

FOOD AND BEVERAGE NO-NO's

The Policies and Procedures Manual contains a series of clearly defined standards which are designed to guarantee consistency and uniformity in the Food & Beverage product in all of our restaurant. In addition to these standards, there is a list of undesirables which a guest should not see in The Hotel – Food & Beverage No-No's . These are the sorts of standards which steer our Café Restaurants away from the coffee shop image, and our specialty Restaurants from using a too format approach.

Due to the diversified nature of the operations which we run it is not always feasible to incorporate these standards in every restaurant. However, they act as guidelines and should be avoided whenever possible.

FOOD NO-NO's**AVOID**

- Using canned or frozen products in a la carte service. (Frozen food may be used when it is not possible to obtain fresh food or price is too expensive, but these items must be commercially frozen by a blast freezer).
- Using maraschino cherries in any food presentation.
- Serving warm fruit garnishes, cased by allowing the plate to sit under a heat lamp before the waiter picks it up.
- Serving skimpy, boring fruit garnishes, and parsley in any plate decoration.
- Serving cold syrup with pancakes at breakfast
- Plating up fried or scrambled eggs which are “swimming” in butter for breakfast.
- Serving stale Danish pastries and croissants when a guest orders breakfast
- Serving frozen butter to guest
- Using dry sponge cake
- Offering cakes that have been saturated with too much liquor
- Making heavy butter cream desserts and cakes
- Allowing whipped cream to sit around for too long before it is used.
- Adding plain sugar syrup to fruit salads.
- Serving crystallized ice-cream
- Using bread warmers in a la carte
- Using soggy tartlet, toast or stale bread for canapé bases.
- Using unpeeled shrimp tails on canapés
- Making and serving sandwiches and rolls which are too bulk to eat unless on a plate.
- Keeping any tomato based sauce in the Bain Marie
- Serving salads at room temperature
- Allowing food to sit too long in a chafing dish
- Selling low quality, commercially packed snacks in Mini Bars
- Serving commercially packaged condiments for guest service unless they have premium quality label.

- “Bastardizing” local cuisine. (In other words, if you advertise a traditional, ethnic dish, e.g. “Singapore Chicken Rice” then the ingredients and cooking method must be authentic.)

FOOD DISPLAY NO-NO ‘S**AVOID**

- Using draped banquet tables for buffets. (Draped tables should only be used when storage or very heavy banquet business makes it necessary and impractical to use cubes.)
- Using scratched Formica cubes for setting up or decorating the top of buffets
- Using butter sculptures to decorate the buffets
- Using only ordinary, everyday equipment when an arts and crafts substitute is available.
- Using aluminium foil on any buffets or food displays.
- Having chafing dishes line up in a “military fashion” on any buffet. (You should use different levels to create interest.)
- Using dented hollowware in buffet presentations.
- Using hand-written buffet labels unless required as an element of the design.
- Using cheap aluminium tongs on salad bar.
- Forgetting to label dressings on a salad bar.
- Having pastry and dessert trolleys which are sparsely filled or have empty shelves.
- Setting up coffee breaks that enhance the china more than the food or which use an ugly coffee urn as a centrepiece.

EMPLOYEE NO-NO ‘S**AVOID**

- Unkempt uniforms which are dirty or damaged.
- Staff with their pockets bulging with pads, pencils and other items.

ROOM SERVICE NO-NO ‘S**AVOID**

- Sending a salad or other cold garnish on a main course plate to the room in a hot box. Keep the garnish separate and place on the plate at the last moment.
- An extra “Room Service Charge” over and above the menu prices
- Very large fruit baskets in guest rooms (These should only be provided if specifically requested.)