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## FOOD & BEVERAGE

### CORE STANDARDS

1. All Hotel Employees greet guests, smile, make eye contact and speak clearly and in a friendly manner.
2. The Host/ess acknowledges guests within 15 seconds of arrival at the dining facility.
3. Upon arrival, as part of the greeting, the guest name is determined and then used at least twice during the meal and upon departure.
4. Assistance is offered with coats and bags.
5. The Host/ess offers guests a smoking or non-smoking table, as applicable per local law.
6. A Hotel Employee accompanies guests to the selected, fully laid table.
7. Guests with reservations are seated within 2 minutes of the reserved time at tables with appropriate settings.
8. For guests without reservations or for a change in party size, extra place settings are removed or added before seating.
9. If a wait is unavoidable, guests are advised of the approximate waiting time and, if it exceeds 5 minutes, are offered alternative dining options within the Hotel, if possible.
10. The outlet Manager is active and visibly engaged in guest service activities.
11. Younger guests are given a special welcome and are offered a special chair, drawing utensils and a younger guests' menu, as appropriate.
12. Unless the parents request otherwise, younger guests are served first.
13. The Hotel Employee's attention is easily attracted; guests do not wait for a response to their needs.
14. Hotel Employees are knowledgeable about products used, including daily and seasonal specials, and can discuss them effectively and in detail with guests.

### PRESENTATION

15. Curtains and carpets are free of stains, rips and discoloration.
16. Hard-surfaced floors are spotless and without debris.
17. Cutlery is clean, without spots and not bent or discolored.
18. Glasses are well-polished, clean and without cracks, smudges or fingerprints.
19. Tables are clean, without flaws and stable.
20. Linen is clean and free of wrinkles, spots and holes.
21. Menus are clean, without spelling mistakes, tears, creases or pen marks.

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#### TABLE SERVICE

22. Guest orders are confirmed and repeated back to ensure accuracy.
23. Special requests are carefully noted, for example, cooking times, condiments or changes made to a dish.
24. Food and drinks are served according to the guest's request and preference.
25. Beverage refills are offered before the glass is less than 1/3 full.
26. Ashtrays are capped and changed whenever there is one cigarette butt or other debris.
27. Appropriate tableware is provided before serving an order.
28. Condiments are either preset or served with the food order.
29. Dishes are served at the correct temperature.
30. For wines by the glass, a guest is shown the label and offered a tasting pour before the glass is filled at the table.
31. Servers make every effort to accommodate guests who request items not on the menu and, at the very least, offer a close substitution, if possible.
32. Buffets are clean and free of debris.
33. Buffet selections are clearly labeled.
34. Buffet serving dishes are maintained at least 1/3 full; appropriate service utensils are used and clean ones provided as needed.
35. For hot buffets, warm plates are available with napkins.
36. Ladies are served first.
37. The Hotel's Service Employees combine and minimize the number of visits to the table to provide efficient and uninterrupted service.
38. Table service throughout the meal is anticipatory; guests never have to actively seek the attention of someone who can meet their needs.
39. If a guest leaves the table at any point, the Server will neatly fold and replace the napkin.
40. Except at breakfast, checks are presented upon request in a clean bill folder.
41. Service to the table continues after presentation of the check.
42. If the guest pays cash, the correct change is returned with a receipt.
43. If the guest pays with a credit card, the signature is verified.
44. Receipts are provided automatically.
45. Vacated tables are cleared promptly and reset within 2 minutes.
46. Upon leaving, guests are thanked for their visit and invited back.

#### PRODUCTS

47. Food products are of the highest quality and fresh from markets.
48. There is consistency in both the quality and presentation of products.

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49. A selection of items that are low in sodium and low in cholesterol is available and appropriately marked on the menus.
50. Low-fat milk, yoghurt and cheese, and low-calorie sugar and jams are available.
51. Menus offer an appealing variety of items, always including regional and international dishes.
52. The younger guests' menu is varied and appealing, offering both nutritional and popular choices.
53. A minimum selection of five white wines, five red wines and two champagnes is available by the glass in all food and beverage outlets.
54. Both regular and decaffeinated specialty coffees are available in all outlets during operating hours.
55. Spirits offered in the Bar are of fashionable labels and include tequilas, vodkas and single-malt whiskies.

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#### **BREAKFAST**

1. At least one local and 2 international newspapers are available at the entrance to the restaurant for breakfast.
2. Guests are seated within one minute.
3. A Hotel Employee offers to introduce the guest to the buffet procedure if a buffet service is set.
4. A Hotel Employee offers the guest juice, coffee or tea within one minute of seating.
5. Freshly brewed coffee and tea are poured at the table.
6. The order is taken within 5 minutes of the guest receiving the menu or within 30 seconds of the guest setting it down.
7. Continental breakfast is served within 5 minutes and hot items are served within 10 minutes of ordering.
8. After clearing a breakfast entrée, guests are automatically presented with the bill.

