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REPLY TO CANCELLATION

Dear <<ORGANISER>>,

Thank you very much for your EMAIL dated <<DATE>> advising us of your cancellation of arrangements we have prepared for the <<occasion>> in <<month>>. We accept your decision and certainly hope that we can keep our good relation in the future.

In the meantime, we would be interested to know the basis of your decision, which hotel you have opted, and if there is anything else we can do about it.


We look forward to hearing from you again.

With kindest regards.

Sincerely yours,

<<Your Name>>

<<Your Title>>

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CONFERENCE AND BANQUETING QUESTIONNAIRE

Company Name:	Type of function:
Contact Person:	Day/Date:
Phone No.	Venue:

HOW DID WE MEASURE UP TO YOUR EXPECTATIONS?

☺ = Very Good

☺ = Good

☹ = Needs Improvement

OUR BANQUET SALES DEPARTMENT

In which manner was your initial enquiry, and response handled:

Courteously	☺	☺	☹	Friendly	☺	☹	☹
Promptly	☺	☺	☹	Professionally	☺	☹	☹
Efficiently	☺	☺	☹	Quality of Sales call	☺	☹	☹

OUR FUNCTION ROOMS

Were the function rooms which you required:

Ready on time	☺	☺	☹	Correct temperature	☺	☹	☹
Clean and tidy	☺	☺	☹	Well equipped	☺	☹	☹
Set-up as requested	☺	☺	☹	Adequately lit	☺	☹	☹

OUR SERVICE STAFF

Did you find our staff to be:


Friendly upon arrival	☺	☺	☹	Attentive	☺	☹	☹
Polite	☺	☺	☹	Efficient throughout	☺	☹	☹
Well-groomed	☺	☺	☹	Well supervised ☺	☺	☹	

OUR FOOD

Did you find our food to be:

Tasty and appetizing	☺	☺	☹	Served on time ☺	☺	☹	☹
Well presented	☺	☺	☹	To your expectations	☺	☹	☹
Served at the correct temperature	☺	☺	☹	Served in sufficient quantity	☺	☹	☹

GENERAL COMMENTS ON ANY OR ALL OF THE ABOVE

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CONFERENCE AND BANQUETING QUESTIONNAIRE

GENERAL QUESTIONS

- | | YES | NO |
|--|--------------------------|--------------------------|
| 1) Was the Hotel your first choice of venue for this event? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2) Would you be interested in utilizing our facilities again? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3) Were the facilities and services compatible with your contractual requirements and your expectations? | <input type="checkbox"/> | <input type="checkbox"/> |

If you had the opportunity to patronize any of our other food and beverage outlets during your visit, please give us your impressions:

OUTLET: _____

COMMENTS: _____

Do you have any comments to make regarding our Banquet beverage services?


Why did you choose the Hotel as the venue for this event.

GENERAL COMMENTS

Name: _____

Signature: _____

Date: _____

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THANK YOU LETTER

GUEST FULL NAME
COMPANY TITLE
COMPANY NAME
COMPANY ADDRESS

January 23, 2018

Dear Mr./Ms. _____,

May we take this opportunity to thank you for hosting your _____ at the Hotel and we hope that, in a small way, we have been able to contribute to your success in doing business in Vietnam.

As a small favour we would like to ask you to fill out and return to us the attached conference and banqueting questionnaire which will enable us to analyse and improve on points where you, as our most valued customer, feel that we could do better.

If at any time in the near future you would like to repeat your success, we would be delighted to discuss your requirements and discuss the options best suited for your purposes and your budget.


We have a wide selection of facilities suitable for exclusive private breakfasts, executive boardroom style meeting rooms, informal lunches, Chinese and Western banquets and of course meeting rooms for four, forty or four hundred delegates.

Our experienced conference and banqueting team can be contacted on extension <<NUMBER>> and will be happy to meet once again with you to lay the foundation for your successful event.

Once again, may I extend to you a heartfelt thank you for using the Shanghai Hilton's facilities, the cities leading conference and banqueting venue.

