INNARCHIVE.com

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Pre Opening Manual

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# 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| Determine No. of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Position Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post unfilled Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log Book | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Put Log Book into use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wage & Salary Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Pre Opening Office Planning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Office Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-Opening Office Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Office Furniture Requrements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Outlet & Training Office Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request Phone/Fax | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request Po-Box | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request MCN Dial | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request Mail-Adress | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Preopening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Opening Files | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Register Business** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Offical Requirements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Legeal Aspects | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Legal Advice | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Power of Attorney | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Annex GM Handover Report, Review and Action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Opening Date** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Soft Opening Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Party & Planing Event | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Opening Party Menü | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invitations List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review cost for the Pre-Opening Party | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Obtain Copies of FF&E and OE lists** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managememt Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All other pertinent documents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors & obtain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue purchasing reqests to owners | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task Force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staging. Distribution to Ballroom | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify all accounting forms that will be necessary & develop or procure them | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Plans & Actions from prior hotel openings, and develop this hotel´s plans and action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up accounts payable ability to include hardware,software and supplies and communicate the legal name for the hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audit Pre-Opening expenses to date and insure all backup is available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Keys & Asset Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Manager & Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of House Key System determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks & Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Print Order determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Guest & Paper Supply determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Guest & Papper Suppöy Vendors selected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all Rooms Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print, Paper & Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Areas Decorations Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat check numbers ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set linen, Par level | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review health regulation and certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Food Handling Certs. Obtained-MGR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Food Handling Certs. Obtained-Assots | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Insurence Polices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Operating Permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Request Phone/Fax/POBox/Mail Adress | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Purchas/Rentall Leasing Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Construction Cost Limits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Protection Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Utilities (Gas, Water, Electricity) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refrigerators, Freezer,Icemakers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Elevators/Lifts,Escalator | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Watertreatment/Sewer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool/Wihrlpool | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sream Room/Sauna | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Generator | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oxygen | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alarms-Fire, Security | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Communication Equipment, (Radios,Pagers,Mobil Phone) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audio Visual Equipment, Video Security | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| In-House Movie Boardcast | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kitchen Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Air-Conditioning/Heating | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Television System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Switchboard/PBX | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Master Sprinkler System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Compactor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor and/or beer Licence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Currency Exchange Licence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Entertaiment, Dance Licence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Music System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Licence tofy Flags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Registration/Licence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Valet Parking Licence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Laundry Agreement/Contract | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside cleaning/Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors - Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storroom Operating Hours policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requisition System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Minibar Controls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reveiw Pre-Opening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Appearance Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Dress Code Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Finalize & complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to Mgr. Organigram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Small Equipment Policy & Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trollys for Bellstaff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for Linen, Guest Supplies, Uniforms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Control Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Hours of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Marketing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competition Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing Plan Final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet Counterparts in the City | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct Mail Porposal Draft | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest History Mailing List Procedure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Discount Programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP Reviewed,LSOP written | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeteria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Background Music procedures establised | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Briefing Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashier Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat Check System & Liablity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Break Standards & Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Luggage Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Discount Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Linen & Uniform Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log setup & procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Accident/Damage Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Loss & Found Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left Over & Take out Request Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP finalize and distribute | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed Materials LSOP Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reader and Board procedures & Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Stratup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom made Items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Punch List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Controll Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal and Recycle Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hookup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Setup & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Daily/Weekly Monthly Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease & Wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contacd Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Disromm & Breakdown Areas are organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre-openingOutlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Rooms Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Fire Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes,, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Kids in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on property Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for Rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio, Micros training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Orientation & Teambuilding | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu Management training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post -Opening Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Orientation packets completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes Training" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. For Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cabeling Done, Schedule Cable Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Configuration Manager Arrives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm Actual Outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Debug and Handover with Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Employee Training/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micro`s POS Training in Outlet/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training Room Setup/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Preinstallation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Line (Credit Card) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Equipment Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Final Menus to Micros with Prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive and Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relocate to Actual Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Approve Cabling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule POS Training & Programming | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Telephone & Sheelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle set up Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping & Front Office equipment list & Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Position needed, request Form | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you Notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine any part-time administrative needs for office set up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify proposed Management structure and positiong dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review final wage scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hospitality Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Pre Opening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel Recognition process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine hotel parking policy for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft training schedule and lesson plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inroom merchandising finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all rates to ensure proper price on GDS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review hotel fire safty policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all LSOP´S | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log books for all departments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training schedule for all departments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select vendor for for window cleaning (inside & outside) and etablish date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review MOD procedures and roles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule early cleaning of all areas-Employee or task force | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review pre-opening expenses to date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all vendor/purchasing contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Purchase all white boardsletin boards for offices and Employee areas-install | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies reviewed-order as necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine organisations to join locally and nationally | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Department specific rates and regulations established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft cafeteria meals, pre order and post opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros pre-installation meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 1. Administration

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing discounts for F&B outlets determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Server incentive program is determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain copy of blueprint for funiture layout in outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan "nice" event for employees and families, schedule between soft & grand opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review manpower needs for FF&E and OE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine staff, forecast,sales strategy participants | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Approve VIP Gifts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine lighting schedule throughout for AM, afternoon and PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish music backgrund procedures for outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all contracts prior to signing to ensure work can not be performed inhouse | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outline "Department Meetings" goals. All meetings contain hospitality and guest response training. Meeting minutes distributed. Track to ensure monthly meetings. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employment interviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force rooms ready | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check hotel for proper signage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify all Material, Safety Data Sheets manuals are available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accident Prevention Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advertising & Public Relation Agency | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audit SOP Compliance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Catering Business Market Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Charity/Fund Raising Function | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complimentary Guidlines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Construction/Trade Party | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 1. Administration

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | |
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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Demand Forcasting system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Department Trainings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Donation to be approved by GM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dress codes policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Disciplinary Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue purchasing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ballroom Staging, Distribution to Outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Food Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/ Food Handling Certificates, obtain Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Keys & Asset Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Manager & Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of House Key System determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks & Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Print Order determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Guest & Paper Supply determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Guest & Papper Suppöy Vendors selected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all Rooms Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print, Paper & Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Areas Decorations Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat check numbers ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set linen, Par level | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors - Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storroom Operating Hours policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requisition System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Suoervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager Orientation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payroll Contoll Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Minibar Controls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Linen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pars Distribution & Security Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive Linen and Place in Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clean Initial Inventory for Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Linen Inventory to outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service, arrange a Secure / Clean Storage Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement RAG & Kitchen Towel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arrange a secure/clean Storage Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Appearance Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Dress Code Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vip Procedure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel Reward | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adaptar | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Emergency Kits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel recognition pro | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DetermineGuest Parking Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Contract Cleaning requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Loyality Sheet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 minutes training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Pre-Opening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Final wage scale with HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Guest Room Safes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pre-opening Marble Care Needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft responsibilities of executive/Club Loung | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft uniform care policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health Club Equipment List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Health Club Hours of Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review bedspread, shower curtain, etc. Back up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU for Items & quantity verification | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify guest room supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with cable/movie/entertaiment representive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine non - smoking and Executive/Club Level rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Linen/Rag handling procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel Parking Policy for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Evaluate valet parking contract needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Guestroom Directory, Movie Guide, Stationary needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Executive/Club operations/post lead position | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish system for general carpet cleaning & care | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure Admin. Furniture/shelving/filling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Business Center equipment verified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with telephone vendor-review install status | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop emergency plans & procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine need of walk-off mats, size and color | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine of hotel vehicle | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| identify Employee entrance procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| order shower hooks if is necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order guestroom/Public phone face plates with hotel specific information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local rooms Vendor list established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| applicable) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Purchase professionally printed "out-of-order" signs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order bedboards,bible, book of mormon,Guest Service Directories, Marrioot Hotel Directories, Phone Book Covers, Phone Book- determine delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP suite policy, upgrade approval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract for Dry Cleaning Contract | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cverify storage room shelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Loss prevention materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order log books for Department | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Offering for Executive/Club Lounge finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article<br>Dept. Specifics | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Establish publi space Reader Board procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify posting requirements for Innkeeper law/Rate cards if applicabe | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review guest supplies amenities-review standard us suite-determine replacements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify limousine company-establish procedures for pick up and drop off | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine check in/check out times | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select vendor for window cleaning (inside & out) and establish date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rew emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish backround music procedure in outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP procedures and delivery items determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Safety deposit box procedures established and a backup is identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine gratuity payment schedule for bellman delieveries and bag pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine check cashing policies for guest and Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| task force | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review pre - opening expenses to date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all vendor/purchasing contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| One filling system for contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify all forms, Checklists for AYS are ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Guest romm number by floor list | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool Uniforms-FF&E and OE or local Purchase | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local Notary policies identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest room amenity items determined for all room types. Sample obtained and placement finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize valet vendor-ensure valet slips are ordered and pricing is reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure phone book covers are ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure AYS software is ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop LSOP for Pets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| assignment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ays procedure and responsibilities reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify locations for walk-off mats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Systems training scheduled, Fidelio, IQ etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize cleaning for Health Club schedule, responsibility. Contract with outside service if necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine plan to notify and educate taxi drivers about hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine newspapers for Room Service, Executive Lounge, Lobby | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review MOD procedures and roles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP for Guest packages is determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab training scheduled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Designante smoking areas for outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lost & Found procedures determined-LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all legal signs are ordered (Health Club etc. ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order TV channel stickers for remotes if needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain cleaning instructions for all fabrics | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest information book ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Get master prints of all guestrooms per floor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm delivery and set up of Health Club equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize PAR level for linen | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure paper and cleaning supply ordered arrives 3 weeks from opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish luggage storage LSOP. Ensure check tags are ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine marble care procedures pre/post opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Steamers ordered for guest use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select amenity Gift choices for platinum card members,print/order cards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify placement of all brochure racks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish early arrival/departure LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine magazine subscriptions and any games for executive Lounge | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine and order amenities for turndown service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Bellman scripting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parking validation procedures determined if applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish LSOP for VIP/Repeat Guest | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all chemical bottle labels are ordered for identification | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review turndown service SOP-revise if necessary for LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures established for handling guest mail | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Photos of final guestroom amenity placement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Have tourist and local ps at bellstand | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Public Space plant careDetermine Hotel communications needs. I.e. Pager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine areas of responsibility for cleaning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish "Bought" room policy for Housekeeping | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local phone books scheduled to arrive 10 days from opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine "Make Ready" General clean needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Walk off mats ordered for all areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish cleanliness procedures for bellman podium,carts,front drive,flagpoles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone & Pager Handling & Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre -Opening Schedules compled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Executive Lounge services based on market need | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Housekeeping break outs sheets-set up room status update in PMS or Fidelio | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement public space cleaning responsibilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure artifacts/plants for pblic restrooms are in place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine for guest special request | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify elevators for remainder of pre-opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Department laundry procedures developed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeepng card id policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine guidlines for rollaway use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish elevator cleaning program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review guest room out of order SOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop SOP for call and written workorderes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set MOD schedule for 1st month of operation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AYS area set up-complte with all forms,reports, bulletin boards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign managers to inspect all guestrooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assemble stationary folders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest laundry equipment is functional and soap is avavilable through machine or Front desk | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop carpet and chaire care program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| restrooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assemble guest directories | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with local emergency staff-police,fire,medical | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Finalize & complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Small Equipment Policy & Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trollys for Bellstaff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for Linen, Guest Supplies, Uniforms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Control Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Hours of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Marketing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competition Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing Plan Final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet Counterparts in the City | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct Mail Porposal Draft | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest History Mailing List Procedure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Discount Programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP Reviewed,LSOP written | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeteria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Background Music procedures establised | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Briefing Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashier Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat Check System & Liablity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Break Standards & Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Luggage Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Discount Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms Linen & Uniform Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log setup & procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Accident/Damage Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Loss & Found Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left Over & Take out Request Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP finalize and distribute | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed Materials LSOP Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reader and Board procedures & Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Stratup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom made Items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Punch List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Controll Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal and Recycle Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hookup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Setup & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Daily/Weekly Monthly Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease & Wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contacd Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Disromm & Breakdown Areas are organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre-openingOutlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Rooms Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Fire Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes,, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Kids in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on property Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for Rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio, Micros training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Orientation & Teambuilding | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu Management training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post -Opening Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Orientation packets completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes Training" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. For Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cabeling Done, Schedule Cable Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Configuration Manager Arrives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm Actual Outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Debug and Handover with Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Employee Training/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micro`s POS Training in Outlet/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training Room Setup/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Preinstallation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Line (Credit Card) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Equipment Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Final Menus to Micros with Prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive and Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relocate to Actual Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Approve Cabling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule POS Training & Programming | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Telephone & Sheelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2. Rooms Operation

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| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle set up Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Position needed, request Form | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you Notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.1. Front Office

### Preparation and Critical Path-Administration Organisation

| Object Article<br>Dept. Specifics | Week Out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| 5-SU-Review for Amounts and Costs | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee-Determine needs by Position | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Layout for all Front Office Areas | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Resource Materials | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club-DeterminePositioning; Hours of Operation | 24 | | Brand Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Action Plan for Front Office | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP´S-Review all SOP´S; Determine LSOP Documantation | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage Areas-Determine | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Determine Uniforms | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Uniform Care Policy | 24 | | (Who Cares for...Hotel?Assoc.?) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Guest Rooms-Determine Supplies; Ajust 5-SU or order | 21 | | Günther ACS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2.1. Front Office

