

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：清单——开始及结束 Subject: Checklists - Opening and Closing	共 4 页 4 pages
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目标

OBJECTIVE

采用标准化程序再次核对，确保按照客人要求安排所有活动细节，事后反馈记录在案并采取相应措施。

A standardised process is used for cross-checking all details of an event are arranged as per guest request and that post-event feedback is recorded and acted upon accordingly.

政策

POLICY

创建清单以协助餐饮部中宴会运营的员工，确保活动各方面按照酒店标准进行准备。

Checklists are created to assist the Food and Beverage (F&B) employees working in Conference and Event Operations (C&E Ops) to ensure that all areas of the events are prepared according to hotel standards.

提前核对并确保服务或产品，至少提前既定时间两小时（2）准备完毕，并预测活动要求确保活动正常运作，最大程度降低投诉，令客人满意。

Checking in advance and ensuring that the service / product is ready at least two hours (2) prior to the stated time and anticipating event requirements will ensure smooth operation, minimise complaints and achieve guest satisfaction.

程序

PROCEDURE

开门营业时清单

The Opening Checklist

- 将《会前准备清单》附于各《宴会活动订单》（BEO）。
An Opening checklist is to be attached to every Banquet Event Order (BEO).

- 在活动开始前（至少活动开始前 2 小时），根据清单复核布置及所有活动需求，以确保所有细节符合要求。

The checklist is used to review the setup and all event requirements prior to the event commencing (at least two hours prior to the event start) to ensure all details are as requested.

- 餐饮主管在活动开始前一夜应使用清单确认布置要求正确。

The F&B supervisor on duty the night prior to the event is to use the checklist to confirm setup requirements are correct.

- 所有需要移交的信息应记录在《会议移交簿》上，以让下一班人员跟进，或按要求增添至值班经理日志中。

Any information that needs to be handed over is recorded in the 'Conference Handover Book' for follow up by the next shift or added to the Duty Manager log if required.

- 清单应作为正式职工的指南和备忘录及用来培训新员工。

The checklist is to be used as a guideline and reminder for regular staff, as well as for training of new staff.

- 各具体酒店清单虽有不同，但应包括以下细节：

Checklists are to be hotel specific, however some details that may be included are:

- 复查值班日志中的移交详情
Review logbook for any handover details
- 核查宴会厅按宴会活动订单布置：视听设备、布局、桌子设施
Check function rooms are set as per BEO: AV equipment, layout, table amenities
- 按照《宴会活动订单》核查引导标牌布置
Check signage board is as per BEO
- 核查灯光、空调（设至 23 摄氏度，除非酒店有其他标准）、电话开启并处于工作状态（如有灯烧坏，必须在主办者到达前更换）。
Check lights, air-conditioning (set to 23 degrees Celsius unless hotel has a different standard) and telephone are on and working (if any lights are burned out, they must be replaced prior to the host arriving).
- 核查宴会接待区（PFA）恰当布置：登记桌、茶点，背景音乐。
Check Pre Function Areas (PFA) are set appropriately: registration tables, refreshments, background music on.
- 将宴会厅钥匙交予主办者
Have function room key cut for host

- 核查确保各区域干净整洁（宴会接待区、宴会厅、盥洗室）
Check all areas (PFA, function rooms, bathrooms) are clean and tidy
- 核查确保空调通风管道、窗台、灯具干净无灰尘（外观检查即可）
Check air conditioning vents, window sills, and lighting tracks appear clean and free from dust (visual inspection only)
- 和餐厅核实午餐安排
Confirm lunch arrangements with restaurant
- 确保无线网络（有的话）启用并正常工作，为主办者准备好密码。
Ensure Wifi (where available) is enabled and working with password ready for host.

结束 - 宴会后

Closing - Post Event

- 如酒店有结束清单，应将其连同发票复印件附于《宴会活动订单》上。事后报告应是清单组成部分。
If the hotel has a closing checklist it should be attached to the BEO with a copy of the invoices. A post event report will be a part of the checklist.
- 如不采用结束清单，将发票复印件附于《宴会活动订单》并完成事后报告。指出所有客人意见及活动反馈。
If closing checklists are not used, attach a copy of the invoices to the BEO and complete the post event report. Indicate all guest comments and feedback from the event.
- 如酒店有特定反馈表，将填写完的反馈表附于事后报告上。
Where the hotel has specific feedback forms, attach completed forms to the post event report.
- 将该报告复印件送于餐饮经理，并将原件整理存档以备将来备查。将相关细节转至销售宴会团队
Distribute a copy of this report to the Food and Beverage Manager and file the original for future reference. Pass any relevant details to the Sales/Event team.

酒店注意事项

Hotel to note

- 为方便起见，建议将清单压缩成小册子，供员工放在口袋。小册子中应同时包括空白页，以方便员工记录需要跟进的活动变更、特殊客人要求等。
For convenience, it is recommended that the checklist be shrunk into a booklet form that can be kept in pockets of the staff. Included in this booklet are also blank pages where staff can write notes of event changes, special guest requirements, etc. for follow up.