

	RESOURCE LIBRARY – HUMAN RESOURCES Meal Entitlements	<i>CODE:</i> 04.01.032
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OBJECTIVE:目的:

- To ensure meal entitlements are clearly specified according to the staff categories.
确保根据员工类别明确规定进餐权益。
- To avoid over-usage of the guest F & B outlets.
避免过度使用客人餐饮区。
- To emphasize the standards required with regard to staff cafeterias.
强调员工餐厅所要求的标准。

APPLICATION:应用:

This policy states the company’s opinion with regard to locations for staff meals. However, if a hotel has different circumstances, a hotel policy may be drawn up that reflects the guidelines and meaning of the company policy. Examples of such circumstances may include a hotel coffee shop that is always in full demand by paying guests, or where there is no Executive Dining Room facility (for Key Personnel).

本政策规定了公司关于员工用餐位置的意见。但是，如果酒店出现不同的情况，则可以制定反映公司政策的指导方针和意义的酒店政策。属于这种情况的例子可能包括：付费客人始终对酒店咖啡厅有充分的需求，或者没有高级职员餐厅设施（供关键人员用）。

Service to guests is the first priority; under no circumstances should key personnel expect service staff to demonstrate otherwise.

为宾客服务是首要任务，在任何情况下，关键人员都需要服务员另外证明。

An officer’s check is to be completed for each key personnel meal taken in the Coffee Shop and signed by the concerned before leaving the restaurant.

每个关键人员在咖啡厅用餐，须经相关人员在职员帐单上签字后方可离开餐厅。

Tables should only be occupied for a reasonable length of time, once the meal is finished the place is to be released.

餐桌只宜占用一段合理的时间，一旦用餐完毕，就须让开地方。

The dress code and behavior in guest outlets should always look professional, reflecting the fact that Key Personnel are senior executives of the company. This applies to both duty and off-duty days.

宾客餐厅的着装规范和行为应始终看起来很专业，从而反映关键人员是本公司的高级管理人员的事实。这也适用于上班日和休息日。

STATEMENT OF POLICY

政策声明

1. We firmly believes that the standard of food, hygiene and décor in the staff eating facilities has a direct influence on the well-being and morale of its employees and consequently on their motivation to perform well.

际酒店集团坚信，员工餐饮设施的食品、卫生和装饰标准对员工的福祉和士气有直接影响，进而也会影响其良好表现的积极性。

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2. As such, all staff cafeterias must be maintained in a spotlessly clean and hygienic state, the décor should be warm and welcoming; serving food that is both popular and nutritious.
因此，所有员工餐厅必须保持非常干净、卫生的状况，装饰应温馨宜人，提供既受欢迎又有营养的食品。
3. All hotels must have a system for obtaining feedback and suggestion from staff regarding the staff cafeteria.
所有酒店均须设置一个系统，以便获得员工对员工餐厅的反馈意见和建议。
4. All Hotel Managers and Key Personnel should be seen to use the staff cafeteria as a matter of routine checks – one meal per month would be considered reasonable.
所有的酒店经理及关键人员应对员工餐厅进行例行检查，每月吃一顿饭可视为合理。
5. Locations for staff meals:
员工用餐的位置：
 - a) **Key Personnel A and B:**
Duty meals to be taken in the main hotel Coffee Shop at out of peak times. Key Personnel A and B who live in the hotel can also take off-duty meals in the Coffee Shop. Room Service is available only in the case of genuine illness otherwise such orders will be charged at 50% discount to the relevant City Ledger.
A类及B类关键人员：
高峰时段以外的工作餐在酒店的主要咖啡厅进行。住酒店的A类及B类关键人员还可以在咖啡厅进食非工作餐。客房服务仅适用于确实患病的情况，否则此类订单将按五折计入有关挂帐。
 - b) **Key Personnel C and Skilled personnel D:**
All duty meals are to be taken in a Key Personnel cafeteria which should be established separately from the main cafeteria. Off duty meals for Key Personnel C who live in the hotel may be taken in the Coffee Shop.
C类关键人员和D类技能型人员：
所有工作餐均在关键人员餐厅进行，关键人员餐厅应和主餐厅隔开。住酒店的C类关键人员可在咖啡厅进食非工作餐。
 - c) **Skilled Personnel E, F, G:**
All meals are to be taken in the main hotel staff cafeteria.
E、F、G类技能型人员：
所有进餐均在酒店的主要员工餐厅进行。