Yours sincerely,

<<Your Name>>
<<Your Title>>

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RECONFIRMATION LETTER

GUEST FULL NAME
COMPANY TITLE
COMPANY NAME
COMPANY ADDRESS

January 23, 2018

Dear Mr./ Ms. _____,

Thank you for booking your _____ at the Hotel.


As we are rapidly approaching the date of your function, we would like to draw your attention to the agreement proposal which was sent to you on _____. As it is we would require from you to send us by fax a signed copy of the agreement as confirmation of your function room space which is currently being held as a tentative booking.

Should there be circumstances which do not allow you to confirm your reservation, please do let us know as many enquiries are received for the same date. It is our aim to be able to satisfy all customer requests to the best of our abilities, however for larger events we have limited function room space available which does not allow us to manoeuvre freely.

We look forward to receiving your written confirmation and ultimately catering towards your needs. We will be honoured to serve you at the Hotel and rest assured your function will receive our utmost attention to detail as you have come to expect from the cities leading conference and banqueting venue.

Yours sincerely,

<<Your Name>>
<<Your Title>>

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Company Name: _____ Type of function: _____
Contact Person: _____ Day/Date/Time: _____
Phone No. _____ Venue Preferred: _____
Fax No. _____ No. of Guest Expected: _____
Booking Date: _____ Price per person: _____
Booked by: _____

MEAL REQUIREMENTS


MENU TYPE: ☐ Breakfast Buffet **Beverage Bar:** ☐ Soft drink Bar
 ☐ Working Lunch ☐ Junior Bar
 ☐ Buffet Lunch Chinese/Western ☐ Full Open Bar
 ☐ Snacks/ Canapes ☐ Full Premium Bar
 ☐ Cocktail Party Menu ☐ V.I.P. Bar
 ☐ Chinese Set Menu ☐ Cash Bar
 ☐ Western Set Menu ☐ On Consumption
 ☐ Chinese Dinner Buffet
 ☐ Western Dinner Buffet **Budget: \$** _____

SET-UP REQUIREMENTS

MEETING/CONFERENCE: **LUNCH/DINNER/COCKTAIL:**
☐ Block Shape Style (Rectangular) ☐ Round table of _____ guests each
☐ U-shaped ☐ Block (rectangular) of _____ guests
☐ Hollow square ☐ Reception table for _____ guests
☐ Classroom ☐ Stage and/or Dance floor, size ____ x ____
☐ Theatre ☐ Bar open from _____ to _____
☐ Head table for _____ guests
☐ Riser for Head table
☐ Reception table for _____ guests

AUDIO VISUAL REQUIREMENTS

☐ Lectern with Microphone ☐ Whiteboard / Markers
☐ Mic: ____ Standing: _____ Table: _____ ☐ Flipchart Stand & Paper
☐ Slide Projector ☐ Pad/Notepad/Pencils
☐ Overhead Projector ☐ Placecards _____ pcs.
☐ Screen ☐ Seating Plan
☐ VHS + Television Monitor ☐ Signboard (Lobby & Entrance)
☐ Video Camera ☐ Banner
☐ Other: ☐ Invitation cards w/envelopes _____ pcs

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DECORATION & ENTERTAINMENT

- ☐ Flowers (Tables, Head table, Entrance, Corsage)
- ☐ Table Skirting


- ☐ Music Performances
- ☐ Cultural Performances

Billing Instructions:

Trace Date : _____

Remarks:

Cut of Day : _____

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FUNCTION PROPOSAL

Dear <<ORGANISER NAME>>,

Thank you very much for your interest in the services and facilities of the Hotel shown during your visit recently to our premises. We are pleased to propose the following arrangements for your consideration.

Half Day Seminar

Day/ Date : Monday, August 5, 2020

Venue : Two sections of the Grand Ballroom on the ground floor

Time : Guest arrive at 2pm entering the meeting room at 2:30pm. The seminar is expected to conclude at 6pm.


Number of guests : 200 guests

Coffee Break : 2pm - 2:30pm serving Coffee, Tea and cookies at US\$ 6.- per person
4:30 - 5:00pm serving Coffee, Tea and two different coloured soft drinks (yellow and green) at US\$ 7.- per person.