**Preparation and Critical Path-Administration Organisation**

| Object Article | weeks out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.1. Front Office

**Preparation and Critical Path-Administration Organisation**

| Object Article | weeks out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Order Company Hotel Directories | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Phone Book Covers | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Phone Books | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.1. Front Office

**Preparation and Critical Path-Administration Organisation**

| Object Article<br><br>Dept. Specifics | Weeks out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Set up Purchasing Procedures; meet with local Vendors | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Select window Washing Vendor | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Supplies ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Master Sheet with all Rooms printed | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TV Channel List ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2.1. Front Office

### Preparation and Critical Path-Administration Organisation

| Object Article<br>Dept. Specifics | Weeks Out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Health Club-Universal Gym-Confirm Delivery & Set up | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linen Pars Final | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage " Out of Order" Signs-Determine & Order | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Attend Fidelio Training | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Dept. Specific-Front Desk-Set early Arrival/Late Departure LSOP | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Key Box-Should be operational/number of keys determined | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Signage-Determine Non-Smoking Floor Signage needs | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Training-Orientation Agenda & Materials completed | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Cleaning Schedule Assigments for Pre-Opening | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Finalize Schedule for Public Areas; Implement | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Specifics-Elevator Usage-Coordinate with Roomservice | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery of Directories, Movie Guides, Stationary | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Suits & Parlors Operation Procedures, Inspection Sheets | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures for Guest Special Requests | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel-Move-in | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping_Breakouts; Set up Credit in Fidelio | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping-Light Bulb Operating Procedures | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Schedule posted | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nametags-List of Employee to HR | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Plants and Decorations for Rest Rooms | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force-Rooms ready | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training-Develop Post-Opening Training Plan | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training-Orientation Packets completed | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-Delivered | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.1. Front Office

**Preparation and Critical Path-Administration Organisation**

| Object Article | Weeks Out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee-Attendance/Call in Book | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - Elevator Program | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - Pile Lifting Schedule | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - (Msds) Sheets on File | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Tray Removel Procedures | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms-out of Order Rooms-SOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping-Cart ID Policy | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Area Inspections-SOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Lobby Sand Urns | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Services-Rollaway Bed Guidelines | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-LSOP on Distribution & Retrieval | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Work Orders-LSOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-Check Uniform Fitting Schedule | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU-Extra Staff to Dirstribute | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Carpet & Chaire Care- SOP | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest ooms-Assemble Stationary Folders | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms-Assign Managers to check every Room | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms - Room Service Menu Placement in Guest Rooms | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management-Schedule posted | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nametags - received | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Laundry-Equipment operating; Dispencer mounted & loaded | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms - Daily Procedures for sample Rooms | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force - Thank you Notes drafted with HRD/Gift?/Party? | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.2. Housekeeping

### Preparation and Critical Path-Administration Organisation

| Object Article | Weeks out | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU-Review for Amounts and Costs | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee-Determine Needs by Position | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Specifics-Finalize Lay-out for all Housekeeping Areas | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Resource Materials | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club-Determine Positioning; Hours of Operation | 24 | | Brand Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| pare Action Plan for Housekeeping | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all SOP´S; Determine LSOP Documentation | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Storage Areas | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for Department | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program; Specific Uniforms | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Uniform Care Policy | 24 | | (who cares for Hotel?;Assoc?) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool Uniforms.... %-SU or Local Puchase | 24 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly Structure | 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Creat Organisation Chart | 23 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Contract Cleaning Requirements | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club- Review Equipment List | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Services-Guest Room Safes | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program and Elemts | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number/Position to HR | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly Staffing Numbers/Positions | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Writ Job Discrition | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Supplies...., Decide which area Logo/No Logo | 21 | | www. Guenteracs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Supplies; Adjust 5-SU or order | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Bedspread, Shower Curtains,etc, Back up | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Laundry/Central Laundry-Draft Procedures | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Uniform Par Leveles per Job/per Size | 21 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Finalize Uniform Care Program; Documentation | **21** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Give Order to Un Leader | **21** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Final Uniform Order and Cost | **21** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2.2. Housekeeping

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Double Check Cleaning Machines Requirements | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Responsibility for cleaning F&B Areas | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Radio and Pager Request for Opening | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hours of Operation | 20 | | Review SOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Policy (Front & Back of House) | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare List of internal Forms for Posting | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Non-Smocking & Concierge Level Floors | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Plant/Landscape Program | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Store Areas-LinenRooms-Shelving | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force-Opening Assistance Requirements | 20 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU- Order Local Purchases | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU-Review Completed and Determine Local Purchases | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Directory, Movie Guide, Stationery Needs | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Plant Care Contract (Plants & Decorations) | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Systems for General Carpet Cleaning & Care | 16 | | Brand Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish System for Work orders | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Organisation Chart | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Walk off Mats-Quantity, Color,Design, Cost, Location | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check System Set-up | 15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post unfilled Positions | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule for Posting | 14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Islamic Prayer-Mecca Directio Sticker; (if applicable) | **14** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP´S - Uniforms, Shoes, Name Tags etc.; Copy HRD on Draft | **12** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Bedboard Quantity & Order | **12** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Bibles, Books of Mormon | **12** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.2. Housekeeping

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Guest Service Directories | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Company Hotel Directories | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Phone Book Covers | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Phone Books | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Shower Hooks | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Purchasing Procedures; meet with local Vendors | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Amenities for Standard Rooms; Sample; Placement; Order | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Amenities for Suite and Upgrade Level | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Pets LSOP | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Room List by Floor | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Schedule & Responsibility for Health Club | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club-Order Leagal Sign & Post | 8 | | Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Area Inspection List | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags-List of Managers to HRD | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| White Board, Bulletin Boards ordered | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Contracts with Controller | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vendor for Sands, Buckets, etc | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dry Cleaning/Valet Slips ordered | 8 | | Scholz | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assue Order of Training Manuals 6 Certification Test | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft taraining Program for All positions | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management training Meeting | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager´s/ Attend Payroll Classes | 8 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-Su-Prepare to receive | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Fabric Protection, Cleaning Instructions | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marble Floor Care-Pre & Post opening | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Paper Supplies ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select window Washing Vendor | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Supplies ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2.2. Housekeeping

### Preparation and Critical Path-Administration Organisation

| Object Article<br><br>Dept Specific | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Interview Process Begins | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Information Book ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Master Sheet with all Rooms printed | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TV Channel List ordered | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club-Universal Gym-Confirm Delivery & Set up | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Linen Pars Final | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage " Out of Order" Signs-Determine & Order | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Attend Fidelio Training | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Amenities-Turn Down Service-Determine & Order | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Specific-Front Desk-Set early Arrival/Late Departure LSOP | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club-Hours of Operation Management-Employee use | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Linen Storage Rooms Shelving needs | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Schedule posted | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Steamers ordered-for Requests | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize training Schedule | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniform Fitting Schedules | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU-Staging, Disribution to ballroom | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Amenities-Final Placement/Standards; Take Photo, Inspection Sheet | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Cost Allocation to F&B; Determine Staffing | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Marble Floor Care-Begin Daily Maintenance | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hours of Operation-Review with staff | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept, Specifics-Resources Delivered | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms- Assemble Guest Directories & Room Placement | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Review Turn Down Service SOP, Develop LSOP | **5** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office Set up, Computer, Pager, etc. | **5** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Key Box-Should be operational/number of keys determined | **5** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 2.2. Housekeeping

**Preparation and Critical Path-Administration Organisation**

| Object Article<br><br>Dept Specific | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage-Determine Non-Smoking Floor Signage needs | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force-Room needs; begin Preparation if possible | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 -SU-Delivery and Move in | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Schedule Assigments for Pre-Opening | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Finalize Schedule for Public Areas; Implement | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Specifics-Elevator Usage-Coordinate with Roomservice | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery of Directories, Movie Guides, Stationary | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Suits & Parlors Operation Procedures, Inspection Sheets | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures for Guest Special Requests | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel-Move-in | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping_Breakouts; Set up Credit in Fidelio | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping-Light Bulb Operating Procedures | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Schedule posted | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nametags-List of Employee to HR | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Plants and Decorations for Rest Rooms | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force-Rooms ready | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training-Develop Post-Opening Training Plan | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training-Orientation Packets completed | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-Delivered | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 2.2. Housekeeping

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee-Attendance/Call in Book | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - Elevator Program | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - Pile Lifting Schedule | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning - (Msds) Sheets on File | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Tray Removel Procedures | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms-out of Order Rooms-SOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Housekeeping-Cart ID Policy | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Area Inspections-SOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Space-Lobby Sand Urns | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Services-Rollaway Bed Guidelines | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-LSOP on Distribution & Retrieval | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Work Orders-LSOP | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms-Check Uniform Fitting Schedule | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5-SU-Extra Staff to Dirstribute | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning-Carpet & Chaire Care- SOP | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest ooms-Assemble Stationary Folders | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms-Assign Managers to check every Room | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms - Room Service Menu Placement in Guest Rooms | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management-Schedule posted | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nametags - received | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Laundry-Equipment operating; Dispencer mounted & loaded | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Rooms - Daily Procedures for sample Rooms | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force - Thank you Notes drafted with HRD/Gift?/Party? | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue purchasing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ballroom Staging, Distribution to Outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Food Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F & B Print Order determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F & B Guest & Paper Supply determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F & B Guest & Papper Suppöy Vendors selected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all F & B Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print, Paper & Guest Suppöies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Decorations  Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat check numbers ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table Top printed materials ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest check holders ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set china, Glass, flateware, Par level | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stationary ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theme Ideas for opening Buffet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wine/Champagne ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Garnish & Glassware charts posted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| identify Vendors-Food, Beverage,Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storromm Operating Hours policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requisition System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Fidelio Controllable System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Fidelio Requsition system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| IssueInitial F&B Requisition | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening & Quarterly Inventory Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Controllable Procedures/Ordering Info | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Banquet Beverage storage & prepetual | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquer Requistion procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select & order candy for meeting rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set intial Par Levels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up F&B General Storerooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Pre-Opening F&B orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Pre-opening F&B orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Buffet item signs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Suoervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager Orientation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payroll Contoll Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Potantial Beverage Cost Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Carp procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| inter Bar Transfer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Minibar Controls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet C-7 Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet check Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Fodd & Beverage Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Check loss Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Polic | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Linen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pars Distribution & Security Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive Linen and Place in Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clean Initial Inventory for Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Linen Inventory to outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service, arrange a Secure / Clean Storage Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement RAG & Kitchen Towel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arrange a secure/clean Storage Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Appearance Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Drss Code Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Finalize & complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffe/Tea Thermos ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Purchase Water Pitchers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Piano Purchased/Leased | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Small Equipment policy & storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reffigerator/Freezer checks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for tableware,flatware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Control Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Hours of Storag | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Marketing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competition Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Catering,Hotels Convention Prioing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet Counterparts in the City | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct Mail Porposal Draft | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest History Mailing List Procedure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Discount Programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing Plan Final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Resource Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Function Room Name List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Formulate F&B Strategie | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Hours of Operation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Diary Set up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor Laws-Available & Unterstood | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positioning & Marketing Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Set-up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting Room set up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Formatting and Distribution List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Florist Identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Blueprint of Banquet Furniture layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accident/Loss Prevention Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inter Bar TransferForms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rules & Regulations "Do´s" and "Don`t`s" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Filind System for Daily Reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat hanging Procedures & Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Pre-Opening Critiques Started | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station Size per Server | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identifiy Outlet Supervisor "Paper" Work Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System for Daily Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Take out" or "To Go" Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table Top Photos | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Daily Meetings-Timing, Format Attendence | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Daily Schedule Set | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine in-out Silver,Glass,China | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Entertainment Agency Identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Response Formats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting Room  Amenities & Photograph | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Upcoming HoöidEvent Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Procedures & Items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Making Standards & Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP Reviewed,LSOP written | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeteria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Background Music procedures establised | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Briefing Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashier Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat Check System & Liablity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Break Standards & Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Corkage Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Employee Discount Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Complaint & Comment Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Discount Programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Linen & Rag Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food Pick up Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gratuity/Service Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Accident/Damage Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Loss & Found Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left Over & Take out Request Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor Cut-off policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log setup & procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP finalize and distribute | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed Materials LSOP Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reader and Board procedures & Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review of all Dept. Heads present to Exec. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table of Photographs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Policy-Food Testing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tentative Booking Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Stratup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom made Items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Punch List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Controll Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal and Recycle Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hookup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Setup & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Daily/Weekly Monthly Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commisioning Dish/Glasswashing Machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contacd Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Disromm & Breakdown Areas are organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre-openingOutlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease & Wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify and Setup Chemical Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Cleaning/Dishroom Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Pre-Open Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Station Breakdown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling procedures established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Early Team(Task Force) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Stewarding Overnight Cleaning Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Wet Garbage-Silver return | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Silver Care & Storage Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stewarding Procedures & Reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Breakdown Procedures (Kitchen) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Menus** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Food & Beverage Pricing Finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Menus go to print | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet package completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverage & Wine List to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverage & Wine Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concept Design for Menus with Printer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Banquet Substitution Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Menu Items with Chef | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Menu Proofs for training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Opening Party Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Proof of all Items & Translation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Holiday Packagees & Plans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Beverage Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Menus** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Menu & Pricing to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kids Menu Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menus Cost Status | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Party & Planing the Event | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Paper & Cover ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal Menus determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Translation of menus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Practice Meals** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice MealsDaily Meal Period Critique | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Decide Dates, Meal periods | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Critique Form & Feedback Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invitation Process for Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Open Meals with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planning Session with Managers/Chefs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal with Customer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chefs Table | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. For Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cabeling Done, Schedule Cable Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Configuration Manager Arrives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm Actual Outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Debug and Handover with Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Employee Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micro`s POS Training in Outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training Room Setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Pretallation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Line (Credit Card) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Equipment Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Final Menus to Micros with Prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive and Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relocate to Actual Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Approve Cabling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule POS Training & Programming | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Telephone & Seelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

