

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：布置——茶点休息 Subject: Set up – Refreshment Breaks	共 3 页 3 pages
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目标

OBJECTIVE

确保客人在活动过程中享受到舒适专业的茶歇时间。

To ensure guests enjoy a pleasant and professional coffee break during their event.

政策

POLICY

提供布置精美、新颖、周到的茶点休息服务。

Well presented, innovative and well-serviced refreshment breaks are provided.

程序

PROCEDURE

- 活动开始前必须和客人核查所有茶歇时间。参照“欢迎客人”政策
All break times must be checked with the guest prior to the event commencing. Refer to 'Welcoming the Guest' Policy
- 食物服务设备应在计划休息时间 45 分钟前布置。
Food service equipment is set up 45 minutes prior to the scheduled break 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.
- 茶叶盒应放于客人正前方供选择。参照有关茶叶盒供应的品牌标准。如无相关标准，确保具有以下类别 -
The tea box is to be set up directly in front of the guests so that they can make their selections. Refer to brand standards for tea box offerings. Where no standards, ensure there is –

- 红茶
Black tea
- 绿茶
Green tea
- 花茶
Herbal tea
- 应提供茶水服务的所有相关物品。包括：
Appropriate accompaniments for tea service are to be available. These items include but are not limited to:
 - 牛奶
Milk
 - 糖-白糖和粗糖
Sugar –white and raw
 - 甜味剂
Sweetner
 - 放置用过茶包及包装的垃圾桶
A rubbish bowl for used tea bags and wrappings
 - 蜂蜜 (可选的)
Honey (optional)
 - 柠檬(可选的)
Lemon (optional)
- 咖啡应为研磨咖啡、胶囊咖啡或滴滤咖啡（参照品牌标准），并伴有 -
Coffee is to be either bean to cup, Nespresso or brewed (refer to brand standards) and be accompanied by –
 - 牛奶（热牛奶和冷牛奶最佳）
Milk (preferably hot and cold)
 - 糖 - 白糖和粗糖
Sugar – white and raw
 - 甜味剂
Sweetener
- 为客人提供豆奶。
Soy milk to be available for guests.

- 提供其他可选饮品（如果汁、冰沙、软饮料等）时，应同时提供相应玻璃器皿和辅助物品（如冰块、吸管等）。
Where other beverage selections (e.g. juice, smoothies, soft drink etc) are provided, the appropriate glassware and accompaniments must also be available (i.e. ice, straws etc).
- 尽可能使用原创和富含现代主题的茶点休息。
Original and contemporary themed refreshment breaks are to be used wherever possible.
- 如需服务超过 500 名客人，应提供额外的茶歇服务台。
Where there are more than 50 guests to cater for, additional stations are to be provided.
- 所有菜肴必须附上标签，员工应熟悉可选菜肴。
All dishes must be labelled and employees familiar with selections.
- 关于饮食服务，所有提供的食物应保持适当温度，如热食应趁热提供，冷食应冷时提供。
With regards to food service, all food is served at the appropriate temperature. E.g. hot food is served hot and cold food is served cold.
- 服务前必须除去保鲜膜。
Plastic wrap must be removed prior to service.