Set-up : Reception table at the Foyer of the Grand Ballroom and exhibition display arranged by you.
Theatre style seating for 200 participants in the ballroom. A raiser with head table for 8 speakers and 2 lecterns.


A/V Requirements : 3 Microphones with amplification
2 T.V. monitors (33") with multi-system VCR placed on either side of the raiser.
Audio Visual equipment rental charges will be waived.

Flower arrangements : Kindly advise need for floral arrangements for the head table and the entrance reception table. The hotel will provide standard flowers free of charge.

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<<COMPANY NAME>> Seminar and dinner
 <<ORGANISER NAME>>, page 2

- Banner** : As per your design a stage backdrop can be produced. As to the charges we will have to advise you at a later stage awaiting the quotation from our supplier.
- Dinner*
- Venue** : Two sections of the Grand Ballroom on the ground floor
- Time** : 6:30pm following the seminar
- Number of guests** : 200 guests
- Menu** : Please find attached three Chinese dinner menu proposals for your perusal. Kindly advise your selection.
- Beverage** : A junior bar will be set-up consisting of red and white house wines, domestic beer and soft drinks. A two hour open bar is charged at US\$ 22.50 per person.
- Set-up** : 20 round tables seating 10 guests each
- Equipment** : Background music will be provided free of charge for the evening. Should you wish arrangements can be made for live music at an additional charge.
- Room Rental** : Room rental will be waived for the use of the Grand Ballroom for the seminar and dinner.
- Pricing** : The above prices are quoted in US dollars and are subject to 5% Service Charge and 10% Government Tax unless indicated otherwise.
- Terms of Payment** : Kindly advise your preferred method of payment, cash or credit card. As a hotel policy we will require a 10% deposit upon confirmation of the function and an 80% deposit received prior to the day of the event with the balance payable right after the function.
- Cancellation** : In the event that the function is cancelled with less than 72 hours written notice prior to the function, a cancellation fee of 50% on the total cost will apply.

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Guaranteed
Attendance

: Please advise us at least 48 hours prior to the function as to your number of participants attending the seminar and more specifically the dinner.

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<<COMPANY NAME>> Seminar and dinner
<<ORGANISER NAME>>, page 3

<<ORGANISER NAME>> , we hope the above meets with your approval, and we look forward to receiving your return confirmation as soon as possible. Should you have any further queries, please do not hesitate to contact us.

Sincerely yours,

<<Your Name>>
<<Your Title>>
Hotel

w/attachment

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<<COMPANY NAME>> <<FUNCTION DATE>>
 CHINESE MENU A

Cantonese Barbecued Combination Platter



Soup with assorted Seafood



Deep-fried Prawns with mashed taro



Soya Pigeon



Steamed Goby Fish



Braised Twin Vegetables with Yunnan Ham



Fukien Fried Rice



Fried Noodles with Shredded Pork




Almond Cream



Chinese Petit Fours

US\$ 50.00 per person
 plus 5% Service Charge and 10% Government Charge

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IN-HOUSE SALES PROMOTION

<<GUEST FULL NAME>>
 <<COMPANY TITLE>>
 <<ROOM NUMBER>>

Dear <<GUEST>>,

May I take this opportunity to welcome you to the Hotel and to offer you the assistance and services of our experienced conference and banqueting team in the event that you wish to plan a function, large or small, during your stay with us.

Our Banquet Manager, <<name>>, will be delighted to discuss your requirements, and will advise upon the options best suited for your purposes, and your budget.

We have a wide selection of facilities suitable for exclusive private breakfasts, executive boardroom style meeting rooms, informal lunches, Western and Asian banquets and of course meeting rooms for up to 800 delegates.

<<name>> can be contacted in the Banquet Office on extension 3019 at any time of the day and will be happy to meet with you in the lobby of the hotel.

Once again may I extend to you, a warm welcome to the hotel, the city's leading conference and banqueting venue.

Yours sincerely,

<<Your Name>>
 <<Your Title>>