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| **Keys & Asset Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Manager & Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of House Key System determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks & Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish F&B Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Fire Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes,, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Kids in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **AV Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Charges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audio/Visual Procedures ("MVP") | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audio/Visual Storage and Security | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment deliverd & secured | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Handling,Maintenance & Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on property Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for F&B | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio, Micros training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Orientation & Teambuilding | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu Management training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post -Opening Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Orientation packets completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Practice meal Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes Training" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone & Pager Handling & Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre -Opening Schedules compled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3. Food & Beverage

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle setup Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet equipment list & Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Pricing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set pricing R Rental, AV etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Position needed, request Form | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you Notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| issue purchsing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review of Concept statements final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Resource Mateials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competion Study-Restaurants,Bars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Copies of Outlet Logos | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor Law-Available & Understood | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Formuate F&B Strategy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Program determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Positioning & Marketing Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dragt houers operation/concept/outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gold Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Set-up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accident/Loss Prevention Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hours of operation/Concept/Outlet Scripts document | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Blueprint of Outlet rniture layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set China,Glass,Flatware & Linen Parstocks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

| Object Article<br><br>Dept. Specifics | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Procedures for Forcasting/Progress Reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish inter Bar Transfer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rules & Regulations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service - Room Numbers & Room Types established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Minibar Procedures estabilished | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Filling System for Daily Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order of service (for each Meal period) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station Size per Server-Buffet, a la carte | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Parking Validation Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Server Incentive Program Drafted & Finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Outlet Supervisiors "Paper" Work Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Coat hanging procedures & locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu Class Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Back up Dupe System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System for Daily Inventur/Shift Change for Bars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Restaurant Reservation Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Single Diners" Concept (Yes or No) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "No Smoking" Sections | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Take out" or "To Go" Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Forcast & Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Florist Identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food Pick - Up Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Table Top Photos | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Order Taker/AYS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Photos of all Food Items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Romm - Service Photos Tray and Table Set ups | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute F&B Local Regulions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Coffee Making Standards & Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre & Post Opening Dept. Meetings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Pre Opening Critiques Started | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Meetings begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post unfilled Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Suoervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log Book | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Put Log Book into Use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| | | | | | # | # | # | # | # | # | # | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | # |
| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for Restaurant | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Traning Calendares & Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material Needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio,Micros, Training Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Orientation & ???? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training Calender documented & distributed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on Porperty Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone & Pager Handling & Trainings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mini Bar Sample Delivered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Print Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Guest & Paper Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select F&B Guest & Paper Supply Vendors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all F&B Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newspaper Selection & Par Stock | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print,Paper & Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Decorations Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Office Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Office Furniture Requirements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ObtainOutlet & Training Office Suplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Filling System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Procument Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and Needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors-Food , Beverage,Other | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storeroom Operating Hours Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventure & Requistion System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening & Quarterly Inventory Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set initial PAR Levels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up F&B Gerneral Storerooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Pre-Opening F&B Orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Convert Manual to Fidelio Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Initial F&B Requisition | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Keys & Assest Managment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks and Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Management & associats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Accountin Cashiers vs F&B Cashieres | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Potantial Beverage Cost Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inter Bar Transfer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Minibar Controls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Set up & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection and Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal & Recycle System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom Made items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hockup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Program Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP Reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeteria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Policy (Staff & Guests) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left over & Take out Request Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gratuity / Service Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printal Materials LSOP Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat Check System & liablity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor cut-off policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Minibar Procedures with Housekeeping | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wine by Glass Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Lost & Found Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Accident/ Damage Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service - Hotel Reward Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service - Amenity Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table/ Return Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System for reserving Tables | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Elevator Usage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Linen & Rag Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Complaint & Comment Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily Menu Class Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Dscounts programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Dress Code Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Hours of Operatins | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashier Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Corkage Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Employee Discount Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Lounge Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chefs Table Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wedding Planer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Cleaning/Dishromm Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stewarding Procedures & Reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task Force Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commission Dish/Glasswashing Machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup overnight Cleaning Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Breakdown Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify and Set up Chemical Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dishroom & Breakdown Areas Organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Silver Care & Storage Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Wet Garbage Silver Return | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease and wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Station Breakdown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

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| **Menus** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concept Design for Menus with Printer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Menu Items with Chef | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room - Service Doorknob Menus Developed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Kids Menue Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Priching Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Beverage and Wine Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wine List, Availability, Vendor Resarch | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Menu & Pricing to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverage & Wine List to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Proofs Receivedand Edit for Changes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Food and Beverage Pricing Finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Translation of Menus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Proofs of all items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Menus got to Print | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet Subsitution Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Menus for Outlet Promotion | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ditribute Proofs for Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Location of menue Holders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Menu & Doorknobs to Rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Menus Received and Distributed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Practice Meals** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planning Session with Managers/Chefs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Decide Dates, Meal Periods and items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Critique Form and Feedback Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invitation Process for Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meals with F&B Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meals with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Open Meals with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily Meal Period Critique | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. for Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review and Approve Cabeling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vertify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vertify Telephone and Shelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Pre-Installation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize POS Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Corp. Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm actual outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hot & Cold Side Items-Printer Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Final Menus to Micros with Prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cabling done, Schedule Cable Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Configuration Manager Arrives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hot & Cold Printer Designation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros training Managers Arrieves | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training Room Set up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Employee Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relocate to Actual ions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training in Outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Debug and Handover with Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Linen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pars Distribution & Security Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive Linen and Place in Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clean Initial Inventory for Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Linen Inventory to outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement RAG & Kitchen Towel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Serviette Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.1.Restaurant

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazzards, Fire Lanes, Exits-Identify | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mount First Aid Kits in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish F&B Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Inspections** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Hotel / Area Inspections Begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prioritize Punch List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Punch Checklist for Each Area pleted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Punch List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| issue purchsing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review of Concept statements final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Food Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/ Food Handling Certificates, obtain Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Office Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Office Furniture Requirements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ObtainOutlet & Training Office Suplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Filling System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post unfilled Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Suoervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log Book | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Put Log Book into Use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Print Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Guest & Paper Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select F&B Guest & Paper Supply Vendors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all F&B Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print,Paper & Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Decorations Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat check numbers ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table Top printed materials ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set china Glass, Flatware,Par Level | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stationary ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theam Ideas for Opening Buffet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wine/Champagne stoppers ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Procument Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and Needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors-Food , Beverage,Other | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storeroom Operating Hours Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventure & Requistion System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening & Quarterly Inventory Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set initial PAR Levels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up F&B Gerneral Storerooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Pre-Opening F&B Orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Convert Manual to Fidelio Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Initial F&B Requisition | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Fidelio Controllable System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor requistion procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select & Order Candy for meeting Rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Buffet Item signs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Accountin Cashiers vs F&B Cashieres | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Potantial Beverage Cost Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| inter Bar Transfer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check transfer procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest check handling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Pre-Opening budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential food Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Beverage Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inventory Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Linen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pars Distribution & Security Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive Linen and Place in Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Clean Initial Inventory for Operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Linen Inventory to outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service, arrange a Secure / Clean Storage Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Implement RAG & Kitchen Towel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Serviette Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/Schedule-Employee Review | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mini Bar Sample Delivered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Resource Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positioning and Marketing Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Diary Setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Concept | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Function Room Name List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor Laws-Available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Liquor "House", "Call" & Permium | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Formulate F&B Strategy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Upcoming Holiday Event Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Set up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting Room set up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order of Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Formatting and Distribution List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Daily Meetings; Timing, Format, Attendance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BEO Daily Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accident/ Loss Prevention Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Blueprint of Banquet Furniture layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set China,Glass,Flateware & Linen Pars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine in-out Silver, China, Glass issuing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Entertaiment Agency Identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Hours of operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Response Formats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Job Discription/job Porfiles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting Room Amenities& Photograph | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inter Bar Transfer Forms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rules & Regulations "do´s" and "don´t´s" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Local Regulations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Filling System for Daily Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat hanging procedures & locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Pre-opening Critiques started | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station size per server | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste panel procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identifiy outlet Supervisores "Paper Work" Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System for Daily Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Take Out" or "To Go" Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Florist Identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table top Photos | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee making Standards & Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Forecast & Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre- & Post Opening Dept Meetings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Meetings begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP procedures & Items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for tableware, flatware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment, AV equipment, Misc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Controll Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

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| **Marketing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competition Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Catering,Hotels,Convention Pricing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Pricing Room Rental, AV, etc | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet Beverage package-list | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| corckage fees | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet Counterparts in the City | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct Mail Proposal Draft | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Discount Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weeding Planer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest History Mailing List procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing Plan Final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tentative Booking Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP reviewed, LSOP written | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeeria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left over & Take out request policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gratuity/Service Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Print Materials LSOP documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coat check System & Liability | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee break Standards & Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor Cutt-Off Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP Finalize and disrtibute | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Lost & Found Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Accident/Damage Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Table Top Photographs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Linen and Rag Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Complaint & Comment Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Briefing Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Discount Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cashier Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Corkage Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Employee Discount Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food Pick up Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Background Music Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log setup procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reader & Board procedures & materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Set up & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection and Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal & Recycle System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom Made items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hockup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Program Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **2.3. Banquet** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Cleaning/Dishromm Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stewarding Procedures & Reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task Force Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commission Dish/Glasswashing Machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup overnight Cleaning Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Breakdown Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify and Set up Chemical Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dishroom & Breakdown Areas Organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Silver Care & Storage Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Wet Garbage Silver Return | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease and wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Station Breakdown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Daily,Weekly,Monthly Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Menus** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Food & Beverage Pricing Finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Menus go to print | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet package completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverage & Wine List to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Beverage & Wine Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Concept Design for Menus with Printer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Banquet Substitution Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Menu Items with Chef | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Menu Proofs for training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Opening Party Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Proof of all Items & Translation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Holiday Packagees & Plans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Beverage Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Menu & Pricing to Printer for Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initial Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kids Menu Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menus Cost Status | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Party & Planing the Event | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Paper & Cover ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal Menus determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Translation of menus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Banquet Party Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Practice Meals** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice MealsDaily Meal Period Critique | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Decide Dates, Meal periods | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Critique Form & Feedback Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invitation Process for Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Open Meals with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Planning Session with Managers/Chefs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal with Hotel Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practice Meal with Customer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chefs Table | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. for Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review and Approve Cabeling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vertify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vertify Telephone and Shelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Pre-Installation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize POS Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Corp. Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm actual outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hot & Cold Side Items-Printer Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Keys & Assest Managment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks and Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Management & associats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of the House Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazzards, Fire Lanes, Exits-Identify | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mount First Aid Kits in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish F&B Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **AV Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audio/Visual Procedures (MVP) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audio/Visual Storage & Sercurity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Charges | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Handling Maintenance & Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment deliverd & secured | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for Restaurant | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Traning Calendares & Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material Needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio,Micros, Training Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Orientation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training Calender documented & distributed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prpare "15 Minutes" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on Porperty Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone & Pager Handling & Trainings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POS Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invite Outside Guests/Group/Practice Meals | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.2. Banquet

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine position needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| outing Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task Force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Hotel Inspections Begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet equipment list and Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning check list | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Clean checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle setup checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet booking forcast | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3 Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| issue purchsing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review of Concept statements final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competion Study-Restaurants | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Formulate F&B Strategy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Operation/ Concept/Outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coffee Program Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Setup Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set China, Glass, Flatware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures for Forcasting/Progress Peports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accident/Loss Prevention Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hours of Operation/Buffet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Items Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Blueprint of Storeroom | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cooler Layout | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rules & Regulations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Pre-Opening Critiques Started | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-& Post Opening Meetings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food Pick Up Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.3. Kitchen

