	RESOURCE LIBRARY - ROOM SERVICE VIP Treatment Guidelines	Code: 03.12.009
		Edition: 1
		Page 1 of 5

VIP Set-up Policy

A. The F&B VIP set-up consists of the following:

- Set-up 1, 2, & 3
- Chocolate (Standard, Deluxe, eXtra)
- Canapés (Standard, Deluxe, eXtra)
- Bar set-up (COMPlimentary, Standard, Deluxe, eXtra)
- Juice Bar (Standard, Deluxe)
- Special Requests

B. Ordering Procedure

The ordering procedure will be handled as follows:

Front Office place the order through a VIP Set-up request form and fills out details as follows:

- Room number
- Guest name
- Flight details for arrival time
- Code for set-up
- Replenishment
- Check-out date

And submits the requisition form for approval by the Front Office Manager.

For reference on who is entitled to what, please see attached breakdown. When the reservation is made, the Reservation manager or his assistant indicates in the guest folio the appropriate code. Daily the Assistant Manager/ Guest Relations officers prepare the VIP form as per guest folio and last minute instructions.

C. Delivery


Room Service will deliver or replenish the VIP set-up according to the request mentioned on the VIP Form.

Set-ups shall be delivered at the time of flight arrival indicated on the form. As it takes 45 minutes for the guest to arrive from the airport, this allows for sufficient time.

Replenishments of fruits will take place everyday at lunch time, in conjunction with regular fruit set-ups.

Where no arrival time is mentioned Front Office will call Room Service upon guest check-in where upon Room Service will sent the VIP set-up to the guest room. This procedure is for perishable set-ups and Fruit Juice bars only.

In case of late arrival after 10 p.m. Room Service will deliver the set-up by the next morning.

	RESOURCE LIBRARY - ROOM SERVICE VIP Treatment Guidelines	Code: 03.12.009
		Edition: 1
		Page 2 of 5

D. Replenishment

Replenishments of fruits will take place every day at lunch time, in conjunction with regular fruit set-ups.

The following coding means that a replenishment takes place:

Set-up	2	Replenishment except wine	
Set-up	3	Replenishment except wine/champagne	
Chocolate	<u>D</u>	Canapés	<u>D</u>
Chocolate	<u>X</u>	Canapés	<u>X</u>
Wine/Champagne		Replenishment on special instruction only (GM approval)	
Bar set-up		No replenishment	
Special		No replenishment unless instructed	

E. Replenishment Cleaning

Upon replenishment of fruit set-ups Room Service waiters shall be equipped with sufficient chinaware, cutlery and linen and brand-new fruit baskets to replenish in full the set-up. Fruit baskets are therefore replenished old for new.

F. Removal of set-up

The room attendant will remove the chinaware, glassware and cutlery to the pantry upon guest check-out. Room Service waiters shall clear the floor pantries daily of any items.


G. Bar Set-ups

It is important that Front Office advise Room Service one day in advance of the departure details of the guest to check the bar on time in order to finalise the billing.

A complimentary bar set-up shall carry the approval of the General Manager and will be ordered through the Front Office with Room Service. A consumption report will be made by the Room Service Manager and sent to the Income Cost Analyst for proper credits.

H. VIP set-up cost breakdown

The costing of each VIP set-up will be done by the Income Cost Analyst on a regular basis (4 times a year) based on the input from the Executive Chef and Beverage Manager. The expenses shall be credited on a monthly base to Food & Beverage with charges to the requisitioning department (Rooms Division).

	RESOURCE LIBRARY - ROOM SERVICE VIP Treatment Guidelines	Code: 03.12.009
		Edition: 1
		Page 3 of 5

VIP Set-up Breakdown

1. Set-up 1:

Consisting of : 5 fruits : Apple, Orange, Pear, Banana, Prunes (2)

Service standard: Per person : Fruitstand (1 per room)
 Bread & Butter plate (2)
 Finger bowl (with rose petals)
 Dessert knife
 Dessert Fork
 Napkin (folded)

2. Set-up 2:

Consisting of : 6 fruits : Apple, Orange, Pear, Banana, Prunes (2)
 Grapes (red or green)
 Wine : Red wine (standard) or White wine (upon request), house wine applies.

Service standard: (Per person) Fruit stand : Bread & Butter plate (2)
 Finger bowl (with rose petals)
 Dessert knife
 Dessert Fork
 Napkin (folded)


Red Wine : Bread & Butter plate with doily
 Napkin (folded around the neck)
 Wine opener
 Wine glass (2)

White wine : Dessert plate with doily
 Ice bucket with rose
 Napkin (folded)
 Wine opener
 Wine glass (2)

3. Set-up 3:

Consisting of : 6 fruits : Apple, Orange, Pear, Banana, Prunes (2)
 Grapes (red or green)
 Wine : Champagne, 1/2 bottle

Service standard: (Per person) Fruitstand : Bread & Butter plate (2)
 Finger bowl (with rose petals)
 Dessert knife
 Dessert Fork
 Napkin (folded)

	RESOURCE LIBRARY - ROOM SERVICE VIP Treatment Guidelines	Code: 03.12.009
		Edition: 1
		Page 4 of 5

Set-up 3 (cont'd) White wine : Dessert plate with doily
Icebucket with rose
Napkin (folded)
Champagne flute (2)

4. Chocolates Set-up

Consists of:

- Standard : 6 pralines presented on a tray
- Deluxe : 6 pralines and 4 fruit jellies presented on a tray
- eXtra : Marble plate with chocolate tower, graphic drawings and 6 pralines and 4 fruit jellies

5. Canapé Set-up


Consists of :

- Standard : Marble plate with 5 kinds of canapés
- Deluxe : Marble tile with 5 kinds of canapés (2 each).
- eXtra : Larger marble plate with 5 kinds of canapés served around a water goblet filled with crushed ice and crudités and two sauces

6. Bar set-up

Consists of :

- Standard : Full bottle of Scotch, with ice bucket (ice tong) and two glasses, presented on a tray
- Deluxe : Full bottles of Scotch, Bourbon, Vodka, Rum, Gin, Brandy, Campari, Martini
- Set-up : Appropriate glassware (2 each), one Highball glass with cocktail stirrers, B&B plate with cocktail napkins (12 pcs.), B&B plate with sliced lemon/lime/orange (3 each) and olives on a pick (3) and cocktail picks
- eXtra : Full bottles of Scotch (J.W. Red & Black), Bourbon, Vodka, Rum, Gin, Cognac X.O., Campari, Martini, Sherry, Port wine, Baileys
- Set-up : Appropriate glassware (2 each), one Highball glass with cocktail stirrers, B&B plate with cocktail napkins (12 pcs.), B&B plate with sliced lemon/lime/orange (3 each) and olives on a pick (3) and cocktail picks

	RESOURCE LIBRARY - ROOM SERVICE VIP Treatment Guidelines	Code: 03.12.009
		Edition: 1
		Page 5 of 5

Bar set-up (cont'd)

A Complimentary bar can be any of these three options, however note that COMP is indicated and approval is obtained from the General manager.

7. Juice Bar Set-up

- Consists of :
- Standard : Carafe with Orange Juice, presented in an ice bucket with rose and two wine glasses
 - Deluxe : 3 fresh juices (Orange, Mango and Watermelon juice) presented on ice with 6 juice glasses

8. Special Set-up

Being a special request, service procedures may vary and shall be advised to Room Service by the F&B Manager or Executive Chef.
For proper accounting procedures an inter-kitchen transfer will be provided by the Executive Chef following the set-up.