#### **LUNCH & DINNER**

1. Table service throughout the meal is anticipatory; guests never have to actively seek the attention of someone who can meet their needs.
2. Guests are offered drinks within 30 seconds of being seated.
3. Drinks are served within 3 minutes of ordering.
4. Menus are presented, and the Server offers menu suggestions, including specialty and signature items and specials of the day.
5. Guests who want to are able to complete their meal within 50 minutes (appetizer, main course and coffee; or main course, dessert and coffee).

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## SPECIALTY RESTAURANT

1. In addition to the Core Food & Beverage Standards, service is reflective and supportive of the restaurant's theme.
2. Uniforms are consistent with the restaurant's theme and style.
3. Table tops, menus and decor are appealing, high quality and consistent with the restaurant's theme.
4. Guests are offered drinks, including bottled water, within 60 seconds of seating.
5. A selection of appropriate bakery/savory items based on food style served is brought to the table within 2 minutes of seating.
6. Drinks are delivered/poured within 3 minutes of ordering, and then dinner menus are presented.
7. Servers are knowledgeable about the menu and are flexible about exceptions and substitutions.
8. Servers describe the daily specials.
9. Servers make appetizer and other pairing suggestions to enhance the guest's appreciation of the menu selections.
10. Ladies' orders are taken first.
11. Wine lists are extensive.
12. Hotel Employees are knowledgeable about the wine list and make personalized recommendations according to the guest's interests and food selections.
13. The wine order is taken within 2 minutes of the food order.
14. Bottled wine is opened at the table, and guests are invited to taste and confirm their satisfaction.
15. Amuse-bouches are complimentary and are offered within 5 minutes of the guest ordering.
16. The first course is served within 20 minutes of taking the order.
17. Dishes are cleared within 3 minutes of the last guest at the table finishing the course.
18. Servers deliver courses within 10 minutes of previous course clearing.
19. When presenting courses, if appropriate, the server asks, "Is there anything else we can bring you at this time?"
20. Servers make dessert, specialty coffee and after-dinner liquor suggestions.
21. Servers ask guests if they would like their coffee served with or after their dessert.
22. After-dinner drinks and coffees are served with complimentary sweets or petit fours.
23. Cigars may be offered, in accordance with local law and culture.
24. Bills are only presented upon guest request and then delivered within one minute.
25. Guests are assisted with leaving, thanked by surname for their visit and invited to return to the Hotel.
26. Guests who want to are able to complete dinner within 90 minutes (appetizer, main course, dessert and coffee).

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## BAR

1. At the Bar counter, guests are greeted within 30 seconds of arrival.
2. At cocktail tables in the Bar area, guests are greeted and invited to seat themselves.
3. The Bar drinks and appetizer menu is visible on the Bar counter and preset on the tables.
4. After 3:00pm local time, two quality complimentary snacks are presented with drinks.
5. Snacks are replaced completely when the guests eating the snacks leave and otherwise are replaced when less than 1/4 full.
6. Beverage orders are taken within 60 seconds of seating.
7. Servers explain all promotions or special offers, then take and confirm the order.
8. Drinks are served within 3 minutes of ordering, with a napkin.
9. Drinks are prepared as requested, served at the correct temperature and in the appropriate stemware.
10. For wines by the glass, a guest is shown the label and offered a tasting pour before the glass is filled at the table.
11. Appetizers and food orders are taken after delivery of the initial drink order.
12. Appetizers are served within 10 minutes of the order.
13. Appetizer dishes are cleared within 3 minutes of being finished.
14. Beverage refills are automatically offered before beverages are less than 1/3 full.
15. Bartenders are experienced and knowledgeable, and are willing to look up recipes for unfamiliar cocktails requested by guests.
16. Guests are thanked for their visit and invited back.

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## LOBBY LOUNGE

1. A Hotel Employee will acknowledge guests within 30 seconds of arrival.
2. Guests are invited to seat themselves, or a Hotel Employee will accompany guests to the desired table.
3. Guests are offered drinks within 60 seconds of seating.
4. The Hotel Employee explains all promotions or special offers, then takes and confirms the order.
5. Drinks are served within 3 minutes of ordering, with a napkin.
6. Menus for the appropriate meal periods are preset on the tables.
7. Drinks are prepared as requested, served at the proper temperature and in the appropriate stemware.
8. For wines by the glass, the guest is shown the label and offered a tasting pour before their glass is filled at the table.
9. Food orders are taken after delivery of the initial drink order.
10. Food is served within 10 minutes of the order.
11. Dishes are cleared within 3 minutes of being finished.
12. Beverage refills are automatically offered before beverages are less than 1/3 full.
13. Two quality complimentary snacks are presented with drinks after 3:00pm local time and are completely replaced when the guests eating the snacks leave, and are otherwise replaced when less than 1/4 full.
14. Follow-up service is provided to the table at frequent intervals so that guests do not actively seek service.
15. Complimentary coffee and tea are available in the Lobby from 5:00am local time until the opening of the all-day dining room.