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Dept. Specifics** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Filling System for Daily Reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Outlet Supervisors Paper Work Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order of Service ( For each Meal Period) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu Class Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Take Out" or "To go" Procedures & Poliy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Kitchen Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Photos | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Post Photos of all Food Presentations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Restaurant Post Photos of all Food Items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30 Point Check List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Meetings Begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estabilish Menu Cycle and cost per meal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cost of Employee Meal passed to Accounting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review potential Food Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room - Service Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Party Menu/Buffet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Candys for Banquet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare recommended Food Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chefs Tech | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Brand Standard Manual | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Food Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/ Food Handling Certificates, obtain Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post unfilled Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Suoervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log Book | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Put Log Book into Use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Uniform** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Uniform Program & Shoe Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Uniform Program, Costs & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP on Distribtion and Retrieval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Selected Uniform Vendor obtains Materials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Fitting and Distribution Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Uniform Fitting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Uniforms & Sign Uniform Receipt | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for 39 points | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Traning Calendares & Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material Needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab,Fidelio,Micros, Training Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Orientation & ???? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training Calender documented & distributed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managment Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Practic Meal Sessions-Outside Guests | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Practice Meal Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prpare "15 Minutes" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on Porperty Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone & Pager Handling & Trainings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discritions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policyfine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mini Bar Sample Delivered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Print Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine F&B Guest & Paper Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select F&B Guest & Paper Supply Vendors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all F&B Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newspaper Selection & Par Stock | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print,Paper & Guest Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Buffet Decorations Selection & Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Office Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Pre-opening Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Office Furniture Requirements | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ObtainOutlet & Training Office Suplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Filling System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Keys & Assest Managment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks and Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Management & associats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Procument Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and Needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors-Food , Beverage,Other | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storeroom Operating Hours Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requistion System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening & Quarterly Inventory Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set initial PAR Levels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up F&B Gerneral Storerooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Pre-Opening F&B Orders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Convert Manual to Fidelio Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Initial F&B Requisition | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Accountin Cashiers vs F&B Cashieres | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Potantial Food Cost Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Bank and Cash Handling Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Carp procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| inter Bar Transfer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Amenity Controls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **LSOP** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP Reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Cafeteria Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Policy (Staff & Guet) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Left Over & Take Out Request Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gratuity/ Service Charge Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Printed Materials LSOP Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Amenity Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Break Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Catering Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service Elevator Usage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Rag Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Complaint & Comment Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily Menu Class Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ordering of Birthday Cakes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| F&B Hours of OperationsOutside Food Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Executive Food Delivery Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rag & Kitchen Towel Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meat Controll | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cooler & Freezer Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Engineering** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Log Set up & Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Selection and Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Removal & Recycle System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of Custom Made items needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Lists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water/Gas/Electrical Hockup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ice Machine Startup and Commisioning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control Program Implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Energy Conservation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Linen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rag & Kitchen Towels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish F&B Fire & Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **Cleaning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab Product and Station setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Ecolab for MSD Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Responsibilities by Area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Cleaning/Dishroom Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stewarding Procedures & Reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task Force Team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ecolab Install Chemical Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commission Dish/Glasswashing Machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Pre Opening Outlet Cleaning Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup overnight Cleaning Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trash Breakdown Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify and Set up Chemical Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dishroom & Breakdown Areas Organized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Silver Care & Storage Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Wet Garbage Silver Return | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease and wet Garbage Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outlet Station Breakdown | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **2.2 Kitchen** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Menu** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Crate a Healthy Menu for Health Club | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hospitality Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Use Records written | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Setup Menu for all Outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Translation of Menus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Recepiets Card & Costing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Use Records for all Menu & Outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Costing of Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Subsitution Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pricing Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pricing Final | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Brunch Menu, Layout Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Breakfast Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kid´s Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| "Fit for You" Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bankett Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Restaurant Menu Assembly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Service Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Treatments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Use Records -Posted on all Stations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 3.3. Kitchen

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hot & Cold Side Items-Printer Designation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review the Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Menu for Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Micros (POS) Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Inspection** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Hotel Inspection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily Kitchen Inspection begin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Banquet Meeing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Checklists** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Clean Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening & Closing Checklists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station Par Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Customize cooler layout Plans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening/Closing Kitchen Checklists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kitchen-AM&PM Checklists | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Station Rotation Chart & Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Taste Panel Forms Printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sign in & Sign Out Sheet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 30 Points Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Chemical Use Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **5-SU** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors and optain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue purchasing requests to owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move-in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ballroom Staging, Distribution to Outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/ Handling Certificates, obtain Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Keys & Asset Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Manager & Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of House Key System determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks & Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Print Order determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest & Paper Supply determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest & Papper Supply Vendors selected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all Sales & Marketing Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print & Paper Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Par Leval for Printing Material | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stationary ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors - Sales & Gifts supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storromm Operating Hours policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requisition System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

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| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Supervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager Orientation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payroll Contoll Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Accounting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7-7´s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card Procedures & Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Cashiering Policy LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VIP Package Assign Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Polic | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Petty Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Empowerment System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet C-7 Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet check Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Check loss Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

**Preparation and Critical Path-Administration Organisation**

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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Finalize & complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discribtions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policy fine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Small Equipment Policy & storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for Paper Supplies, Directories | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sheelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Control Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Hours of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Sales Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Fire Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes,, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Kids in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 4. Sales & Marketing

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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on property Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for sales | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish a Cross-Training Program for agents in Housekeeping, Frontoffice, Booking center, Accounting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Orientation & Teambuilding | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post -Opening Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Orientation packets completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Practice meal Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes Training" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **POS** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Outlet System Req. For Corp. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Cable Pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin Outlet Menu Configuration Sheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cabeling Done, Schedule Cable Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Cable Worksheets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Configuration Manager Arrives | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm Actual Outlet POS Terminations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Delivery | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final Debug and Handover with Micros | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Equipment Order with IT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Employee Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micro`s POS Training in Outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros POS Training Room Setup | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros Pretallation Meeting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Telephone Line (Credit Card) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Place Local or Equipment Order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Program Final Menus to Micros with Prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive and Review Riser Diagram | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Relocate to Actual Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Indicate Actual POS Locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review & Approve Cabling Design | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule POS Training & Programming | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Computer Room Power | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Telephone & Seelving | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle setup Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Equipment list & Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Position needed, request Form | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you Notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initiate design/layout of Sales/Marketing brochures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Sales & Marketing file and trace system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine group ceilings and group rates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish hotel room rates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft hotel Business Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish competitive set of Market Share reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solicitation goals are established for all sales positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accounts are assigned to Sales Managers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish calender of city-wide events | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine space release policy for banquet rooms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All special Corporate rates have signed contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Postcards for the Hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Hotel pre-opening media plan with Executive Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Department Marketing Plan and inhouse advertising | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify local organizations for memberships | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop weekly shop call procedures for competitors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine need for Hotel Vehicle | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Direct mail proposed for opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order guest directories and in room dining guides | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Marketing discounts for F&B Outlets determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Opening Party Menu | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine plan to notify and educatelocal taxi drivers about hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine newspaper for Roomservice, Executive Lounge, Lobby | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arrange for photography of any food/beverage items for marketing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invite guests/Employee for practice meals | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify show/sample rooms following opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All menues-Selection and Printing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Menu & Price determined and al information sent to printer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Compare with area prices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure Reg. Dir. Operations approval | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Space release policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Standard Table Top | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| all type of Food Services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| bottle/per drink/per hour beverage system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| deposit policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| lost business trace | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| service timing/plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| occupancy and foecast system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contracts, Diagrams | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeting room set up Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Theme Party development | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete a Base Room Study (Update Quarterly) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify target accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop solicitation plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Business Centre Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hours of operations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Service provided | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cross-selling space with catering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pricing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Revenue maximisation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Qualified and training staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Internet connection/adress | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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# 4. Sales & Marketing

## Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Catering Business Market Study | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Conduct detailed market study with Executive Commitee on segments of catering business-social functions, weddings, carnival,balls,holiday parties, clubs,Employee, wine tastings, food festivals, etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Catering Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contracts and letter of understanding are to avoid errors and loss; Establish policy for deposits, guarantees and deadlines for same program to have approval of GM and Controller prior to implementation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine catering lead time for booking to business | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Include free sale provision for slow periods | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop local catering sales & marketing plan to include segmentation/solication action plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List top 10 annual events | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine if we will host a state or local charity function as a part of the opening ceremonies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competition Survey | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Loading Selling Strategy, Rates and Seasons | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Two Selling Strategies in Place for Weekend and Weekday | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Company Rewards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complementary Guidelines | | | Establish procedures and authorisation for: 1. Complementary rooms (GM) 2. Complimentary food & beverage Items (GM;DOM)VIP Gifts, develop accounting procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop a confirmation policy integrated in Sales & Marketing trace system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estabilh from Day one demand tracking for all segments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish budget for entertaiment in the public areas/restaurants | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Submit proposal for promtion of the first guest for use as PR event | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Forecasting Sales | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Forecasting Wage & Progress Reports | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine the forms that your specific area will need | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare a list for all important public figures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guarantees-Rooms Reservations | | | Develop procedures for "Selling Through" keep in mind that each day of the week will determine a separate formula. Spell out carefully that our plan is for zero vacant wlks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel city Map | | | Develop map of the city and layout of the hotel to include all services, restaurants, shops, etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Incentives sales | | | Establish programs and define incentivees to increase sales in all outlets | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 4. Sales & Marketing

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | # | # | # | # | # | # | # | # | # | # | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | # |
| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Critique to be completed in wirting on all area hotels restaurants | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish competitive set | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete competitive surveys to include banquet menu prices, room rates, restaurant prices, amenities, special services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Produce market share analysis | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Invitation of Opening/Mailing List | | | Develop a mailing list from working with GM and PR firm and have invitations printed. Set up a timetable for mailing and system for counting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of City & State Officials | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local Community Leaders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newspaper Clip System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Install from day one all corporate reports relating to Sales & Marketing | | | Monthly Marketing Reports, booking activity by sales person, call reports, tracking system for group and transient, weekly GM´S report, etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reservations/Room/Suites Control/Tier Pricing/Sell & Report Guarantee, No-Show Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room Pricing Strategy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Blitz- Preference Plus | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Selling Strategy Meetings | | | Schedule weekly strategy meetings. Determine agenda and format | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage/Constrution Site | | | Place new signage at site including opening date on sign | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4. Sales & Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Event Calendar | | | To be developed for Food & Beverage, Catering, etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Travel Agent commission | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekend Packages | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 4.1. Field Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | | Weeks After take ove | | | | | |
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| | | | | | 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | | 1 | 2 | 3 | 4 | 5 | 6 |
| **General** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Date | | | needed asap | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Conduct a positioning session | | | before opening | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Logo Production | | | as soon as contract signed | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Do a sales & Marketing Plan** | | | 12 months before opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Define Pre-opening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select the target market | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft business mix | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competion Analysis | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Define Marketing channels i.e. Rewards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Hotel Information** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Property/Hotel Name | | | as soon as contract assigned | FLD/SM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel contact (employee name) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Phone/ Fax: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-Mail address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hotel address: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Hotel Web Sites** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Page on company website | | | as soon as EPIC infomration is loaded | REV/SM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| page on global sites | | | | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4.1. Field Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | Weeks After take | | | | | |
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| **Marketing material** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre-opening renderings and images required | | | | A&C / SM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre-opening Rack Card for general distribution | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Insertion into lobal directories | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stationary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Service Directory | | | by Operations | OPS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cross-sell brochures | | | week before hotel opens | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| International directories | | | | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| International Brand poster | | | | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Broschure rack display | | | | FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Photography** | | | in cooperation with FLD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Room/Interior Shots | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| People Shots | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Food/Stills | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Restaurant Shots | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Shots | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Usage Rights | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Brochures** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rack Card / Brochures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meeing Planner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Preview Planner Brochure | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Convention/Image Brochures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD presentation tool | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newsletter | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4.1. Field Marketing

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | Weeks After take | | | | | |
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| **Stationary** | | | with contracted suppliers | Procurement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Letterhead | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Business Cards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| In-room print material | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| etc. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 4.2. Revenue Management

### Preparation and Critical Path-Administration Organization

| Object Article | Start Date | Comp Date | Comm | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **Dept. Specific** | | | | GM | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine opening date | | | | GM | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Send written description of Hotel to Omaha | | | | GM | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Name of Hotel | | | | GM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign MARSH Code | | | | RVPRS | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete Database Packet and Informational Rate Program information | | | | DRS | X | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete logon form for access in CTAC and set up CTAC | | | | Reservations | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Set up fact screens | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Set up selling strategies, rates & seasons | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Establish internal hotel policies: Complimentary bookings, No Show and charges, direct billing, local travel agent commissions, group booking and follow up, upgrade and executive rooms | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Building Rate Programs in for Example: for Special companies from the beginning during the introduction of the Potential Rate at the opening, for later accurate Productivity | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apply for Wholesaler PIN Numbers very well in advance, since you cannot book or build wholesaler rates without having a Pin Number, and you need to capture their business | | | | Reservations | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Launching Preference Plus applications in advance to give time to obtain PP Numbers and use for Productivity | | | | Reservations | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Ensure proper set up of market codes in the accounting system and front office Fidelio | | | | Reservations | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Changing Exchange Rate in Fidelio CTAC processing, to avoid having discrepancy in the amount of commission paid | | | | FO | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Begin merging company, source and guest profiles as soon as possible and regularly | | | | FO | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Check GPN for stuck bookings in MARSH and resolve | | | | Reservations | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |

## 4.2. Revenue Management

### Preparation and Critical Path-Administration Organization

| Object Article | Start Date | Comp Date | Comm | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Input strategy into MarRFP | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Complete DH pages | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Sine Table (VSSP) | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Room Pool Definitions (VMRM) | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Meet with regional / area teams to gain market information and agree on expectations | | | | Exec Team | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Conduct price positioning meeting | | | | Exec Team | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| All Rate Programs (VPRA) | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Executive room Rate | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Regular Room Rate | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Promotional Rates | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Discounts and seasonal rate | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| See Strategy (VSSM) | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Booking rules to be defined for weekday & weekend | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Two selling Strategies in place for weekday & weekend | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Build Complimentary and Crew blocks | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Build and open the hotel Employee Rate | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Load Hotel Reward Rate and allocate 10 % of inventory for each day | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Hotel Arrival and Deposit strategy (VHAP) | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Main Hotel Facts Page (VIF) | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Taxes for Deposit Cancellation (ARC') | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Room Typ Guarantees (VRQ) | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Complete MCN logon forms for access to IMS, One Yield, OSCAR, CTAC for all appropriate staff members | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Build Complimentary Mini Hotel -CMP CT-Type | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Set up selling strategies for Sales and Catering System ('s) | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Set up procedure for business evaluation | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Ensure procedure is in place for building group blocks in the front office systems | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Coordinate special corporate strategy with Sales and ensure procedure is in place for signing and maintaining copies of contracts | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Define Group, Wholesaler, Promotional, CORA, REGA and other rates, define those rates for high and low season | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |

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## 4.2. Revenue Management

### Preparation and Critical Path-Administration Organization

| Object Article | Start Date | Comp Date | Comm | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| | | | | | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Review all definite group and catering bookings | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| future years | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Establish group turnover process with sales / front office | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Communicate date when bookings can begin | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Work with sales re: sales system set up, space release policies, group room thresholds and catering minimums | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Ensure a tracking method is in place for communicating new / changes / cancels for group contracts | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Establish with DOM group ceiling for next 2 years | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Meet with Sales Leader to understand sales deployment and overall goals | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Complete pre-opening budget | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Complete business plan | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Provide Sales leader with all necessary info for WSO visits and communication | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Meet peers at competitor hotels with Sales Leader | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Establish competitive set - communicate to Deloitte or STAR and One Yield for comp shopping service | | | | DRS | | | | | | | | | | | | | | | | X | | | | | | | | | | | | | |
| Meet key people at airport, cvb, non-traditional competitors with Sales Leader | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Process and training for: no show report, direct billing queue, dupe check, checking interface, trace file, error log, arrival report, balancing the dates, CTAC processing, PA, GNP, GSO/51, suite queues and procedures | | | | Reservations | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Set up One Yield | | | | DRS | | | | | | | | | | | | | | | | | | | | | X | | | | | | | | |
| Establish a weekly Selling Strategy Meeting / join cluster strategy meetings as available | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Set up sales strategy meting schedule | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Set rooms and space selling strategy: Pricing strategies and inventory management strategies | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| billing form | | | | Reservations | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| and information. | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| List | | | | Reservations | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Select Revenue Management Gathering (Tracking & Analysis Tools for rooms sold, forecast, revenue, ADR, Segmentations) | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| forecast | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |

## 4.2. Revenue Management

### Preparation and Critical Path-Administration Organization

| Object Article | Start Date | Comp Date | Comm | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | Weeks after take over | | | | | | | | | |
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| | | | | | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Hire RM team | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| supplies | | | | DRS | | X | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Communicate strategies to staff | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Shopping Worldwide Reservation Office for your own Hotel | | | | Reservations | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Register hotel for monthly Shop Call Schedule | | | | Reservations | | | | | | | | | | | | | | | | | | X | | | | | | | | | | | |
| Establish internal hotel policy (Complimentary Bookings, No Shows and charges, Direct Billing, local Travel Agency Commissions, Group booking and follow up, Upgrades) | | | | DRS | | | | | | | | X | | | | | | | | | | | | | | | | | | | | | |
| Design a form and set a procedure to shop the competition set | | | | DRS | | | | | | | | | | | | X | | | | | | | | | | | | | | | | | |
| Set up RM filing and communication processes | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Set up RM standards for monthly deliverables | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Set up 15 minutes training schedule | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Set up plan to get ensure all past and future RM training energizers are communicated | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Training plan for RM team on hotels and market | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Communicate, facilitate training of, group room and catering space forecasting procedure | | | | DRS | | | | | | | | | | | | | X | | | | | | | | | | | | | | | | |
| Training plan for RM - basic training with HR for all departments | | | | DRS | | X | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain RM job descriptions | | | | DRS | | X | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Have cluster code assigned, if applicable | | | | | | X | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 5. Engineering

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Trash Removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Grease Removel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Protection Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Utilities (Water,Gas,Electricity) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Refrigerators,Freezers,Icemakers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Elevators/Lifts,Escalators | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Water Treatment/Sewer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pool/Wihrlpool | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Steam Room/Sauna | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Generator | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pest Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oxygen | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Alarms-Fire Safty | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Communication Equipment-TV,radios | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A/V Equipment, video security | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| In-House Movie Boadcast | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Kitchen Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Air-Conditioning/Heating | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Club Equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Television Sytems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Switchboard/PBX | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Master Sprinkler System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Compactor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recycling Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Liquor and/or Beer License | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Music System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| License to fly flags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health Certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vehicle Registration/License | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Liability License | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 5. Engineering

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Valet Parking | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Laundry Agreement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outside Cleaning contract | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Instalation Workshop | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Operating Concept | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Operating Prcedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Preventive Maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of machines & appliances | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maintenance of grounds | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maintenance & operations garage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Action Banquet Dept. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inventory List of FF6E incl. Purchase Date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of all demages FF&E items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Key inventory entire Hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Change Advertising Signs at building | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check on all refurbishment work as per lease contract. (Listig) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indepenent check up of all Electrical and Air-conditional Equipment by outside contractors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Reports of authorities on conditions imposed. (Fire Authorities,Trade supervisory Board, TÜV,Building Inspectors) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inventory & Material List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rules & Regulation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leagal retrictions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Maintenance &service contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Signage internal & exterior | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Hotel Tours to "Learn" Hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 5. Engineering

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| Order main Hotel telephone number and lines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initiate licence & Permits Process | | | See Attchment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Key System/Procedures and responsibility | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provide HR with hourly staff estimate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize uniform order and place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Time clock locations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify Guest Room Safes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin consolidating complete/current set of Plans/drawings | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify shelving order for all storage areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with cable/movie/entertaiment representative | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet counterpart at compatitive hotels | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hours of Operations for all Outlets/Services | | | Brand Standard | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish public space plant care | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel communications needs (pager ) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complet Back of House Key schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review final wage scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hospitality Standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review schedule for tasting of life safty | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outline Hotel Safety Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Pre-Opening Budget | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Final review of 5 SU-local purchases ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel Recognition process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine hotel parking policy for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish system for workorders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure proper number of phone lines for hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check status of Lan and Micros install | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with telephone vendor-review install status | | | RM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop emergency plans and procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine need for walks-offmats-size/color | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 5. Engineering

### Preparation and Critical Path-Administration Organisation

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| Establish all required mainteanace contracts | | | DOF/GM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PGM instalation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Local Engineering Vendor list established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure name tags are ordered | | | HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft training plan and lesson plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish training program for gas fired chiller, schedule trainingfor all Staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure system is in place for background checks on all applications | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Department specific service standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Shipping/Receiving procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select trash compactor system and location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POS-Riser Diagram, Cable & Electrical specs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Outline Hotel Energy Conservaton Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish recycling system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure Mechanical/Plumbing contractors code and tag all equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all switchgear and circuit breaker panels are properly indexed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract for public space music | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Collect maintenance manuals and parts list on all equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Collect and file warranty cards/track all warranty work | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish service contracts | | | (elevators,trash removal,fire protection) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare numbering system and equipment data on all mechanicaquipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Review Hotel Fire & Safty Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all SOP´S | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish procedures for key controll, red sticker, 15 Minutes Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set date for gift shop fixture installation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 5. Engineering

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Procedures for workorderes established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare checklist of all shut off valves and locations for gas,water,electric | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop local sources of parts, materials and equipment supply | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract for Pest Controll | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of equipment warranties | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate the purchase or leasing, installation training and location of all computers systems and hardware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Occupation Safty Hazards Administration compliance policies and procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine key controll policy for all storage areas | | | SOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Lod Books | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select vendor for window washing and establish dat | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish background music proedure in outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP´S for lock and key control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all requisitioning systems with purchasing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all inventory responsibilities and procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management orientation is conducted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Preventative Maintenance programs and repaire procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order the required forms,.tags,markers, etc. For maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Establish logs for all mechanical equipment, inspection/maintenance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish a lighting "bulb" chart for all areas of the hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure water treatment/softening procedures are in place and recorded | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Contact kitchen hood cleaner prior to start-up. Establish a maintenace schedule/program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review recycling procdures for all areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check Local Area Network Network/Employee-Timeclock status | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review status of licenses and permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review pre-opening expenses to date | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies reviewed-order as necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Micros pre-installation meeting. Riser diagram,cableschedule,electrical specifics obtained by engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft cafeteria meals , pre order and post opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain copy of blueprint for furniture layout in outlets and public areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provide list of all managers for name tags | | | HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute drug testing procedures and location | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop LSOP on locker issue/use of locks | | | HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee entrance procedures distributed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify locations for walk off mats | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| System training scheduled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize cleaning for Health Club-schedule,responsibility, Contract with outside service if necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review MOD procedures and roles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lost & Found procedures determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all legal signs are ordered for Health Club | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Weekly interviewing for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all LSOP´S - update as necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre Opening paper supplies reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| All opening sideworks lists are complete Order "Out of Order" signs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet counterparts in the city | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Walk of mats ordered for all areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Get master print of all guestrooms per floor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm delivery and set up of Health Club equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish luggage storage. Ensure check tags are ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine marble floor care procedures pre/post Opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin set up of work areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Recruit and train Assistant | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Make sure that all walls and corner guards are installed where necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify all storage areas by department and review shelving needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All elevators signs ordered-safty and marketing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract for grease removal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule training for security/life safty systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with local utility representative and Fire marshall. Set up a Employee fire training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Emergency notification and Security procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review manpower needs for 5 SU | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate filling system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Begin cable pulls and outlets configuration for POS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A/V security procedures determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify training locations and material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 5. Engineering

### Preparation and Critical Path-Administration Organisation

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| Determine locations and delivery of all vending machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine LSOP for Guest Accident/Damage policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify ship date of Loss Prevention materialsKey any rooms used following 5 SU to operations master construction master | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arrange for Operational check of all major equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Make Keys for all storage areas and assign | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine lighting schedule throughtout Hotel fo AM,afternoon and PM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all departments "Hours of Operations" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review guest accident claim procedures with staff | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with local emergency staff-police,fire,medical | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule cleaning by department for remainder of pre opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update status of occupancy permit with Owner and /or contractor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Track all guestroom ´S by serial number and room number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up maintenance for all hotel vehicles | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provide maintenance staff with tools and pouches | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Install decals on all glass windows and doors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment maintenance shop and set up internal communcations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure that all emergency lighting is properly distributed and operating in area of pump and generator room | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Ensure laundry lint collector is operational prior to start up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Collect all available spare parts, tiles, etc. As contractors close out | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check all HVAC controll circuits, ensure plans reflect current system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review energy Management Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure eye wash stations are all operable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up bulletin board in maintenace shop with emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all beverage stations are operable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all contracts prior to signing to ensure work can not be performed inhouse | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employment interviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update list of Employee for name tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify elevators for remainder of pre-opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Put Department Log Book into use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate remaining deliveries with vendors | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All cleaning schedule complet daily/weekly/monthly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15 Minute training procedures in place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Read and record all meters to move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare for first exhibit set up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Perform Engineering property review | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check all elctrical panels, pumps, valves, piping and equipment for proper labeling | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check all air handlers for proper filter | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP for workorder reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify location and readiness for all fire extinguishers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check Hotel for proper signage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Assign number to all refrigerators and freezers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Training plan reviewed and vertified. Training location and materials available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 5. Engineering

