

**F&B Service Breakfast**

**STATEMENT**

Prompt, friendly and efficient

**FACILITY STANDARDS**

	Yes	No
• Opening Hours should be a minimum of 6.30 to 10.30hrs		
• The smoking area is to be assigned furthest away from the food production or display area		
• 'Restaurant layout plan' and 'table setup plan' are clearly displayed for staff reference		
• Smoking & non smoking areas comply with government regulations and are clearly marked		
• Children high chairs and booster seats are always available		
• Minimum table setting includes:		
- Breakfast: Cloth napkin, cup, coffee spoon, sugar bowl with white, brown and artificial sweetener, salt, pepper, fresh or dry flowers, water goblet		
• Buffet will feature at least one 'action' station with eggs prepared a' la minute to guests liking		
• Buffets 'lay-out' is in various heights, décor objects		
• The buffet offers besides local specialties a large selection of international food and beverage items and a healthy alternative selection		
• All primary buffet dishes are labeled in English with correct spelling		
• Restaurant will be equipped with a portable phone. Whenever possible a dedicated outside line is provided		
• Telephones are answered within three rings with restaurant name, greeting, and offer of assistance		
• Floors, walls, doors, ceilings, windows etc. must be well maintained and in good condition		
• Carpets, wall fixtures, lights, window treatment must be well maintained and in good condition		
• All furniture (chairs, tables, counters, service stations) must be well maintained and in good condition		
• Lighting is appropriate as per hotel standards (It is necessary the room is bright and welcoming during Breakfast service)		
• Service areas are to be shielded from the guests view, organized, free of clutter, well maintained and in good condition		
• China, glassware, tableware, linen, condiment containers etc. are clean and in good condition		
• Exhaust system, air conditioning is quiet and maintains a comfortable odor-free and draft-free environment		
• All areas are safe, secure and obstruction free according to local safety standards. Emergency exits are properly identified, key access/ control areas are properly secured and emergency lighting is present and operable according to local laws		
• Fire fighting equipment is present and operable		
• Background music is light and suitable for the meal period		
Breakfast menu: Continental and full breakfast buffet, plus a' la carte presented in CH&R standard menu shells		
• Quality stainless steel (chrome-nickel steel 18/10) high-polished cutlery is to be used in all hotel outlets and catering areas, with the possible exception in fine dining rooms where silver plated (12 microns or 30 gram) can be used		
Quality chinaware is to be used in all hotel outlets and catering areas. Priority is given to implement a trendsetting range, which is matching the restaurants design. The preferred supplier is Royal Porcelain		

**BASIC REQUIREMENTS**

• Uniforms comply with Hotel standards and are impeccably clean		
• Staff are well groomed according to Hotel standards		
• During Hours of service a host/ hostess is at the entrance to welcome customers		
• Guests are always addressed by name if known		
• If guest opts for a' la carte service items are not picked from the buffet but prepared from the kitchen		
• A selection of newspapers in English and Thai language are available		
• Buffets are kept always impeccably clean		
• Juices are kept chilled on the buffet line		
• Any special request made by a guest will be accommodated without hesitation. If impossible, appropriate alternatives are offered		

• Professional practices are respected: food is served from the right, plates are removed for all guests at once, but ultimately guest convenience is the utmost priority.		
• Soiled tables are cleared and reset within 5 minutes of departure of guests		
• During the operational hours a manager must be assigned and present at all times		
• The buffet will be replenished all the time. No dish is less than 1/3 filled. Dishes are to be replaced not topped up		
• Action stations with a' la minute preparations are always manned and never left empty.		
• The buffet chef will pro-actively greet guests, explain the dishes and offer the items cooked a' la minute		
• Ashtrays are capped and replaced before second cigarette butt		

