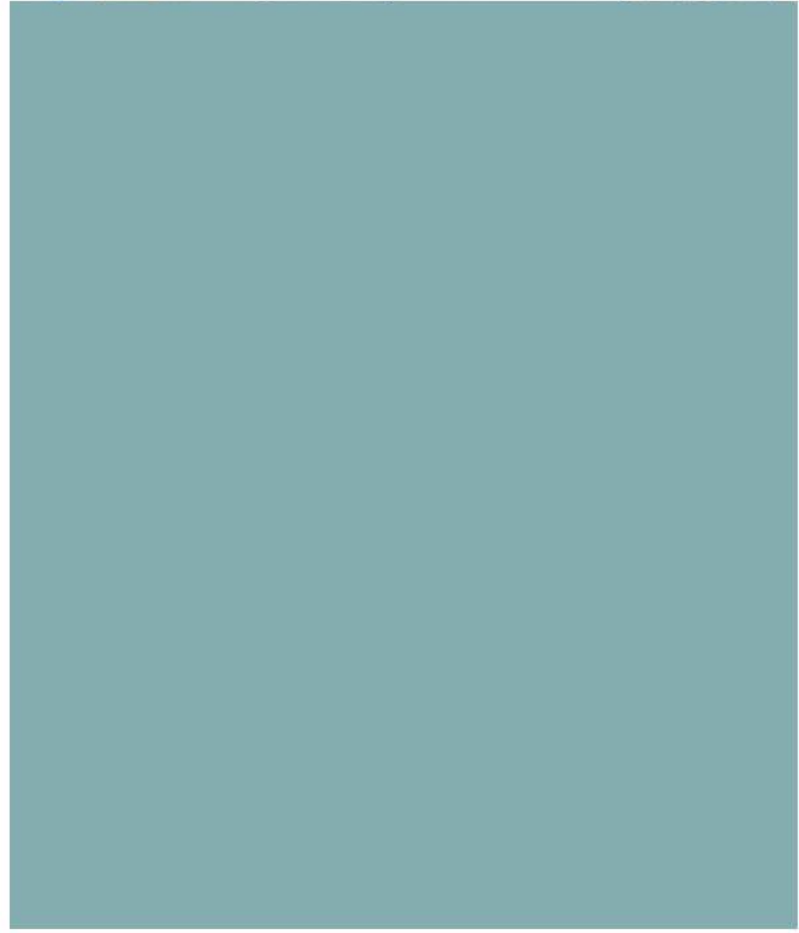


# Welcome!

We pride ourselves on providing amenities that make our guests' stays more comfortable and convenient. For many guests the Mini Bar is a welcome sight after a hard day of travel, and they appreciate it when it's well maintained and well stocked.

If it's your responsibility to maintain your hotel's Mini Bars the standards and procedures in this handbook will help you deliver the kind of service that defines our brand: the *best* service in the world!





Arrive for work early enough to confirm that you are in full uniform.



Once you are in possession of your keys, keep them in your possession until the end of your shift.



Before you leave with your cart, collect towels and cleaning supplies for cleaning the Mini Bars.

## STARTING THE DAY

- It is important that you know your hotel's policies regarding arriving time and dress code
- Arrive for work early enough to complete your preparations
  - » Confirm that you are in full uniform
  - » Check out a set of Mini Bar keys from security
    - Each key is assigned its own number
    - Each key number should have a corresponding cart in the Mini Bar office or other designated location
- Once you are in possession of your keys
  - » Keep them in your possession until the end of your shift
  - » Turn them in at the end of your shift
  - » Do not hand them off to any other Team Member

## PRE-SHIFT MEETINGS

- In the Pre-Shift meeting, your Supervisor will distribute information regarding
  - » Room arrivals and departures for the day
  - » Occupancy for the previous and current days
  - » Upcoming events and large groups likely to use Mini Bars during their stays
- At the conclusion of the Pre-Shift meeting, collect
  - » A clean towel
  - » Any other designated cleaning supplies needed to dust and clean each Mini Bar after completing
    - Inventory
    - Re-stocking

