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1. Making Requisition for Equipment

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Check Silver Equipment	A. Check silverware according to par stock	• Standard procedure
	B. Send broken or dirty equipment back to stewarding	• To maintain standard
	C. mark down the numbers of equipment on hand	• requisition guideline

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Study the reservations for the day	A. Check with the restaurant manager or a captain to see if any additional equipment is needed for a function	• Standard Procedure

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Make requisition	A. Write the number of items running out or special equipment needed for functions. Give requisition to F&B Office for approval. Hand over to Chief Steward	• Standard Procedure
	B. Collect equipment from stewarding department	• Standard procedure
	C. Check number of items received	• Ensure enough equipment on hand to go around

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2. Making Requisition for Food & Beverages

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Get a requisition form	A. Get a requisition form from the store room as part of printing material par stock B. Double check carbon copy print	• Standard procedure • For reference

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Write down the requisition	A. Use a requisition guide (as per par stock) B. Write down exactly each item. Quantity required on each line neatly C. Double check all items D. Send the requisition form to the chef's office (FOOD) Send the requisition form to the F&B Office (BEV)	• Avoid over stocking and spoilage • Standard procedure • Ensure no stocks running out • For approval by Chef and F&B Manager

3. Making Trouble Report to Engineering

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Report the trouble	A. Call the engineering Hot Line	• For prompt repair
2. Fill up the form	A. Mention the name of the outlet and location of the trouble B. Describe in detail the trouble C. Sign the trouble report D. Pass down to F&B Office	• For identification of location • For fast service and accurate repair • For responsibility • For approval and follow up
3. Distribute the form	A. Original + 1st, 2nd, 3rd copy to Engineering B. 4th copy to keep on file	• For action • For follow up
4. Follow up	A. According to seriousness of the damage 2 - 3 days B. Report all trouble reports outstanding during F&B meeting	• To have the job done • For action by F&B Manager
5. Close the case	A. Once you receive the 1st copy back from engineering attach both copies together B. keep on file for 6 months	• For proper administration purposes • To check frequency of problem and report on state of repair

4. Checking Wine Inventory

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Go through the wine list and check stock on hand	A. Check the wine stock, item for item against the wine par stock B. Mark on the list which wine is short	• Ensuring all wines are being checked • For record

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Report findings to Restaurant manager and staff	A. Write down all stock shortages of wines for the restaurant manager B. Inform all staff in the pre-meal briefings	• For information • For manager's planning and decision • For information and alertness of staff no to sell out-of-stock wines

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Requisition wines	A. Fill out the beverage requisition form B. Pass the completed requisition to the Beverage Manager for authorisation	• For replenishment • Standard procedure

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5. Preparing Beverage Store Requisition for Par Stock

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Get a requisition form	A. Double check carbon copy print	• For reference
	B. Original and 1st copy to Beverage Store	• For beverage issue and accounting purpose
	C. Second copy for outlet bar (keep two months)	• For collection form store and reference

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Write the requisition form	A. Check the par stock of each item stored in the refrigerator and cupboards	• Based on consumption
	B. Double check with the number of empty bottles (liquor only)	• Proper control
	C. Write down each item and quantity required clearly	• Standard procedure
	D. Double check all items once more	• Ensure no stocks running out
	E. Send requisition to Main Service Bar	• For approval by Beverage manager

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Collect beverage	A. Use a proper trolley	• For ease of transportation
	B. Hand storekeeper the requisition with inter-bar transfers and empty bottles	• To prepare issue
	C. Check issue carefully	• To avoid shortage

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Fill up the par-stock	A. Carefully re-stock your refrigerators and cupboards	• Efficient service

6. Recording Inter-bar Transfers

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up the form	A. Use special Inter-Bar Transfer Forms	• Standard
	B. Original for bar which issues bottle	• For proper issue and record
	C. 1st copy for F&B Control	• For correct cost allocation and control
	D. 2nd copy for outlet receiving bottle (Keep one month)	• For filing and record

2. Fill up the form	A. From . . . . Bar To . . . . Bar	• For correct cost allocation
	B. Describe the item you require.	• For control purpose

	C. Describe what item is for
	   e.g. Mixing Drinks,
	       Gratis Snacks, etc.
		• For correct cost allocation

	D. Get approval from Beverage manager or Asst.	• For authorisation

3. Pick up the bottle	A. Hand to the bar concerned the original of your inter-bar transfer form	• To get the Bottle

7. Recording a Full Bottle Sale

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up the form	A. Use a store requisition form	• Standard
	B. Original for bar which issues bottle	• For proper issue and record
	C. 1st copy for F&B Control	• For correct cost allocation and control
	D. 2nd copy for outlet receiving bottle (Keep one month)	• For filing and record

