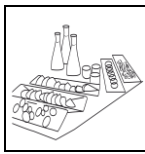


Standard



Set Up



Service



BAR

LOUNGE / BAR / TERRACE

Published: April 2012

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Objective and scope

This procedure defines all the **general procedures** and tasks relating to hotel bars in NH Hoteles.

The present Manual can only be supplemented with standards which expand on the specialisation in this document based on the BU's own regulations and/or categorization of a hotel.

The Bar procedure includes drinks service, which may be combined with a snack and light meal service at the tables and/or the bar.

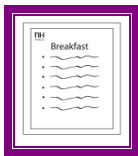
The Bar service normally includes service in several spaces with limited or extended opening hours, allowing bar service to be provided throughout the whole day.

It includes all models of bar and table service which are not included within the definition of Restaurant / Breakfast / Banqueting / Room service.

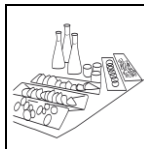
The procedure guarantees a consistent service and a commitment to the highest standards of quality for our guests, and is supported by the values of the NH Hoteles hallmark.

Summary

1. Bar standard
2. Bar set-up
3. Bar service
 - 3.1. Opening tasks
 - 3.2. Service
 - 3.3. Closing tasks
4. Operational handling
5. Related procedures
6. Procedure validation



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1 Bar standard

Responsible: F&B responsible (and GM) and all employees working within the BAR/LOUNGE area.

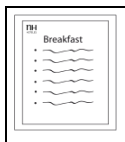
All bar services in NH Hoteles must comply with the following general standards:

- 1- Opening times: Within the Hotel property there should be a defined area where guest can order F&B services through out the day, opening times need to be started after breakfast until 11pm or the day closing.
- 2- The assortment / selection available in bars are defined and standardised by each BU, a minimum standard offer is mandatory:
 - Common soft drinks and hot drinks
 - Red and white wine according to Restaurant offer
 - 1 Draft and 2 bottle beer, local and international
 - 10 different long drinks including the most common ones
 - A variety of Spirits according to the sale of a hotel and guests
 - A variation of snacks and light meals
- 3- All food offerings are collected for each BU in a standard **recipe book (example: Online, as menu engineering or similar)** (samples and methods of preparation) for usage as a guideline in the production and preparation of the dishes.
- 4- In order to guarantee the dynamic/variety of the Bar' offering, it will be standard procedure to carry out a revision and to implement obligatory changes, with an annual minimum change for each offer; accompanied by its corresponding support documents (standard, recipe book and training).
- 5- Depending on the period of year, a seasonal offer (Example: Asparagus, Spring, Easter, Mushrooms, Game etc.) has to be provided to the guest – a minimum of 2 seasonal offers. Menu consists of a minimum of 2 Starters, 2 Soups, 3 Main courses and 2 Dessert corresponding support documents (standard, recipe book and training).
- 6- All Food dishes served in the Bar have to be aligned and should be similar in terms of references and ingredients to the offer in the Restaurant and Room Service.
- 7- The menus provided to the guests must be written in the mother language, translated into English and optional into another foreign language depending on the predominant guest nationality.
- 8- It is mandatory to provide a minimum of 1 dietary product or low-calorie product within each segment on the menu (Starter, Soups and Main course). It must be clearly identified on the menus with the following logo:



All menu prices should include VAT and local taxes as well as service charge. Local legal guidelines for additions and or remarks apply accordingly.

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2 Set-up for bar/tables

There are various bar set-ups, based on the category and the differences within hotels, as well as the location in which the bar service is provided (the bar itself, common areas and lounge bar).

Generally speaking we can identify bar and table set-ups (which includes low occasional tables located at points where bar service is available in the lobby, common areas and tables in the bar area prepared for food services)

Bar set-up

1. The bar must be completely clean and clear, except for the decoration.
2. Paper napkin dispensers, where applicable and/or ashtrays, where applicable should be placed at a short distance from each other, delimiting areas for use. In bars with a large volume of service, menus may be placed next to the napkin dispensers.
3. In the case that there is a cocktail menu available, the cocktail menu could be located in the central area or at one end of the bar.

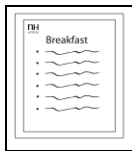
Set-up for tables in the bar area

1. The table may have an individual tablecloth/runner (if there is a light meal service) or not have any type of table linen (only snack and drinks service). The type of linen and colour is defined by each BU, taking into consideration the environment of the hotel.

