Objective 目的

To maximize banquet revenue by ensuring that all banquet functions are properly accounted and charged accordingly.
在确保所有宴会会议均被正确计费并收费, 以确保宴会收入最大化。

Policy 程序

- All tentative and confirmed functions must be documented in a "Function Book". Cancelled functions must be erased or noted to prevent the unnecessary denial of business.
  所有暂定的和确认的宴会必须记录在"宴会登记簿"上。取消的宴会必须在"宴会登记簿"上删除或标注清楚的注明以避免给酒店的收入带来损失（酒店有可能因此而拒绝新的预定）。

- The Banquet Manager will maintain the "Function Book". The purpose of the Function Book is to provide a permanent record of all functions.
  "宴会登记簿"由宴会经理保管，用以永久记录所有的宴会。

- The following information must be included in the Function Book for tentative bookings, recorded in pencil:
  宴会登记簿上记录的待定预订要用铅笔记录一下信息：

  - Name and address of the party (group, company, etc.).
    该客户（团队、公司等）的名称及地址，
  - Method of payment, rate quoted and set-up requirements.
    付费方式、报价及宴会设置需求。

- When the function is confirmed, the information concerning the function (including event order number) will be entered into the Function Book.
  宴会经确定后，关于该宴会的信息（包括宴会预订单号）必须记录到宴会登记簿上。

- A signed contract, deposit or form of guarantee should be obtained for all banquet functions. Contracts should be executed in accordance with the hotel's credit policy. The Director of Finance has to approve any deviations from the standard contract.
  所有的宴会都必须签订合同，并预付定金或签署付款保证书。合同的相关规定须遵循酒店的信用政策。对于与标准合同有偏差的部分必须得到财务总监的批准后，才能被签署。

- All individuals and groups with functions to be billed on account must have prior approval by the credit department/Finance Department.
  所有个人或团队宴会的消费挂账必须事先得到信用部/财务部的同意。

- A numbered Event Order will be prepared for each function. Information on this form will be basically the same as that recorded in the Function Book, except that greater detail is provided concerning the detail menu items, prices, minimum covers, miscellaneous charges, surcharge and equipment requirements, entertainment gratuities, etc.
  每一个宴会都需编制带有编号的宴会预订单。除详细的菜单、价格、最低保证人数、杂项收费、服务费及所需设备、活动小礼品等相关的详细资料外，订单上的信息应基本上和宴会登记簿上的一致

- The Event Order will be in multiple copies for distribution to all relevant departments (Chef, F&B Operation Manager, Chief Steward, etc.) for planning and scheduling of employees. A copy must be forwarded to the

Finance Department to allow comparison with the final banquet bill. All amendments to the Event Order must be numbered with reference to the original and similarly circulated.

为了做好工作计划和人员安排，将宴会预订单的复印件分送到相关部门（总厨、餐饮运营经理、管事部经理等）。每个宴会预订单的复印件应转交一份给财务部以便于和最终的宴会消费账单对照。所有修改的宴会订单的编号必须与原单一致，并分发到相关部门。

- An Event Order must be nominated the master. Likely, the master Event Order will be retained by the captain/manager overseeing the event. The master Event Order will record all amendments i.e. number of covers consumed, menu items etc.

  每次宴会都需另外有一个宴会主订单，主订单应由领班或经理保管以便总体检查；宴会主订单要记录所有的信息及修改，如消费客人的人数，菜单明细等。

- Beverage accountability forms should be completed for all banquets. The forms should indicate the type of beverage, opening stock, closing stock, consumption and sales.

  每个宴会所消耗的酒水都必须有详细记录，该表格应包括酒水的品种、期初数、结存数、消耗及销售数量。

- Banquet bills should be raised on the same day as the function. The guaranteed number of guests or the actual number present, whichever is the greater, should be charged.

  宴会账单应该在宴会举行当天开出，如果实际人数大于保证人数，按照实际人数收费。

- All items on the Event Order, and amendments to the Event Order and incidentals, such as telephone calls, should be appropriately charged. If management chooses to waive a charge, there should be adequate documentation to support the decision.

  所有列在宴会预订单、修改单上的项目或其他应收费项目（如电话费等）必须按合同规定收取相应的费用。如管理层决定免收，须将相关资料附后。

- The Income Auditor is responsible to verify and match all banquet bills posted against the Event Order to ensure that all revenues are properly recorded. Any deviations should immediately be followed up with the Banquet Manager and notify the Director of Finance.

  收入审计负责根据宴会预定单来审查所有的项目是否正确入账，任何的偏差必须马上通知宴会部经理来跟进，并报告财务总监。

- The copy of charged Banquet bill together with the respective Event Order should also be sent to the Executive Chef the day following the function for his verification on the accuracy of these revenue figures, evidenced by his signature on the charged bill.

  宴会结束后，相关宴会预订单必须和账单订在一起交行政总厨以便检查收入的正确性，并要求在账单上签名确认。

- After the verification by the Executive Chef, the copy of charged bill and Event Order should be filed and maintained by the Income Auditor in date sequence. A Control Sheet showing Event Order number and date should also maintain as cross-reference.

  行政总厨检查后，宴会预订单和账单交给收入审计按日期归档保存，收入审计要一个控制表反映宴会预订单的编号和举行的日期以供参考。

- Periodically the Income Auditor should verify the Function Book against the Event Orders in his file to ensure that all confirmed banquet events were charged, evidenced by his signature with date on the Function Book.

收入审计定期要根据存档的宴会订单与宴会登记簿进行核对，以确保所有记录在宴会登记簿上的已确认宴会都已举行并入账，核对后在宴会登记簿上签名及注明日期。

- The Cost Controller is responsible to verify and reconcile the Function Requisition and Return Sheet against the Banquet Guest Bill, and to prepare the profit and loss statement for each Banquet Function for management review.

  成本部负责根据每个宴会账单去检查并核对相关的宴会出库单和退库单，并编制损益表以供管理层分析。

- Food cost for each function should be made based on the storeroom issues and inter-kitchen transfers. Event Orders with food cost over 40% should be reported to the Executive Chef and F&B Operation Manager for proper explanation.

  每个宴会的食品成本应根据出库单和厨房内部调拨来核算。如果宴会的食品成本超过40%应该通知行政总厨和餐饮运营经理来做出合理的解释。