## MINI BAR REPORTS

- If your hotel has technology that creates an electronic record of which Mini Bar doors have been opened, obtain a copy of the previous day's Daily Mini Bar Door Alerts Reports from the Mini Bar computer
  - » To access and print the Report
    - » Log into the Mini Bar Computer
    - » Click on the "Reports" tab on the upper left side of the screen
    - » Click on the box in the middle of the screen
    - » From the list that appears, choose the "Door Alert Report" and a date for the report you need to print
    - » Click on the "Preview" button on the right side of the screen
    - » When the Report appears, click on the "Print" button and collect it from the printer
- After you have printed the report
  - » Review it to identify which rooms have Mini Bar doors that have been opened
  - » Look for rooms that
    - Have alerts stating the door has been opened, and
    - Are listed as
      - "vacant ready" or
      - "vacant dirty"
  - » These are the rooms you need to check or service first
- If your hotel does NOT have electronic door opened recording technology:
  - » Get an occupancy report from the Front Desk and
  - » Check all occupied rooms during your shift

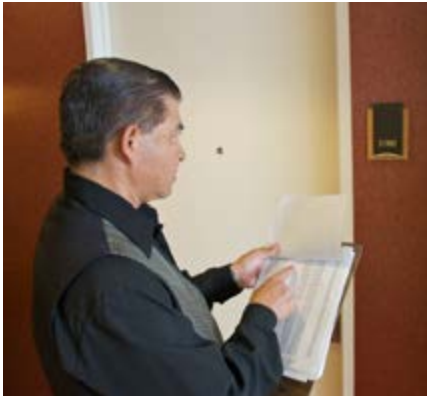


Start the day by retrieving a copy of the previous day's Daily Mini Bar Door Alerts Reports.



Once you have printed the report, review it to identify which rooms have Mini Bars that were opened.





Go room-by-room with your Rooms Report and focus on “vacant ready” or “vacant dirty” rooms first.



When you see a room displaying a “Do Not Disturb” sign, make a note of the room number and inspect it later.

## INVENTORYING ROOMS

- Proceed to the floor(s) that you have been assigned to for your current shift
- Go room-by-room with your Rooms Report and/or room occupancy report
- Focus first on the rooms identified on your report as “vacant ready” or “vacant dirty”
- When you see rooms displaying a “Do Not Disturb” sign
  - » Make a note of the room numbers
  - » Make certain to inspect those rooms once the signs have been removed

### The “Two Pass” System

- In order to maintain Mini Bars in rooms displaying a “Do Not Disturb” sign or in rooms where guests are present, it is important to make two passes through all assigned halls
- Make this second pass a routine part of your shift
- It maximizes your efficiency and ensures accurate billing for Mini Bar items



## ENTERING ROOMS

- At each room on the report not displaying a “Do Not Disturb” sign
  - » Knock on the door three times
  - » Announce, “Mini Bar” to alert anyone inside that you are there to service the room
  - » If there is no answer
    - Knock on the door three times again
    - Use your key to open the guest room door
    - Announce, “Mini Bar” one more time
    - Enter the room
  - » If a guest answers
    - Ask if this is a good time for you to refresh the Mini Bar or
      - If the guest would prefer you return and
      - When would be a good time to do so
    - If the guest approves, follow the standard procedures for inventorying and refreshing the Mini Bar
- Once in a room
  - » Focus your attention only on the Mini Bar
  - » Do not disturb any guest items

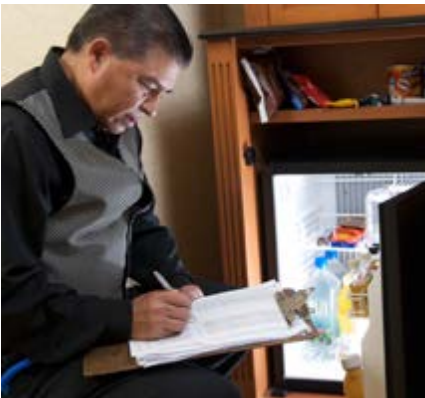


When entering a guest room, knock on the door three times and announce “Mini Bar” each time.





