

MENU REQUISITION PROCEDURES FOR BANQUETING

It is our aim at The Hotel to provide a personalized service to all of our guests. This service includes tailor made menus for any function size. In order to keep record of all special menu requests from customers in both the banquet and restaurant areas, a menu request form must be completed and sent to the Chef's office for processing.

The following procedures must be adhered to :

- 1/ The menu request form (in duplicate), must be filled out every time a guest requests a special menu to be served at a banquet function
- 2/ This form will be completed, recording all necessary information, by the Banqueting Salesperson taking the booking for the function.
- 3/ The Banquet menu request should then be approved by the Banquet Sale Manager or his designate who will ensure that a duplicate request has not already been raised for the same party.
- 4/ The banquet menu request form will then be sent to the Chef's Office.
- 5/ The relevant Executive Sous Chef will then prepare the menus as per the specifications on the Banquet menu request form.
- 6/ A copy of the menus will then be sent back to the Banquet Sales Manager for them to discuss with the client.
- 7/ Please note that the menu request form is only a MENU REQUEST and does not replace a function sheet. Once the function is confirmed, a function sheet must be raised.
- 8/ It is the responsibility of the Banquet's office to inform the Chef's office immediately should a change take place with regard to the function. The administration Assistant in the Chef's Office will then inform the respective kitchens accordingly.

MENU REQUISITION PROCEDURES FOR RESTAURANTS

It is our aim at The Hotel to provide a personalized service to all of our guests. This service includes tailor made menus for any function size. In order to keep record of all special menu requests from customers in both the banquet and restaurant areas, a menu request form must be completed and sent to the Chef's Office for processing.

Following procedures will apply :

- 1/ The menu request form (in duplicate), must be filled out every time a guest requests a special menu to be served in a restaurant.
- 2/ This form will be completed, recording all necessary information, by the restaurant Representative taking the reservation.
- 3/ The menu request form should then be approved by the Restaurant manager who will ensure that a duplicate request has not already been raised for the same party.
- 4/ The restaurant menu request form will then be sent to the restaurant outlet Sous Chef.
- 5/ The Executive Sous Chef will then prepare the menus according to the specifications on the menu request form and then submit to their relevant Executive Chef for approval.
- 6/ The Chef's Office will then send a copy of the menus back to the Restaurant Manager for them to discuss with the client.
- 7/ The restaurant manager then confirms the menu to the Executive Sous Chef after successful discussion with the client and raises a function Advice sheet which is passed onto the Chef's Office to process.
- 8/ The Executive Chef reconfirms the date and number of pax with the restaurant manager one day prior to the function. It is the responsibility of the Restaurant Manager to inform the Chef's office immediately should a change take place with regard to the function. The Administration Assistant in the Chef's office will then inform the respective kitchens accordingly.