### Preparation and Critical Path-Administration Organisation

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | Weeks After take over | | | | | | | | | |
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| Vertify all Material Safty Data Sheets/Manuals are available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review guest room out of order SOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure lobby urns are placed and backup sand available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop SOP for call and written workorders | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Verify uniform fitting schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedules for first week of operation determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Inspect work area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initiate Daily Basic Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up utility meter reading program with daily log sheets. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provide training for Banquet/Sales Staff in use of dimmers,partitions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Make sure that rooms and HVAC units receive final filter change | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Make sure that all sumps and ejector pumps have been opened, cleaned | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Arrange for parking lot cleanup prior to opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure that all safety and emergency shut down´s have been property tested | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up fire brigade and sprinkler inspection program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| POS install complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All glaswashers operational | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest laundry equipment is functional and soap is available through machine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop carpet and chair care program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review hotel emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | | |
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| **Obtain Copies of FF&E and OE lists** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managememt Contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All other pertinent documents | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review 5-SU issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Resource vendors & obtain quotes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue purchasing reqests to owners | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine local purchase costs and order | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule Task Force for move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review delivery and Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Repare to receive | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery & Move in | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staging. Distribution to Ballroom | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify all accounting forms that will be necessary & develop or procure them | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Plans & Actions from prior hotel openings, and develop this hotel´s plans and action | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up accounts payable ability to include hardware,software and supplies and communicate the legal name for the hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Audit Pre-Opening expenses to date and insure all backup is available | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Pre Opening Expenses Budgets** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Budget perpared by RVP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Approved by SVP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Open pre-opening Dept. as needed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DOF/Controller is in Place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | | |
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| **Licenses & Permits** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine responsibility for license,permits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Health regulation & certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Process licenses,permits,health certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/Handling Certificates, Obtain Manager | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Health/ Handling Certificates, obtain Assiocates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Keys & Asset Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assign Key Control to Manager & Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Back of House Key System determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine High Value Storage Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Key System Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write LSOP for Locks & Key Control | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Supplies** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Print Order determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest & Paper Supply determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest & Papper Supply Vendors selected | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Select Print Vendor | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Proof and Print all Sales & Marketing Collateral | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receive & Store Print & Paper Supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public area sign board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All forms printed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Office supplies & bulletin board | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Par Leval for Printing Material | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Stationary ordered | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | | |
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| **Purchasing** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Vending Purveyors and needs Established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Vendors - Sales & Gifts supplies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order & Receiving Policies | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Storromm Operating Hours policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set Security & Control Policy for all Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Manual Inventory & Requisition System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Management** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Number of Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dept. Organization Chart | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Positions Posting Dates in MCMS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Positions Hired | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Managers Report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management & Supervisor Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Manager Orientation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payroll Contoll Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Wage Scale** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Competitive Wage Survey Management & Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gather Prelims Number of Hourly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Hourly & Management Scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize Number of Hourly Positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily productivity schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Finalize & complete | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take ove | | | | | |
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| **Employee HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Numbers/Positions to HR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Process Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discribtions and Profilies for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policy fine | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HRD for Reference & Offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Name Tags Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Apperance Standards Documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name tag List to HRD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-opening Employee Schedules | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedle-Employee Reviewing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week Normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apprentice Program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Equipment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Detrermine Telephone & PBX Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Operation Computer Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pager Requirement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Procedures for time Recording System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time System and LAN installation Completet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Small Equipment Policy & storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | | |
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| **Storage** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Storage area for Paper Supplies, Directories | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sheelving needs for storage area | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security & Control Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Hours of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security of Storage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Safety** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Sales Fire & Safety Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Hotel Fire Safety Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Pre-Opening Fire Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Safe Work Practices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fire Hazards, Fire Lanes,, Safety Exits | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Aid Kids in all Areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Fire Evacuation Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Fire Safety Systems | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specialized Fire Safety Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Inspections & Checklist** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aisle setup Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Area Walk with Engineering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Equipment list & Inventory | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Night Cleaning Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sidework schedule checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | | |
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| **Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Classroom Training Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee on property Training Seminars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Strategy for sales | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish a Cross Training Program for agents in Housekeeping, Frontoffice, Booking center, Accounting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fidelio System training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize all Dates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Locations & Material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Attends Payroll Classes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management Orientation & Teambuilding | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Post -Opening Procedures Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| New Hire Training Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Orientation packets completed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan Practice meal Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare "15 Minutes Training" Calendars | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Receiving Orientation for New Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sanitation and Health Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Position needed, request Form | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Task force certificates | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thank you Notes drafted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

### Preparation and Critical Path-Administration Organisation

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| Update pre opening Budget with current Staffing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Thoroughly read and unterstand the management agreement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Research and select payroll process or service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Management Agreement synopsis for executive team | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pay any outstanding intercompany invoices-pay monthly thereafte | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Open pre opening bank account | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Power of attorney from owner to manage the Hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain power of attorney for local management company | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Funding for pre opening expenses from owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain copy of closing binder for the hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain copies of all corporate SOP´S and Legal Manual | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet with local conunsel and decide on who to use for labor and misc. Contractual issues | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local tax and reporting requierments and fiscal accounting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine local purchase cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initiate licenses and permits process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine System needs for Banquet/Catering | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provide hourly staff estimate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update Licensing and Permits process | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare catering Sales forecast | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

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| **Dept. Specific** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Hotel Management Agreement,other lease agreements and review | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish Department for AV if applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish all payroll and operational Departments for AV if applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine inventory needs/responsibilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Final wage scale | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish contact with Regional Procurement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Chart of account to all Departments | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine all tax ID nimbers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract for ATM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Hotel pre Opening Media Planwith Executive Commitee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish all required maintenance contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly Hotel/Area inspections begin-document | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Department specific service standards | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update pre opening expensese | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Negotiate credit card contract and obtain merchant numbers and authorization equipment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify and hire assistant Mgr. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish bank accounts-setting up A/P | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine needs for fax and copy machines | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| In room merchandising finalized | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all rates to ensure proper price on GDS availability | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Coordinate the purchase or leasing installation training and location of all computer systems and hardware | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Identify all Hotel cost allocation needs and develop procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure a timley instalation and adequate training for back office accounting system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop vendor tracking system for A/P to ensure minority vendor usage is in accordance with local agreement | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine working Capital needs. Regional/Owner approved | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Banquet check procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Banquet C-/ liquor procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Food & Berverage cost established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine when a three period forecast will be need and implement necessary procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Log Book for Department | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Draft Training Schedule for Department | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All inventory procedures established | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all requisitioning systems with Purchasing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all inventory responsibilities and procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Management orientation is conducted | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish local vendors for Gift Shop. Conduct cometitive survey to view merchandising | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure Task Force accounting procedures are in Place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Hotel´s Gift certificate need | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Saftey deposit box procedures established and a back up locksmith is identified | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Determine gratuity payment schedule for bellman deliveries and bag pulls | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Determine check cashing policies for guest and Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| schedule early cleaning of all areas-Employee or Task Force | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Purchase all with boards/bulletin boards for offices | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Weekly interviewing for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review status of pre opening expenses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all LSOP´S - update as necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pre Opening paper supplies reviewed. Order as necessary | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Checkbook controllable system is reviewed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All opening and closing sidework lists are complete for each department/Outlet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Meet counterparts in the city | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Begin set up of work areas | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All elevators signs ordered-safty and marketing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish P&L critique procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure postage machine needs and proceduresare adressed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop LSOP for inhouse Mail/ Internet | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Hotel Daily Revenue report | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine and develop all daily, weekly and period finacal reports to be issued by Accountng and Night Audit | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish meal cost for Employee | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish all cash handling procedures. General Cashier, cashier banks, drops, deposit, amored service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Administrative Assistant coordinates filling system | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify training locations and material needs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish hours for General Cashier | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish amounts for front desk banks | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine any cost allocations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all departments "Hours of Operations" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Schedule cleaning by Departmentfor remainder of pre-opening | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review the inter company accounting needs and establish necessary wire transfer procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish all fixed assest supply inventories on computer program | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure the hotel credit card policy is in place and all necessary equipment and forms are on hand | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure Executive/Club front desk and accounting procedures are in place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute Budget spread for remainder of the year | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop check acceptance procedures and ensure all equipment is on hand | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop accounting procedures for 2 Hour breakfast activities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Funds available to support Employee recognition programs | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review all Micros programming to ensure proper training, gratuity and accounting capabilities | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review hotel Emergency procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Establish guidlines and identify a shopping service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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**Preparation and Critical Path-Administration Organisation**

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| Unterstand needs and plan for long term document retention | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review opening forecast and schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update list of Employee names for name tags | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| chedule for first week of operation determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Initiate Daily Basic Training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish 15 minute training | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure that all safety and emergency shut down´s have been property tested | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Update Pre Opening Budget with actual expenses/accruals and forecast and be prepared to close within the contracted terms in. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate with Hotel Division and Corporate Accounting the transfer from pre-opening unit to an active unit | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet C-7 Liquor Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet check Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Potential Food Cost | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Guest Check Loss policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check Transfer Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Self Cashiering Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Policy | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Banquet Cash Bar LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Cash & Expenses System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up Floats & LSOP | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

| Object Article<br><br>Dept. Specific | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | | |
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| Review agreement estimate needs for working capital requirements and coordinate with owner | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify with the help of IR Dept. All computers,and systems to be installed in the hotel, and coordinate training and installation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify all licenses & permits and Tax registrations that will be installed in the Hotel, and coordinate training and installation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish banking relationships and set up aecessary accounts & procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estabilish procedures and agreement on advance forecasting.,labor reporting,payroll,controls,processes to be used in the hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Assistant controller in Place (if budgeted for) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Accounting task force people,dates and duties identified and scheduled | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP developed on task force expenses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LSOP developed on manager`s relocation policy and processing schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop all accounting related LSOP´S i.e. (credit,purchasing,guest check controls,cashiering,critiques,audits,inventory,etc.) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Understand all taxing obligations of the hotel,and insure necessary procedures will be in place | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop the hotel`s budget for the first three periods. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 6. Accounting

### Preparation and Critical Path-Administration Organisation

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| Night Audit Manager in place (if budgeted for) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ensure all security measures concerning the General Cashier`s area are or will be in place. (i.e. Safes,alarms,armoredcar procedures,safe deposit boxes,etc) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinat with Security and Engineering adequat key controls. Special focus on master key controls. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review coordination of 5-SU move-in and setup procedures for ordering missing items | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Corordinate with contractor, engineering and Utility companies,meter readings and billing procedures for building cut-off dates. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate all inventory taking and Employeed accounting entries. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card Equipment and procedures. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate all equipment leases. ( copiers,printers,vehicles,coffee machines) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish a Shopping Service | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Completion of all relocation vouchers. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete Hotel`s operating budget. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinate all Systems transmission requirements. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Set up P&L department allocations. (i.e. Cafeteria,laundry,bonuses,real estate-and other tax if applicable, insurance,etc.) Refer to ISOP-Standard Allocations. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Job Discription for all accounting and Night/Day audit positions | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mail needs,Bulk,return postage permit procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Specific country music trademark licenses | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 6. Accounting

**Preparation and Critical Path-Administration Organisation**

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| Tax Exempt Report procedures if applicable in your country | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Distribute code of accounts to deparment heads | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Get Corporate ID number and other necessary license or insurance policy information. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures for handling task force payroll | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish the hotel`s managememt fee accounting and reporting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Unterstand and educate the executive Committee on the Management Agreement. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review and report on the pre-opening cost each period. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Complete the MAS (Managememt Agreement Synopsis) and review with executive committee. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain the corporate banking information for future wire transfers. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain the treasury exchange rate. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Establish all necessary local policies and procerdures for hotel promotions. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Define and establish fixed expenses and owner expenses department in accordance with the management agreement. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review ISOP-Owner Relation and ISOP-Reportng and develop the monthly financial packet for owners and Regional Finance team. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Obtain Chart of all Accounts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Advance Deposit Procedres | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Acc. Cashiers vs. F&B Cashiers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| C-7`s Transfer Procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 7. Human Ressource

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | |
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| **Manning** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Post-opening Occupancy forcast by month | | | | GM/DOM | M | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Manning budget from Regional Office | | | | GM / DHR / ExcOM | | | M | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review manning Requests from DHs in accordance to Occupancy | | | | DHs | | | | | | M | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine No. of Managers, Supervisors, Rank and File | | | | DHR | | | | | | | M | | | | | | | | | | | | | | | | | | | | | | | |
| Determine distribution% of Full Time, Casual Labor, Trainee | | | | DHR / DHs | | | | | | | M | | | | | | | | | | | | | | | | | | | | | | | |
| Submit for Regional Approval - Manning Guide vs Occupancy | | | | DHR | | | | | | | | M | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Compensation** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine pre-opening Expat living arrangement | | | | DHR | C | | | | C | | | | | | | | | | | | | | | | | | | | | | | | | |
| Compare and reconcile estimated payroll expenses with budget | | | | DHR | | | C | C | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Salary Survey with Comp Set, Sister Hotels, Govnt mandatory | | | | DHR | | | C | C | C | C | C | | | | | | | | | | | | | | | | | | | | | | | |
| Benefit Survey with Comp Set, Sister Hotels, Govnt Mandatory | | | | DHR /PM | | | C | C | C | C | C | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Compensation Competitive Set | | | | SE | | | | | C | C | C | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Salary Range for all grades | | | | DHR | | | | | | | C | C | C | C | | | | | | | | | | | | | | | | | | | | |
| Estimate Pre-opening Payroll and Related Expenses | | | | DHR | | | | | | | C | C | C | | | | | | | | | | | | | | | | | | | | | |
| Determine Pre-opening Overtime LSOP | | | | DHR / PM | | | | | | | | C | C | C | | | | | | | | | | | | | | | | | | | | |
| Salary Structure and Components for Full Time Staff Finalized | | | | DHR / DOF | | | | | | | | C | | | | | | | | | | | | | | | | | | | | | | |
| Determine Pre-opening Duty Meal Entitlement | | | | DHR | | | | | | | | C | | | | | | | | | | | | | | | | | | | | | | |
| Determine Post-Opening Benefit Components & Eligibility | | | | DHR / PM | | | | | | | | | C | C | C | C | | | | | | | | | | | | | | | | | | |
| Determine Employee Parking LSOP | | | | DHR | | | | | | | | | C | C | | | | | | | | | | | | | | | | | | | | |
| Determine Post-Opening Annual Medical Check LSOP | | | | PM | | | | | | | | | C | | | | | | | | | | | | | | | | | | | | | |
| Estimate Post-opening Payroll and Related vs. Occupancy | | | | DHR | | | | | | | | | | C | C | | | | | | | | | | | | | | | | | | | |
| Determine Taskforce "Allowance", if necessary | | | | DHR | | | | | | | | | | C | C | | | | | | | | | | | | | | | | | | | |
| Determine benefit Cost Breakdown | | | | DHR / PM | | | | | | | | | | | C | C | C | C | | | | | | | | | | | | | | | | |
| Determine bonus Plan Component and Calculations | | | | DHR / DOF | | | | | | | | | | | | C | C | C | | C | C | C | C | C | | | | | | | | | | |
| Evaluate Government Medical Insurance, Top up or not? | | | | DHR / PM / DOF | | | | | | | | | | | | | C | C | | C | C | C | C | | | | | | | | | | | |
| Submit for Regional Approval - Salary Range | | | | DHR | | | | | | | | | | | | | C | C | | | | | | | | | | | | | | | | |
| Submit for Regional Approval - Pre/Post P&R Expenses | | | | DHR | | | | | | | | | | | | | C | C | | | | | | | | | | | | | | | | |
| Determine whether to provided additional medical benefits on top of Government schemes | | | | DHR / PM / DOF | | | | | | | | | | | | | | C | C | C | | | | | | | | | | | | | | |
| Determine benefit LSOP on various types of leave | | | | GM / DHR | | | | | | | | | | | | | | | C | C | | | | | | | | | | | | | | |
| Salary Range, Manning Guide Approved by Regional Office | | | | DHR | | | | | | | | | | | | | | | | C | C | | | | | | | | | | | | | |
| Determine F&B discount policy | | | | GM / DHR | | | | | | | | | | | | | | | | | C | C | | | | | | | | | | | | |
| Explain Salary Range, Structure and Components to DHs | | | | DHR | | | | | | | | | | | | | | | | | | C | | | | | | | | | | | | |
| Determine salary review policy | | | | GM / DHR | | | | | | | | | | | | | | | | | | C | C | | | | | | | | | | | |
| Determine dental Benefits | | | | DHR | | | | | | | | | | | | | | | | | | | C | C | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Recruitment** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tentative Recruitment Schedule | | | | DHR | | | | | R | R | R | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Tentative Hotel Open Date | | | | Owner | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare HR Critical Path | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tentative Commencement Time Line | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confirm if Panel Interview for Mgr A/B, is required | | | | SE | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |
| Job Ad Format & Schedule | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify the right newspaper, website to post Job Ad | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | | |

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## 7. Human Ressource

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | After take over 1 | 2 | 3 | 4 | 5 |
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| Contact Local agents for Casual Labor Supplies | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Hotel Schools for Local Trainees Supplies | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | |
| Mass Recruitment Format and Arrangement | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Mass Recruitment Venue | | | | DHR | | | | | R | | | | | | | | | | | | | | | | | | | | | | | | |
| Design Recruitment Summary / Candidate Status Summary | | | | DHR | | | | | | R | R | | | | | | | | | | | | | | | | | | | | | | |
| Determine recruitment & inerviewing LSOP | | | | DHR | | | | | | R | | | | | | | | | | | | | | | | | | | | | | | |
| Peoplesoft posting for all Manager positions | | | | DHR | | | | | | R | | | | | | | | | | | | | | | | | | | | | | | |
| Print Application Forms | | | | DHR | | | | | | R | | | | | | | | | | | | | | | | | | | | | | | |
| Interview for Mgrs, HR, Purs, Systems and Admin Supports | | | | DHR | | | | | | | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | R | | | | | | |
| Interview for Local Trainees | | | | DHR | | | | | | | R | R | | | | | | | R | R | | | | | | | | | | | | | |
| Pre-opening Attendance Record (time in / out) | | | | DHR | | | | | | | R | R | | | | | | | | | | | | | | | | | | | | | |
| Job Ad for Mgrs, HR, Purs, Systems and Admin Supports | | | | DHR | | | | | | | R | | | | R | | | | R | | | | | | | | | | | | | | |
| Design Application Forms | | | | DHR | | | | | | | R | | | | | | | | | | | | | | | | | | | | | | |
| HR Operation Manual / SOP / LSOP | | | | DHR / PM | | | | | | | | R | R | R | R | R | | | | | | | | | | | | | | | | | |
| HR Pre-opening Budget | | | | DHR | | | | | | | | R | R | R | | | | | | | | | | | | | | | | | | | |
| Condcut Recruitment Trip to schools at other provinces | | | | DHR / PM | | | | | | | | R | | | | R | | | | R | | | | | | | | | | | | | |
| JD / O-Chart Format | | | | DHR | | | | | | | | R | | | | | | | | | | | | | | | | | | | | | |
| Complete HR 5-SU requisition | | | | DHR | | | | | | | | R | | | | | | | | | | | | | | | | | | | | | |
| Detail Commencement Schedule by Position / Dept | | | | DHR | | | | | | | | R | | | | | | | | | | | | | | | | | | | | | |
| Arrange On board date for A/B Managers | | | | DHR / DHs | | | | | | | | | R | R | R | R | R | R | R | R | | | | | | | | | | | | | |
| DHs to submit JD for ALL positions | | | | DHs | | | | | | | | | R | R | R | | | | | | | | | | | | | | | | | | |
| Recruit HR Department Employee | | | | DHR | | | | | | | | | R | R | | | | | | | | | | | | | | | | | | | |
| Confirm On board date for HR, Purs, Systems and Admin Supt | | | | DHR | | | | | | | | | R | | | | | | | | | | | | | | | | | | | | |
| Design Candidate Database Access Format | | | | DHR | | | | | | | | | | R | R | | | | | | | | | | | | | | | | | | |
| Schedule On board date for Supervisors | | | | PM | | | | | | | | | | | R | R | R | R | | | | | | | | | | | | | | | |
| Conduct Mass Recruitment | | | | DHR | | | | | | | | | | | | R | R | | | | | | | | | | | | | | | | |
| Interview for Supervisors | | | | DHR | | | | | | | | | | | | | R | R | R | R | R | R | R | R | R | R | R | | | | | | |
| Develop O-chart based on JD submitted from DHs | | | | HRO | | | | | | | | | | | | | R | R | R | R | | | | | | | | | | | | | |
| Design Personnel File | | | | DHR / HRO | | | | | | | | | | | | | R | | | | | | | | | | | | | | | | |
| Schedule On board Date for Trainees from other provinces | | | | DHR | | | | | | | | | | | | | R | R | | | | | | | | | | | | | | | |
| Schedule On board Date for General Employee | | | | PM | | | | | | | | | | | | | | R | R | R | R | | | | | | | | | | | | |
| Schedule On board Date for Casual Labor | | | | PM | | | | | | | | | | | | | | R | R | R | R | | | | | | | | | | | | |
| Preparation of Regional HR Report | | | | DHR / PM / AHRM | | | | | | | | | | | | | | R | | R | R | R | R | R | R | R | R | | | | | | |
| HR Form / Personnel File Insert Printing Requisition | | | | HRO | | | | | | | | | | | | | | R | | | | | | | | | | | | | | | |
| Schedule On board Date for Local Trainees | | | | DHR | | | | | | | | | | | | | | | | R | R | | | | | | | | | | | | |
| Interview for Casual Labor | | | | DHR / PM | | | | | | | | | | | | | | | | | | R | R | R | R | R | R | R | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Department set up** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Training Department / Training Room set up | | | | DHR / TM | | | | S | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estimate pre & post opening Training Equipment | | | | DHR | | | | | | | | S | S | | | | | | | | | | | | | | | | | | | | |
| Training Equipment Purchase Requisitions | | | | DHR | | | | | | | | S | S | S | S | S | | | | | | | | | | | | | | | | | |
| Training room chairs Specification with flip tables | | | | DHR | | | | | | | | | S | S | | | | | | | | | | | | | | | | | | | |
| Purchase and install bulletin boards for Training use | | | | DHR | | | | | | | | | | | | S | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Training Systems** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | |
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| Order Spirit to Serve Manual and Videos | | | | DHR | | | | | | | TS | | | | | | | | | | | | | | | | | | | | | | |
| Order corporate Posters for employee Café, BOH Area | | | | DHR | | | | | | | TS | | | | | | | | | | | | | | | | | | | | | | |
| Review and establish order of all Training manuals | | | | DHR | | | | | | | TS | | | | | | | | | | | | | | | | | | | | | | |
| Order New Hire Certification, "Enjoy Your Stay" program | | | | DHR/AHRM | | | | | | | TS | | | | | | | | | | | | | | | | | | | | | | |
| Draft LSOP on Training | | | | TM | | | | | | | | | TS | | | | | | | | | | | | | | | | | | | | |
| Prepare hotel 90 days Orientation Materials / Roll Out Plan | | | | AHRM | | | | | | | | | | | TS | TS | TS | TS | | | | | | | | | | | | | | | |
| Prepare Trainee Orientation Materials / Roll out Plan | | | | AHRM | | | | | | | | | | | TS | TS | TS | TS | | | | | | | | | | | | | | | |
| Prepare Essential Skills Materials / Roll Out Format | | | | DHR/AHRM | | | | | | | | | | | TS | TS | TS | | | | | | | | | | | | | | | | |
| Prepare Spirit to Serve Materials / Roll Out Format | | | | DHR/AHRM | | | | | | | | | | | TS | TS | | | | | | | | | | | | | | | | | |
| Determine Language Instructor's compensation | | | | DHR/AHRM | | | | | | | | | | | TS | TS | | | | | | | | | | | | | | | | | |
| Source Language Instructors | | | | AHRM | | | | | | | | | | | TS | TS | | | | | | | | | | | | | | | | | |
| Establish Hotel training Resources Centre ( Library) | | | | AHRM | | | | | | | | | | | | | TS | TS | | TS | TS | TS | TS | TS | TS | STS | TS | TS | | | | | |
| Design and print Pre-opening Training Passports | | | | AHRM | | | | | | | | | | | | | TS | TS | | TS | | | | | | | | | | | | | |
| Review LSOP on Training | | | | DHR / TM | | | | | | | | | | | | | TS | | | | | | | | | | | | | | | | |
| Enter into Contract with Language Instructors | | | | DHR / PM | | | | | | | | | | | | | TS | | | | | | | | | | | | | | | | |
| Collect Department Training Plan from DHs | | | | AHRM | | | | | | | | | | | | | | TS | | TS | | | | | | | | | | | | | |
| Establish HRMIS Training Record System | | | | AHRM/HRO | | | | | | | | | | | | | | | | | | | TS | TS | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Pre Opening Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Locate Pre-opening Training Venues | | | | DHR | | | | | | | | | OT | OT | OT | OT | | | | | | | | | | | | | | | | | |
| Liaise with Corporate / Area Director of Training on Pre-opening training | | | | DHR | | | | | | | | | | OT | | | | | | | | | | | | | | | | | | | |
| Develop Pre-Opening Training Game Plan | | | | DHR/AHRM | | | | | | | | | | | OT | OT | OT | | | | | | | | | | | | | | | | |
| Prepare Managers Orientation Material / Roll Out Format | | | | DHR/AHRM | | | | | | | | | | | OT | OT | | | | | | | | | | | | | | | | | |
| Confirm Pre-opening Training Venues | | | | DHR | | | | | | | | | | | | OT | OT | | | | | | | | | | | | | | | | |
| Design/Distribute Dept Pre-opening Training Plan Format | | | | DHR / AHRM | | | | | | | | | | | | | OT | OT | | | OT | | | | | | | | | | | | |
| Publish Pre-opening Training Schedule | | | | DHR/AHRM | | | | | | | | | | | | | OT | OT | | | | | | | | | | | | | | | |
| Manager Orientation | | | | DHR/AHRM | | | | | | | | | | | | | OT | OT | | | | | | | | | | | | | | | |
| Pre-opening training rooms Allocation | | | | AHRM | | | | | | | | | | | | | | OT | OT | | | | | | | | | | | | | | |
| Coordinate with Regional Office for FOL | | | | DHR | | | | | | | | | | | | | | OT | | OT | | | | | | | | | | | | | |
| Manager "Get On Board' program | | | | DHR | | | | | | | | | | | | | | | OT | OT | OT | OT | | | | | | | | | | | |
| Coordinate with Regional Office for pre-opening teambuilding | | | | DHR | | | | | | | | | | | | | | | | OT | OT | OT | OT | OT | OT | | | | | | | | |
| Consolidate Department Pre-opening Training Plan | | | | AHRM | | | | | | | | | | | | | | | | OT | | | | | | | | | | | | | |
| Pre-opening training rooms reservation log | | | | AHRM | | | | | | | | | | | | | | | | | OT | | | | | | | | | | | | |
| Mass Orientation for Supervisor | | | | PM | | | | | | | | | | | | | | | | | | OT | OT | OT | | | | | | | | | |
| Conduct "Effective Interviewing Skills" for all managers | | | | DHR | | | | | | | | | | | | | | | | | | OT | OT | | | | | | | | | | |
| Mass Orientation for General Employee | | | | AHRM / PM | | | | | | | | | | | | | | | | | | | OT | OT | OT | OT | OT | | | | | | |
| Conduct "Certified New Hired Manager" for all managers | | | | DHR | | | | | | | | | | | | | | | | | | | OT | OT | | | | | | | | | |
| Fire / Safety / Evacuation training with Eng / Security / PBS | | | | AHRM/DOE/Sec | | | | | | | | | | | | | | | | | | | | OT | OT | | | | | | | | |
| Mass Orientation for Trainee | | | | AHRM / PM | | | | | | | | | | | | | | | | | | | | | | OT | OT | OT | | | | | |
| Mass Orientation for Casual Labor | | | | AHRM / PM | | | | | | | | | | | | | | | | | | | | | | OT | OT | OT | | | | | |
| Review guest accident claim procedures with Employee | | | | DHR / Security Mg | | | | | | | | | | | | | | | | | | | | | | | OT | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Brand Standard Training** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order hotel Service Manual | | | | DHR | | | | | | | ST | | | | | | | | | | | | | | | | | | | | | | |
| 20 Basic Posters - Revise and Print locally | | | | DHR | | | | | | | | | | | ST | ST | | | | | | | | | | | | | | | | | |

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**Preparation and Critical Path-Administration Organisation**

