

	RESOURCE LIBRARY – ACCOUNTING Complimentary VIP Amenities	<i>CODE:</i> 05.06.010 <i>EDITION:</i> 1 <i>PAGE</i> 1 OF 1
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PURPOSE 目的

To ensure that there are adequate controls of complimentary VIP items.

确保对贵宾免赠物品有充分的管理

POLICY 程序

FRUIT BASKET 果篮

- Requests for a fruit basket or wine setup must be approved by the General Manager. Related form should be designed by the Front Office and in two copies. One copy will be kept by the Front Office; the other copies will be forwarded to the Room Service for setup. The F&B copies will be attached with the inter kitchen / inter bar transfer and sent to the Cost Control office the next day.

果篮及酒类的配置必须经总经理的批准。相关的表格应由前厅部设计并且每份表格需三联制。其中一联有前厅部保管，另一联转交至客房部以便做相应的配置。餐饮部的复印联将随附于厨房或吧台的内部调货单并与第二天交至成本控制部

VIP SET UP 贵宾配置

- There should be a standard for VIP set up, it may be revised from time to time by the General Manager with the input from EAM Rooms and EAM Food & Beverage. A copy of the updated standard setups should be given to the Director of Finance and Controlling by the Food & Beverage Operation Manager.

贵宾的配置应有一定的标准，但这一标准可能因房务副总及餐饮副总进行的配置而由总经理一次次地进行改进。餐饮运营经理应将更新后的配置标准复印一份给财务总监

FLOWER SET UP 鲜花配置

- Flowers setup will be done by the Housekeeping; prior approval must be obtained from the General Manager. A predetermined supplier should be selected and monthly settlement should be arrangement. It is the Executive Housekeeper's responsibility to reconcile the monthly statement and the request forms before passing to the Finance Department for payment processing. Standard for flowers setup should also be set by the Director of Guest Rooms with the approval by the General Manager. (ref. Policy – Flower Arrangement). 鲜花的配置应由客房部完成，并事先已经得总经理的批准。应选择已定的供应商并安排好月结工作。这是行政管家的职责，在向财务申请结账处理前应理清月结清单。鲜花配置的标准也应由行政管家制定并呈总经理批准（相关政策——鲜花布置）