2. Fill up the form	A. Describe the item sold	• For proper issue
	B. Record the guest check number	• For control purpose
	C. Attach copy of bottle order slip with name of the guest (or table number) on the 2nd copy for guest record	• For use with guest history file
	D. Get approval from Beverage manager or Asst.	• For authorisation

3. Pick up the bottle from the store	A. attach the original of your full bottle sales form together with the beverage requisition to get the replacement	• Standard

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8. Recording a Beverage Spoilage

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up the form	A. Use a store requisition form	• Standard
	B. Original for receiving a new bottle attached with the beverage requisition for the Store keeper	• For proper issue and record
	C. 1st copy for F&B Control	• For correct cost allocation and control
	D. 2nd copy for outlet concerned (Keep one month)	• For filing and record

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Reasons for Spoilage	A. Wines	
	• Bottle falls on the floor (keep the neck)	
	• Cork smell	
	• Cork dropped in bottle	
	• Neck of bottle chipped or broken	
	Beer/ Soft Drinks	
	• When changing draft beer keg loss of 1/2 lt. foam	
	• Flat beer/ softdrink	
	• Bottle broken	
	• Expire date overdue	
	Mixing Drinks	
	• Wrong cocktail mixed	
	B. Get approval from Beverage Manager and F&B	• For verification and control
	C. Return all spoiled items (bottle - neck, cans, etc.) to	• For Accounting verification

	F&B Control with copy of spoilage record and captain order (keep one month)	

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9. Changing Flowers

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Collect	A. Collect all the old flowers and vases from the dining tables and display corners B. Place the old flowers and vases on a service tray	• To determine quantity needed • For proper debarrassage

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Check	A. Check which flowers need changing B. Check which are not necessary and can be re-used	• For savings • For savings

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Report	A. Quantity needed for display and how many for dining tables B. Quantity altogether C. Record on Flower Requisition Form	• For Daily Expenses • For record • For Housekeeping/ Accounting

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Go to Flowershop	A. With Flower Requisition B. With old and used flowers	• To change for new ones

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
5. Return to restaurant	A. Check the flowers B. Clean the water marks on the vase C. Place back on the tables	• To ensure they are in good condition • For cleanliness • For decoration

10. Cleaning and Polishing - Cutlery

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick-up operating equipment form the Stewarding Area	A. Cutlery: by using left hand and picking each piece by the handle	• For hygiene reasons and to have the right hand free for polishing

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Rub with dry glass towel and **not** napkin	A.. If water spots dip into hot water and rub vigorously until free of spots B. Use loose end of towel, polish silverware one at a time	• For thorough cleanliness and good appearance

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Check Silverware	A. Check for lint, fingerprints, water spots and food rests. B. Return soiled silverware for re-washing C. Check for bent or tarnished silverware. Bent silverware is returned to Stewarding	• For thorough cleanliness and good appearance

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Place on tray or cutlery box	A. By placing neatly on a tray with handles facing to one side	• For easy sorting at station

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11. Cleaning and Polishing - Glassware

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick up the racks form the dishwashing area	A: By holding the glassrack with both hands to place on counter or rack trolley B. Pick-up each glass by the stem with the left hand	• For safety reasons and hygiene • To have right hand free for polishing

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Rub with Glass towel	A. Do not hold the stem of a stemmed glass but the base of the glass B. Check if the glass is clean C. If waterspots, dip glass in a bucket filled with hot water (**Never** breathe on glass) and rub until free of marks	• For safety reason, you could break the item • For thorough cleanliness and good appearance

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Breakage	A. Cracked or chipped glasses must be rejected and returned to stewarding with a breakage record	• For guest/ staff safety and for proper record and inventory control

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Set on tray with glass towel on top	A. By holding the stem of the glass and placing the rim facing the cloth on top of the tray	• For neatness, safety and cleanliness and easy sorting at station