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| 20 Basic Pocket Cards - Revise and Print locally | | | | DHR | | | | | | | | | | | ST | ST | | | | | | | | | | | | | | | | | | |
| Prepare hotel Service Materials / Roll Out Format | | | | DHR/AHRM | | | | | | | | | | | ST | ST | | | | | | | | | | | | | | | | | | |
| Hotel Service Two weeks Introductory | | | | DHR/AHRM/PM | | | | | | | | | | | | | | | | | | | | ST | ST | | | | | | | | | |
| **Task Force** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Source location for Taskforce accommodation, if living outside | | | | DHR / PM | | TT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Culture / Customs Training for new expatriates and Task Force | | | | DHR | | | | | TT | | | | | | | | | | | | | | | | | | | | | | | | | |
| Collect Taskforce Requests from DHs | | | | DHR | | | | | | | TT | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Pre-opening Training Taskforce | | | | DHR | | | | | | | | | TT | TT | TT | | | | | | | | | | | | | | | | | | | |
| Confirm Taskforce Requests from DHs | | | | DHR | | | | | | | | | | TT | TT | | | | | | | | | | | | | | | | | | | |
| Determine Task Force opening needs | | | | DHR | | | | | | | | | | TT | | | | | | | | | | | | | | | | | | | | |
| Negotiate with sister hotels on Taskforce | | | | DHR | | | | | | | | | | | | TT | TT | | | | | | | | | | | | | | | | | |
| **Management Schools** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Determine Professional body to be affilated with / join (locally / Country) | | | | DHR | | | | | | | MT | | | | | | | | | | | | | | | | | | | | | | | |
| Identify Hotel Management Schools in the city for interns | | | | DHR | | | | | | | | | | | | | MT | | | | | | | | | | | | | | | | | |
| Establish policy on Management Trainees | | | | DHR / TM | | | | | | | | | | | | | | | | | MT | | | | | | | | | | | | | |
| **All Employee Meeting** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Budget for All Employee Gathering | | | | AHRM | | | | | | | | | | | | | AA | AA | | AA | AA | | | | | | | | | | | | | |
| Source VCD / Shooting Production Company | | | | AHRM | | | | | | | | | | | | | AA | AA | | | | | | | | | | | | | | | | |
| Prepare pre-opening All Employee Gathering Format | | | | DHR/AHRM | | | | | | | | | | | | | | | AA | AA | AA | | | | | | | | | | | | | |
| Prepare All Employee Gathering VCD Shootings | | | | AHRM/HRO | | | | | | | | | | | | | | | | | AA | AA | AA | AA | | | | | | | | | | |
| Order T-Shirt and pre-opening Souvenir for AA Gathering | | | | AHRM | | | | | | | | | | | | | | | | | AA | AA | AA | AA | | | | | | | | | | |
| Confirm Date for All Employee Gathering w/ Regional Team | | | | DHR | | | | | | | | | | | | | | | | | | AA | AA | AA | | | | | | | | | | |
| Design Opening Certificate | | | | AHRM | | | | | | | | | | | | | | | | | | AA | AA | | | | | | | | | | | |
| Source Music for All Employee Gathering VCD | | | | AHRM/HRO | | | | | | | | | | | | | | | | | | AA | AA | AA | | | | | | | | | | |
| All Employee Gathering VCD Editing | | | | DHR / AHRM | | | | | | | | | | | | | | | | | | | | AA | AA | | | | | | | | | |
| Host All Employee Gathering | | | | DHR/PM/AHRM | | | | | | | | | | | | | | | | | | | | | | AA | | | | | | | | |
| **Authorization from Owner** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| send letter to Hotel Owner informing the appointment of GM & request Hotel Owner to return with an Authorization Letter | | | | Area | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employment Agreement Signing Authorization letter fr Owner | | | | DHR | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lifetime P-File Keeping/Mgmt Authorization letter from Owner | | | | DHR | A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HR Chop | | | | DHR/PM | | | | | A | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Administration** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Source location for expat / local expat / Taskforce accommodation, if living outside | | | | DHR | AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Source location for meal during pre opening period | | | | DHR | | | AM | AM | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apply work/resident permit for expatriates / local expatriates | | | | DHR | | | AM | | | AM | | | | AM | | | | AM | | | | AM | | | | AM | | | | | | | | |
| Survey local restriction on foreign labor from other cities | | | | DHR | | | | | AM | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Pre-Employment Medical Check LSOP/Notification Ltr Format | | | | DHR / PM | | | | | | | | | AM | AM | | | | | | | | | | | | | | | | | | | | |
| Pre-Employment Reference Check LSOP / Ref. Chk Ltr Format | | | | DHR / PM | | | | | | | | | AM | AM | AM | | | | | | | | | | | | | | | | | | | |
| Verify all JSA (Jod Safety Analysis) / Manuals are available | | | | DHR | | | | | | | | | | | | AM | | | | | | | | | | | | | | | | | | |
| Consolidate DHs request for First Aid Boxes / Locations | | | | PM / HRO | | | | | | | | | | | | | | | | AM | | | | | | | | | | | | | | |
| **Employment Agreement** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TBNT Letter Template | | | | DHR | | | | | | | | EA | | | | | | | | | | | | | | | | | | | | | | |
| Agreement Template for Full Time | | | | DHR | | | | | | | | EA | | | | | | | | | | | | | | | | | | | | | | |
| Agreement Template for Casual Labor | | | | DHR / PM | | | | | | | | | EA | | | | | | | | | | | | | | | | | | | | | |
| Agreement Template for Trainee | | | | DHR / PM | | | | | | | | | EA | | | | | | | | | | | | | | | | | | | | | |
| FT/Trainee Contract / Agreement Production | | | | DHR | | | | | | | | | | | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | | | | | | |
| FT/Trainee Contract / Agreement Signing | | | | DHR | | | | | | | | | | | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | EA | | | | | | |
| Employment Agreement Signing Briefing | | | | DHR / PM | | | | | | | | | | | | | | | | | EA | EA | EA | EA | EA | EA | EA | EA | | | | | | |
| Casual Labor Agreement Production & Signing | | | | DHR | | | | | | | | | | | | | | | | | | | | | EA | EA | EA | EA | | | | | | |
| **Employee Handbook** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop Employee Handbook Content and Format | | | | DHR / PM | | | | | | | | HB | HB | HB | | | | | | | | | | | | | | | | | | | | |
| Review and Revise Employee Handbook | | | | DHR / PM | | | | | | | | | | | HB | HB | HB | | | | | | | | | | | | | | | | | |
| Employee Handbook Content Finalized | | | | DHR / PM | | | | | | | | | | | | | | | | HB | HB | | | | | | | | | | | | | |
| Employee Handbook Printing Requisition | | | | PM | | | | | | | | | | | | | | | | | | HB | HB | HB | | | | | | | | | | |
| Employee Handbook Issue | | | | PM / HRO | | | | | | | | | | | | | | | | | | | | | HB | HB | HB | HB | | | | | | |
| **HR Forms** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Develop HR Forms | | | | DHR / PM | | | | | | | | F | F | F | | | | | | | | | | | | | | | | | | | | |
| Review and Revise HR Forms | | | | DHR / PM | | | | | | | | | | | F | F | F | | | | | | | | | | | | | | | | | |
| HR Forms finalized | | | | DHR / PM | | | | | | | | | | | | | | | | F | F | | | | | | | | | | | | | |
| HR Forms Printing Requisition | | | | PM | | | | | | | | | | | | | | | | | | F | F | F | | | | | | | | | | |
| All HR Form Ready | | | | PM | | | | | | | | | | | | | | | | | | | | | F | F | F | F | | | | | | |
| **HRMIS system** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Identify HR Mgmt Information System Suppliers / Components | | | | DHR | | | | | | | | HS | HS | HS | | | | | | | | | | | | | | | | | | | | |
| Develop HRMIS Reports | | | | DHR | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | | | |
| HR Management Information System Customization | | | | DHR / Shiji | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Shift Hours from DHs | | | | HRO | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Meal Hours from DOO/DFB | | | | HRO | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Salary Component Input | | | | HRO | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Benefit Items Input | | | | HRO | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Local Specifics Input | | | | DHR / PM /HRO | | | | | | | | | | | | | HS | HS | | | | | | | | | | | | | | | | |
| HRMIS Training for Department Administrators | | | | Shiji / HRO | | | | | | | | | | | | | | | | | | | | HS | HS | | | | | | | | | |
| **Employee ID Card** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Design temporary identification before hotel opening | | | | DHR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Temporary Employee ID Card with Photo | | | | PM | | | | | | | | | | ID | ID | ID | ID | ID | | ID | ID | ID | | | | | | | | | | | | |
| Confirm Employee Photo ID Card Format, Font Finalization | | | | DHR / PM | | | | | | | | | | | | | | | | | ID | ID | | | | | | | | | | | | |
| Employee ID / Name Tag Format, Font Finalization | | | | DHR / HRO | | | | | | | | | | | | | | | | | ID | ID | | | | | | | | | | | | |
| Employee Photo ID Card Production | | | | PM / HRO | | | | | | | | | | | | | | | | | | | ID | ID | ID | ID | ID | ID | | | | | | |

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| Employee Photo ID Issue | | | | PM / HRO | | | | | | | | | | | | | | | | | | | | ID | ID | ID | ID | ID | | | | | |
| **Name Tag** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name Tag quotation from Cawley Company | | | | DHR / Pur Mgr | | | | | | | NT | | | | | | | | | | | | | | | | | | | | | | |
| Name Tag quotation and Sampling from Local suppliers | | | | Pur Mgr | | | | | | | | NT | NT | NT | NT | | | | | | | | | | | | | | | | | | |
| Name Tag Purchase Requisition | | | | PM | | | | | | | | | | | NT | NT | | | | | | | | | | | | | | | | | |
| Employee Name Tag Production | | | | PM / HRO | | | | | | | | | | | | | | | | NT | NT | NT | NT | NT | NT | NT | NT | NT | | | | | |
| Name Tag Issue | | | | PM / HRO | | | | | | | | | | | | | | | | | | | | NT | NT | NT | NT | NT | | | | | |
| **Time Clock** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Time Clock Installation | | | | Shiji / HRO | | | | | | | | | | | | | | | | | | | | TC | TC | | | | | | | | |
| Time Clock / HRMIS / Payroll System Interface Testing | | | | HRO / Shiji | | | | | | | | | | | | | | | | | | | | TC | TC | | | | | | | | |
| **Employee Area** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Check Locker/Dormitory/Clinic/Café/HR Office Floor Plan | | | | DHR / PM | | | | | | | | AA | | | | | | | | | | | | | | | | | | | | | |
| Specification on locker / Bunk bed | | | | DHR / Pur Mgr | | | | | | | | AA | AA | AA | | | | | | | | | | | | | | | | | | | |
| Design notice boards | | | | DHR | | | | | | | | | | | | | | AA | AA | | | | | | | | | | | | | | |
| Locker Assignment Plan / Floor plan | | | | PM / HRO | | | | | | | | | | | | | | | AA | AA | | | | | | | | | | | | | |
| identify location for Notice boards | | | | DHR | | | | | | | | | | | | | | | | AA | | | | | | | | | | | | | |
| Locker Key Control LSOP | | | | PM / HRO | | | | | | | | | | | | | | | | | AA | AA | | | | | | | | | | | |
| Locker Keys Issue | | | | PM / HRO | | | | | | | | | | | | | | | | | | | AA | AA | AA | AA | AA | AA | | | | | |
| Designate smoking areas for Employee | | | | DHR | | | | | | | | | | | | | | | | | | | | AA | | | | | | | | | |

## 7.1. Payroll

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | | 1 | 2 | 3 | 4 | 5 |
| **HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number/Position total Hotel | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Interviewing Prozess Determined | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Write Job Discriptions & Profiles for all | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Finalize and Document to GM/Accounting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Applications Screeing & Selection | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Time Record Policy Define | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Applications to HR for reference & offer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Daily interview schedule publishd | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Name Tags List | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Appearance Standards documented | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lockers issuing procedures | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Employee Phone list | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Orientation Packets & Checklist | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Attendance/Call in/ Schedule Employee Review | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Issue Employee Lockers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Prepare Pre-Opening Assiociate Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First week normal Shift Schedule | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Procedures for handling task force payroll | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Timetables | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff Housing | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff transport | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Application Forms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Labour contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| General Forms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| VISA Allocations | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Staff recruting | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee Incurance Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Absence controll System | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Telephone Trainig | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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## 7.1. Payroll

**Preparation and Critical Path-Administration Organisation**

| Object Article | Starting Date | Complet Date | Comments | Person Responsible | Weeks Prior to take over | | | | | | | | | | | | | | | | | | | | | | | | | After take over | | | | |
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| | | | | | 24 | 23 | 22 | 21 | 20 | 19 | 18 | 17 | 16 | 15 | 14 | 13 | 12 | 11 | 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 | | 1 | 2 | 3 | 4 | 5 |
| **HRD** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Register Employee wit the national health insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| register employer`s liability insurancnce assiotiation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Get familary with Company Rules & Procedures and act accordinly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| open complete new files and include history information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Change emploment contracts | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| introduce the company to all employees and explain what is Standard,, Mission Statement, Hotel Vision, and company`s culture | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of all Benefits which are not covered in thenormal employees contract | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| List of all vacation days | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Christmas Pay, Compesation days off | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Uniforms | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Evaluation of Base Payroll | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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