子、豉油碟等，以及相应辅助餐具应沿着自助餐行放置于容易拿到的合适位置。  
Chinaware, including but not limited to dinner plate, soup bowl, dessert plate, chopsticks, soy dish etc and appropriate serving utensils are to be placed in easily accessible and sensible places along the buffet line.
- 自助餐中应提供额外餐具供客人使用。  
Additional cutlery for guest use to be made available on the buffet.
- 清洗并擦净要使用的保温锅。餐饮服务开始前 45 分钟时，将保温锅中加入 3/4 英寸的热水。  
Clean and polished chafing dishes to be set up. Fill each chafing dish with ¾ inch of hot water 45 minutes prior to food service.
- 餐饮服务开始前 30 分钟时，核查保温锅中有足够热水（至少 3/4 英寸），并点燃固体酒精。将固体酒精放于保温锅之下。  
30 minutes prior to food service, check there is enough hot water (at least ¾ inch) in each chafing dishes and light the sterno fuel. Place the sterno fuel under the chafing dish.
- 厨房放置好食物后，将所有服务勺和夹具摆放于菜肴右侧，放置于垫碟之上。  
Once the kitchen has placed the food, set out all service spoons and tongs to the right of the dish and placed on an under plate.
- 所有菜肴应清楚贴上标签——将自助餐菜肴名称卡放在相关菜肴正前方。  
All dishes to be clearly labelled - set each buffet item's name card directly in front of the relevant dish.
- 提供黄油面包  
Bread and butter to be available
- 开始服务前向员工简单介绍自助餐中所有菜肴。  
Employees are to be briefed on all items on the buffet prior to service.

## 自助餐服务 Buffet Service

- 营业中，自助餐供应要充足并干净。  
Buffet is to be maintained and kept clean throughout service.
- 如果可能的话，食物的盘子应该换掉而非重新往里面添加食物。  
Where possible item bowls are to be replaced not refilled.
- 食物的温度在整个服务过程中要时刻被监察并采取必要的措施。  
Temperature of food is to be monitored throughout service and action taken accordingly.

- 要注意确保碗碟器皿一直储备充足以供客人使用。  
Attention paid to ensure that crockery is stocked up consistently.
- 需要的时候替换器具。  
Utensils replaced when required.
- 和厨房进行清楚沟通，确保无菜肴用光。  
Clear communication with the kitchen ensuring no items on the buffet run out.
- 自助餐行数应取决于可用空间及出席客人数。建议每个自助餐提供大约一百（100）名客人。  
The number of buffet lines will be dependent upon the space available and number of guests attending. It is recommended to have one buffet line to service up to one hundred (100) guests.

婚礼

## **Weddings**

婚礼布置应具有文化特色。承担大量婚礼仪式及庆典的酒店应建立酒店特定政策及程序。

*Set up for weddings are culturally specific. Hotels that host a large number of wedding ceremonies and celebrations are to develop a hotel specific policy and procedure.*