12. Cleaning and Polishing - Chinaware

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Pick up the chinaware from the dishwashing area	A: By using both hands to grab the plate, glass towel in left hand	• For hygiene and to have the right hand free for polishing
2. Rub with Glass towel	A. Rub vigorously until free of stains, if dirty return to stewarding for re-washing	• For thorough cleanliness and good appearance
3. Breakage	A. Cracked or chipped China must be rejected and returned to stewarding with a breakage record	• For guest/ staff safety and for proper record and inventory control
4. Piling for set-up (refer to stacking task)	A. Plates are placed on top of each other but not more than 25 per stack B. Cups are placed rim down, maximum 3 per stack	• To avoid breakage, for ease of transportation and ease of calculation

13. Folding a Napkin - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Place napkin on the work table	A. The four corners should be placed flat, hem side up	• For easy folding
2. Straight fold 2 times	A. Take the side nearest to you and fold forward about 1/3 of the napkin B. Take the far-out side and fold similar at 1/3 of the napkin	• Divide the napkin in =to 3 equal parts and fold accordingly
3. Bottom to top fold 3 times	A. Fold from the bottom up 1/4 of the napkin B. Fold once more bottom up 1/4 of napkin C. Repeat 2 times from the top down so that edges of napkin meet D. Turn the napkin over and pull bottom part 1/3 towards you.	• To create symmetric look • To prepare for guest use
4. Position Napkin on the table	A. Place the napkin in the center using the chair as a guide. B. Napkin should be 1 inch form the edge of the table	• Standard

13. Folding a Napkin - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Guest gets off from the table and napkin needs re-folding	A. Pick-up the napkin by two opposite corners so that a triangle is created	• For easy folding and hygiene
2. Diagonal fold 2 times	A. Fold two corners towards each other B. Hold the center of the 2-fold and fold the napkin once more holding the center of the longest side	• To creat a pyramid-style which stands on the table
3. Position Napkin on the table	A. Place the napkin on the right hand side (knife side) B. Napkin should be 1 inch form the edge of the table not obstructing the use of cutlery	• Standard

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13. Folding a Napkin - III

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Place napkin on the work table	A. The four corners should be placed flat, hem side up	• For easy folding

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Straight fold once	A. Take the side nearest to you and fold the napkin in half B. Take the side close to you and fold one strip of 1 inch up and one strip of I inch down C. Keep repeating this "fan" fold until 1/2 of the napkin is done	• Divide the napkin into equal parts and fold accordingly

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Split fan fold in 1/2 and finish	A. Fold the fan and the remainder of the unfolded napkin in half B. Make sure the fan is on the outside C. Fold the "unfolded" part to a triangle with overlay folded undrneath	• To finish off the fan fold

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
4. Position Napkin on the table	A. Place the napkin in the center of the showplate using the chair as a guide. B. Napkin should be in an angle facing guest when approaching the table	• Standard

13. Folding a Napkin - IV

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Place napkin on the work table	A. The four corners should be placed flat, hem side up	• For easy folding
2. Diagonal fold 4 times	A. Take the side nearest to you and fold the napkin in half B. Take the side close to you and fold one strip of 1 inch up and one strip of I inch down C. Keep repeating this "fan" fold until 1/2 of the napkin is done	• Divide the napkin into equal parts and fold accordingly
3. Split fan fold in 1/2 and finish	A. Fold the fan and the remainder of the unfolded napkin in half B. Make sure the fan is on the outside C. Fold the "unfolded" part to a triangle with overlay folded undrneath	• To finish off the fan fold
4. Position Napkin on the table	A. Place the napkin in the center of the showplate using the chair as a guide. B. Napkin should be in an angle facing guest when approaching the table	• Standard

14. Setting a Table Properly - I

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
1. Positioning a setting on a table	A. Create enough dining space to feel comfortable	• Allow 20 inches for each setting
	B. Position chairs so that guest is not inconvenienced by table leg	
	C. Setting for two:	
	Place opposite each other	• Allow guest to face each other
	or	or
	At right angles	• Informal and convenient
	D. For even number setting	• Position all guest so that they face each other

14. Setting a Table Properly - II

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
2. Positioning an uneven number of settings on a table	A. For odd number settings the odd number faces an open space C. Setting for three: or five	

STEPS (WHAT)	KEY POINTS (HOW)	REASONS (WHY)
3. Arranging chairs around a table	A. Chairs must be in a good and safe condition, remove any damaged one and fill out a trouble report for engineering	• Safety standard
	B. Wipe the chairs with a clean service cloth and use a brush for the corners. Seat should be free of food and debris	• For cleanliness and hygiene

	C. The edge of the arm rest and seat of the chair are just against the table but not under the table	• Standard and uniformity of the restaurant set-up

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