#### GENERAL SERVICE STANDARDS

1. Guest is greeted within thirty seconds upon arrival at the restaurant. Lady is addressed first eg. "Good Morning Mrs. Smith (Madam), Good Morning Mr. Smith (Sir)". Buffet is suggested but alternatively a' la carte will be available if guest wishes		
2. A choice of seating preference is offered (if no reservation was made, or not known), such as view, smoking, terrace, air-condition... Guests are assisted with with coats and/ or packages while lead to the table within 1 minute upon arrival.		
3. Napkin is opened and placed on customers lap. Extra place settings are removed. Menus are presented		
4. When applicable, guest is politely asked: "May I have your breakfast voucher, please" (Although we prefer not to use vouchers)		
5. Guest will be greeted at the table within two minutes, beverage order is taken and served immediately		
6. If coffee and tea is served in individual pots the first serving is poured into the cup by the service staff		
7. Accompaniments such as glass of orange juice, water is offered and served at the table for guest comfort		
8. Glasses and cups are never empty and replenished throughout the meal		
9. During the entire meal plates, glasses... are cleared from the table. Under no circumstance will the guest find upon returning to the table that soiled plates are still there		
10. During the meal guest is sincerely asked once if he/ she is satisfied		
11. Correct foods and drinks are served to the correct guest without asking		
12. A la carte:		
- If guest opt for a' la carte the team member presenting the menu is knowledgeable about items on offer		
- Orders are repeated to ensure they are complete and accurate		
- Drinks are replenished throughout the meal. Glasses and cups are never empty!		
- Cold items are served within 7 minutes after ordering. Hot food is served within 10 minutes		
- Condiments served or offered simultaneously or prior to serving food		
- Food is to be served at proper temperature (Cold food cold on cold plates- hot food hot on hot plates)		
- During the meal guest is sincerely asked once if he/ she is satisfied, asked if additional (such as bread, butter...) is needed		
- Plates are always cleared at the same time for all guests at the table except if guest specifically requests removal		
- Customers bills are kept updated throughout the meal and presented within 2 minutes in clean folder and Central pen upon request by guest		
13. Anyone in contact with a departing customer should again establish eye contact, smile and thank him/ her with a 'wai', wishing him/ her a pleasant day/ evening		

#### BREAKFAST MINIMUM OFFER

#### CONTINENTAL BREAKFAST:

• One hot beverage, a choice of freshly baked goods, fresh fruit juice, fresh fruit selection, packed butter or margarine, jams and honey		
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#### A' LA CARTE BREAKFAST:

• Hot coffee, decaffeinated coffee, selection of three teas, chocolate, milk and low fat milk, selection of fruit juices, cold milk and low fat milk, seasonal		
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	fresh fruits		
•	Cheese platter consisting of 3 different cheese, coldcut platter consisting of two different cold cuts		
•	Whole wheat and white toast, pancakes and syrup, minimum of 3 choices of cereals with hot and cold milk, plain and fruit yoghurt, French toast, choice of freshly baked goods served with honey, jams, butter or margarine		
•	Choice of two eggs. Fried, poached, scrambled, boiled with choice of bacon, ham or sausages; three egg omelet with choice of ham, cheese, mushroom stuffing, one potato style		
•	Asian porridge: plain, chicken, pork or fish; boiled rice: plain, chicken, pork of fish		

**INTERNATIONAL BREAKFAST BUFFET:**

•	Fruit and vegetable juices (5 kind) including orange, pineapple, grapefruit and tomato; Various fresh sliced (4 kind) and whole (4 kind) fruits;		
	fresh fruit salad		
•	Two kind of coldcut, three kind of cheese; fresh vegetables, plain and fruit yoghurt; cereals (4 kind); birchler muesli; milk and low fat milk		
•	Bread selection (3 kind); Danish pastries (2 kind) and croissants; muffins; white and whole wheat toast		
•	Jams (3 kind) and honey; butter and margarine		
•	Egg 'action' station with fried, scrambled, omelet or boiled egg. Complimented by condiments such as ham cheese and mushrooms		
•	French toast, pancake with maple syrup		
•	Chicken and pork sausages, bacon, cooked ham, baked beans, grilled tomatoes, sautéed mushrooms, one potato style		
•	Three kind of teas, coffee, decaffeinated coffee, hot chocolate, hot milk. Espresso and cappuccino served at no extra cost		
•	Fried vegetable in oyster sauce		
•	Asian noodle dish		
•	Boiled rice and congee		
•	Japanese food selection (if Japanese guests are frequenting the hotel)		