

F&B ServiceThai Restaurant

STATEMENT

Customers experience here traditional Thai Hospitality with impeccable service offering genuine Thai cuisine.

FACILITY STANDARDS

	Yes	No
• Opening Hours should be a minimum of:		
- Dinner 18.00 to 22.00hrs (last order). Service continues beyond the last order time to a minimum of one hour		
If lunch service is offered opening hours should be a minimum of:		
- Lunch 12.00 to 14.30hrs (last order) Service continues beyond the last order time to a minimum of one hour		
• The smoking area is to be assigned furthest away from the food production or display area		
• Smoking & non smoking areas comply with government regulations and are clearly marked		
• 'Restaurant layout plan' and 'table setup plan' are clearly displayed for staff reference		
• Children high chairs and booster seats are always available		
• Minimum table setting includes:		
- Lunch and dinner: Placemat, Cloth Napkins, appetizer fork and spoon, water goblet, wine glass, salt, pepper, fresh flowers, candle		
• 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		
• Reservation information sheet will include guest's full name, telephone or room number, number of guests in party, time and date of reservation, special requirements (occasion, seating), and name of staff recording the booking		
• 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		
• Correct lighting is applied to the room as per hotel standards		
• 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 (either live or piped) is light and suitable for the meal period		
• If there is outside seating available mosquito coils must be provided for guest comfort		
• Menus:		
- Food: Traditional Thai dishes and regional selection reflecting the hotels location		
- Wines: Besides the CH&R wine list a 'internal' list can be on offer		
• Lunch and dinner menus are to be changed at least twice a year for resort and city properties using available sales statistics to determine menu changes		
• Quality stainless steel (chrome-nickel steel 18/10) high-polished cutlery or silver plated cutlery (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 or restaurant manager is at the entrance to welcome customers		
• Guests are always addressed by name if known		
• Menus are always impeccably clean and complete		

•	A minimum of two kind of rice are on offer. One white jasmine rice and a brown rice as alternative healthy choice		
•	Children menus are always available and presented immediately. Guests are always asked if food for children should be served first		
•	Any special request made by a guest will be accommodated without hesitation. If impossible, appropriate alternatives are offered		
•	Wines by the glass are always available, including at least two white and two red which are poured at tableside		
•	Take away containers are readily available and arranged on guest request without hesitation		
•	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		
•	Menu (as per meal period eg. lunch, dinner...) to be displayed at the restaurant entrance		
•	If this is only one restaurant in the hotel, it cannot be booked for private parties		
•	Ashtrays are capped and replaced before second cigarette butt		

GENERAL SERVICE STANDARDS

1.	Guest is greeted with a 'wai' within fifteen seconds upon arrival at the restaurant. Lady is addressed first eg. "Sawadee Kah/ Krap Mrs. Smith (Madam), Sawadee Kah/ Krap Mr. Smith (Sir)"		
2.	In the event of a delay in seating, guest is offered to wait (eg. at the bar) and contacted at a promised time		
3.	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 coats and/ or packages while lead to the table within 1 minute upon arrival. Napkin is opened and placed on customers lap. Menus are presented		
4.	Guest will be greeted at the table within two minutes, beverage order is taken		
5.	Team members presenting the menu are knowledgeable and offer additional items using "gin tonic techniques" such as up selling: mineral water with wine; starter with main dish, side dishes such as garlic bread and salads		
6.	Orders are repeated to ensure they are complete and accurate. It is specified how the order is served 'Thai Style' – all dishes are served at once or 'Western Style' whereby dishes are served course by course.		
7.	Drinks are served within two minutes of ordering and replenished throughout the meal. Glasses and cups are never empty!		
8.	If guests opts for 'Thai Style' service dishes are served within 15 minutes. If guests prefers 'Western Style' appetizers are served within 10 minutes after ordering. Main dishes are served within 15 minutes if no appetizer is served		
9.	Food is to be served at proper temperature (Cold food cold on cold plates- hot food hot on hot plates)		
10.	All food is served complete with the right condiments which are explained if guest wishes.		
11.	All items served to the right customer without any confusion		
12.	During the meal guest is sincerely asked once if he/ she is satisfied, asked if additional (such as rice...) is needed		
13.	Plates are always cleared at the same time for all guests at the table except if guest specifically requests removal		
14.	After main dish is cleared, dessert menu is presented and guest is asked: "would you prefer a dessert, coffee/ tea or maybe a digestive such as brandy?" Ladies are offered a liqueur such as Bailey's or Amaretto		
15.	After the meal, preferably when serving coffee a complimentary 'petit fours' (matching the restaurant theme) is served by saying "Some XXX with compliments of (name of outlet)"		
16.	Customers bills are kept updated throughout the meal and presented within 1 minute in clean folder and Central pen upon request by guest		
17.	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		