With light meal service

2. The paper napkin must be placed in a central position. Within the bar the napkin should be not folded or otherwise, it should be placed flat on the table with the NH logo facing the guest.
3. The fork should be placed to the left of the napkin and the knife to the right, separated by a distance of minimum of 30 cm, and 1-2 cm from the lower edge of the table.
4. If a bread plate is used it will be placed at the top of the place setting, at a distance of about 4 cm from the top of the fork.
5. If applicable the water glass is placed at the top right, in line with the blade of the knife.
6. In the case of service on terraces, place the water glass upside down until the arrival of the guests, in order to avoid insects, dirt etc. from falling inside. If table clothes are being used they have to be fixed to the table accordingly, to avoid flying away.
7. The table decoration shall be according to the type of table (round, square, rectangular, and others); its placement is next to the salt and pepper. Table decoration ideally changing weekly although art and type of flower is not restricted, plastic flower should not be used. Furthermore decoration like dried flowers with decorative sand or similar can be used, they should be changed at least 4 times during the year – aligning with the seasons. A candle after sunset is mandatory
8. Salt and pepper will be always placed in the centre of the table.
9. The chair should be aligned with the position of the cutlery, and the edge of the chair should be in line with the edge of the table; if the table is covered with a tablecloth, the edge of the tablecloth should slightly touch the edge of the chair.

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10. The table should be aligned and arranged according to the layout plan for each bar (defined on hotel level)

Only with snack and drinks service

1. There are two ways of presenting the menu, if applicable the bar menu can be placed on the table or handed to the guests upon arrival at the table
2. The paper napkin must be placed in a central position. Within the bar the napkin should not be folded or otherwise, it should be placed flat on the table with the NH logo facing the guest.
3. The table decoration shall be according to the type of table (round, square, rectangular, and others); its placement will be next to the salt and pepper. Table decoration within a la carte restaurant is always a flower should not be artificial, can also be a small plant; ideally changing weekly although art and type of flower is not restricted, plastic flower should not be used.
4. Salt and pepper will be always placed in the centre of the table.
5. The chair should be aligned with the position of the cutlery, and the edge of the chair should be in line with the edge of the table; if the table is covered with a tablecloth, the edge of the tablecloth should slightly touch the edge of the chair.
6. The table should be aligned and arranged according to the layout plan for each bar (defined on hotel level).

3 Bar service

3.1 OPENING TASKS

1- Person in charge of opening/pre-opening

This person is assigned to carry out the following tasks:

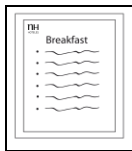
- Collect the change float for opening.
- Collect materials for the cash register (POS rolls,...)
- Collect keys (if applicable).
- Check the record of incidents from the session/day before. They should be documented in a handover sheet for the department.
- Distribute the tasks among the staff present and be responsible for their result, carrying out an informative briefing with all the staff to notify them of all the key information for that day (number of guests anticipated...) as well as the service targets expected (speed of service, distribution of ranks, staff training...)
- Sign and fill in the opening checklist (*defined by the BU*), and record this in the files assigned for each BU.

2- Setting up the bar area (common areas where bar service is available, and the lounge bar)

This includes the following tasks:

- Visual inspection to ensure that everything is clean and in order as well as to check the state of the furniture.

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- Resolving any anomaly detected with regard to cleaning, noting this as an incident in the *opening checklist* in order to avoid future deviations from the turnaround cleaning procedures.
- Arranging the furniture according to the layout plan, *designed for each hotel* or the specific diagram. (This should be displayed inside the premises in a visible place).
The arrangement of the furniture in the bar area may vary with regard to the diagram based on the specific operating requirements.

Checking the menu cards and all other information supports (making sure they are clean and contain the correct information), paying particular attention to the variations in dishes and prices. Any anomaly must be reported to the F&B Responsible for opening and be corrected, or else the support must be withdrawn (menu card, display unit...)

Any anomaly detected in the state of the furnishings (defective condition, unsightly appearance...) must be notified to the person responsible for opening who will record it on the checklist and assess whether the item should be removed from service.