Begin the inventory by checking if the water on top of the Mini Bar is still unused.



Open the Mini Bar door and inspect all of its contents.

## INVENTORYING THE MINI BAR

- Begin by checking if the bottled water on top of the Mini Bar
  - » Is still unused
  - » Has the pricing label affixed
- Next, remove the Mini Bar menu (from the handle on the door)
- Inspect the lock - if there is anything wrong with it
  - » Call the hotel operator
  - » Report the problem
  - » Confirm that a Maintenance Report will be filled out so that the lock can be repaired
  
- Next, open the Mini Bar door and inspect its contents
  - » Check the snack items to be sure they are all present and have not been opened
  - » Check all items for products that are past their Expiration Dates
  - » Next, inspect the items in the cooler area
  - » Note any missing snack or cooler items on your inventory sheet
  
- Refill or refresh the contents of the Mini Bar as needed

- After refilling or refreshing the Mini Bar
  - » Wipe down its interior and exposed exterior
  - » Perform any other needed cleaning
  - » Close and lock the Mini Bar
  - » Replace the menu you removed earlier
  - » Use the guest room desk phone to call the Mini Bar computer (following the instructions provided by your Manager or Supervisor)
  - » Follow the prompts to input the Mini Bar items that needed to be replenished and/or refilled
  - » Let yourself out of the room
  - » Close the door securely behind you

**Note:** never leave a Mini Bar unlocked when you are not in the room

### REFILLING MINI BARS IN ROOMS DISPLAYING "DO NOT DISTURB" SIGNS

- After completing your first pass, do a second pass of your assigned floors to make every attempt to service any room you could not service on your first pass.
- Be sure to return to any rooms displaying "Do Not Disturb" signs on your first pass
- If the signs have been removed
  - » Follow the same protocol for knocking and entering a room
  - » Refill or re-stock the Mini Bar as needed
  - » Lock the Mini Bar
  - » Leave the room as you found it
- If there are rooms that still display the sign at the end of your shift, notify your Supervisor or Department Head



After refilling the Mini Bar, wipe down its interior and exposed exterior.



If there are rooms that display the "Do Not Disturb" sign at the end of your shift, notify your Supervisor or Department head.



Before restocking your cart, go to the computer, fill out the Refill Report, and print it.



Your Manager or Supervisor will review your Refill Report and sign it.

## COLLECTING ITEMS FOR RE-STOCKING YOUR CART

- After completing your Mini Bar inventory, collect all the items that you will need to refill or replenish
- Go to the Mini Bar computer
  - » Log onto it again (following the same steps you followed to retrieve the Report)
  - » Click on the “Refill Report” from the list
  - » Click “Preview”
  - » Print the report
- Your Manager or Supervisor will
  - » Review your Refill Report (with a note of how many rooms you did not inspect because they displayed a “Do Not Disturb” sign or were being occupied by a guest)
  - » Sign the Report
  - » Authorize Purchasing to provide you with
    - The products listed on your report that you used during your shift
    - Any additional products that you might need to restock your cart
- Once your Manager or Supervisor has signed your Refill Report
  - » Take your cart to Purchasing
  - » Receive the needed products from the Purchasing Clerk
  - » Load the product onto your cart
  - » Lock your cart



## FINISHING YOUR SHIFT

- After restocking your cart return it to the Mini Bar office or designated area
- It's very important that you check to make certain the cart is locked before you leave for the day
- File all the reports you have from your shift in the designated location
- Contact your Manager or Supervisor and report that you have completed your day's inventory and refill
- Be certain to report any rooms that you could not inspect - and why
- Your Manager or Supervisor may ask you to help inventorying and refilling other rooms where your fellow Team Members need help; if so, follow the same procedures
- Once your Manager or Supervisor approves, you can leave for the day after
  - » Checking your keys back into Security
  - » Clocking out

**Note:** make certain your cart is always locked when you are not with it (to prevent theft of any product)



Return your cart to the Mini Bar office or designated area at the end of your shift.



Always lock your cart before you leave for the day.