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## IN-ROOM DINING

1. On the phone, the Hotel Employee taking the order will sound calm, unhurried and organised.
2. Telephones are answered, "Good morning [afternoon, evening], In-Room Dining. This is [name]. How may I help you, Mr/s. [guest name]?"
3. To ensure that a complete order has been taken, the Hotel Employee taking the order suggests a range of available options, including beverages, bread and fruit juice (breakfast) and appetizers and desserts (lunch and dinner).
4. Preferences are noted and preparation specifics are confirmed, for example, the cooking style for eggs.
5. The Hotel Employee taking the order asks about preferred condiments, for example, ketchup, mustard, cream, sauce or dressing.
6. Orders are repeated back to guests and an estimated delivery time is provided in minutes until delivery and the actual estimated delivery time; for example, "Your order will take about 20 minutes, so it will be delivered to your room by 9:05."
7. Guest orders are executed as per the guest request.
8. Guests are thanked by name for calling In-Room Dining.
9. Delivery to the room is made is within 5 minutes of the estimated delivery time.
10. Continental breakfast is delivered within 20 minutes, all other meals within 30 minutes; drinks will take a maximum of 15 minutes to deliver.
11. Condiment containers are full, clean, not chipped and free of stains and spots.
12. An In-Room Dining Hotel Employee collects trays/tables within 12 minutes of the guest's call for service.

The Hotel's In-Room Dining Server will:

13. Knock on the guest room door, announce, "In-Room Dining," wait 5 seconds, and if there is no answer, repeat the steps.
14. Greet guests by surname, smile, make eye contact and speak clearly in a friendly manner.
15. Offer to set the dining table if the room has one; if not, inquire about seating preference and offer to set the meal outdoors, weather permitting, if there is a terrace or balcony.
16. Place seating conveniently at the table, and offer to pour beverages.
17. For wines by the glass, the guest is shown the label and offered a tasting pour before the glass is filled at the table.
18. Inquire about the guest's satisfaction, explain items as needed and offer additional service.
19. Ensure that everything is in place and ready for the guest to begin the meal.
20. Deliver an accurate check in a folder with a pen for the guest's signature.
21. Explain the table/tray removal procedure and provide a printed card with the same information.



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22. Thank the guest and wish the guest a pleasant meal.

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### IN-ROOM BAR

1. In-room private bars are clean, without dust or sticky surfaces.
2. The refrigerator is silent and free of odor, stocked with a full selection of high-end, brand-named beverages.
3. Refrigerator contents are neatly arranged, with all labels facing outward.
4. A selection of snack food is available, such as chips, chocolates, mints and cookies.
5. The temperature of the refrigerator is set at 10° - 15°C.
6. The in-room bar is restocked daily.
7. All items are fresh (at least 30 days before expiration date) and in neat packaging that is unopened and not cracked, creased or torn.
8. A current price list is in plain view and accurately corresponds to the beverages and food items provided.
9. Coasters, napkins, mixer sticks and a selection of clean, polished, non-chipped glasses are all available and neatly presented.

Additional Hotel Resort standards:

10. Guests choose their personalized private-bar selections after arrival, either as part of the arrival process or later in their stay by using an extra favourites list available in the private bar.
11. List of available extra favorite selections includes, at a minimum:
  - 4 specialty sparkling and still waters
  - International premium branded soft drinks
  - Intentional premium branded spirits in regular (at least 350ml) size, with a wide selection that includes choices in every major category
  - 12 beers, with at least 2 local or regional offerings
  - 6 white wines and 6 red wines, in both half-size and full-size bottles
  - 12 sweet and 12 savory snacks, at least 4 of which are healthy/organic
  - Sunscreen in minimum 15 and 45 SPF
  - Mosquito repellent or coils
12. Selection is reviewed and updated quarterly.

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## COATROOM

1. The Coatroom area is fresh smelling, clean and free of debris.
2. Attractive, fresh flower displays are visible.
3. Mirrors are clean and free of stains, smudges and cracks.
4. Clothes brushes and shoe wipes are available for guests.
5. Any notice informing the guest that the Hotel is not liable for lost or misplaced articles is clearly visible in the Coatroom area.
6. There are no money-collection dishes in sight.
7. Guests are greeted graciously by the Coatroom Attendant as items are accepted.
8. Tokens are provided promptly.
9. A token is issued for each item accepted and is attached to the item with special care not to cause damage.
10. Coats are hung on hangers, and baggage is stored in a suitable location.
11. Guests redeeming their tokens are greeted, a match is made with the token number attached to the item, and the item is returned promptly.
12. Guests are always thanked and wished a pleasant day or evening.