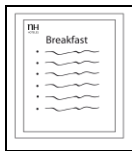
- Turning on the air conditioning/climatisation in the lounge according to the climate conditions (if necessary).
In terrace areas, opening sunshades and preparing the outdoor facilities in special shaded areas.
In terrace areas in winter, turning on the outdoor heating systems.

Setting up the support stations (*units of furniture within the bar area which contain material used to facilitate the service at the tables*) according to the characteristics of the bars, as specified per hotel.

This diagram will indicate, based on the furniture used, the arrangement to be used for the cutlery, glassware, table linen...

Clean and refill oil and vinegar, cruets, salt cellars, pepper mills, sauce containers, cocktail stick holders, wine coolers, trays, and ashtrays.

- Lay out all the items and tableware which will be required for service in the bar area, that is:
 1. Coffee service, which should be prepared (clean, checked and laid out neatly) with the number of coffee cups, coffee spoons, saucers, sugar sachets, herbal teas, cutlery and serving plates which are considered necessary for the session (this will be indicated by the person responsible for opening).
 2. Lounge settings, which should be prepared (clean, checked and laid out neatly) with the number of glasses, cutlery, tableware, napkin dispensers, cloths for cleaning, spatulas and tongs for handling food, jugs and all the tableware considered necessary for the service (as indicated by the person responsible for opening).
- Set up the tables according to the characteristics of each area (Specific SET-UP by zone)



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3- Setting up the Bar

This includes the following tasks:

The person responsible for opening will make a preliminary visual inspection to check the general state of the whole length of the bar (making sure everything is clean and in order) as well as any incident of note in the equipment or machinery which can be seen merely by looking (water leaks, breakages ...).

-The designated person/s must check that all the refrigeration equipment at the bar (cold boxes, refrigerated countertop display case, and cold storage chests) are at the correct temperature, and that the ice machine is operating perfectly.

-Check the level of supplies of products and materials for the bar service. In the case that any of these articles need to be replaced, restock with material from the storeroom. If the article required cannot be found in the storeroom, contact the person responsible for opening and inform the F&B responsible

-Turn on the necessary machinery for the bar service (as applicable according to the equipment in the hotel)

Turn on the glass washer and run the load with water in order to reach the optimum service temperature.

Plug in the juicer if applicable.
Plug in the toaster if applicable.

Express coffee machine. Carry out the procedure for turning on the machine as specified by the equipment manual for the express coffee machine.

Milk thermos where applicable. Turn on the milk thermos after checking beforehand that there is an optimum level of water in the *bain marie* for the service.

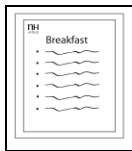
Beer dispenser where applicable. Open the carbon gas and check the level of the product in the beer barrel, and if necessary, prepare a replacement barrel. Be careful while handling with carbon gas and follow legal restrictions.

In the case any anomalies are detected in the operation of any of the aforementioned machines (mechanical or electric) contact the person responsible for opening who will carry out the required maintenance procedure (emergency or an incident report).

Lay out all the utensils and tableware which will be needed for the bar service, including:

Coffee service, which should be prepared (clean, checked and laid out neatly) with the number of coffee cups, coffee spoons,

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saucers, sugar sachets, herbal teas, cutlery and serving plates which are considered necessary for the service (this will be indicated by the person responsible for opening).

Bar service, which should be prepared (clean, checked and laid out neatly) with the number of glasses, cutlery, tableware, napkin dispensers, cloths for cleaning, spatulas and tongs for handling food, jugs and all the tableware considered necessary for the service (as indicated by the person responsible for opening).

- The state of cleanliness and order must be impeccable.

The order of the bar (articles for sale, small machinery and serving utensils) must be the same as in the diagram or explanatory chart defined for each hotel which will be available in a folder beside the BIRD-POS at the point of sale.

The cleaning of the machinery and the facilities will be carried out according to the specifications of the Hotel Cleaning Schedule, both with regard to the frequency and to the materials used. For critical points it is advisable to create a folder to have an overview about the last cleaning, the file should be kept for a month.

The area behind the bar will only be dedicated to the guests view to the selection of bottles, decorative articles (defined by the Hotel) and glassware, all clean and neatly arranged.

All bottles on view must be cleaned (daily) 2-3 times a week and have their corresponding tops on. They must be standing in straight lines with their labels visible to the guests.

Turn on the background music (if applicable). Defined NH background music has to be played within the open public spaces

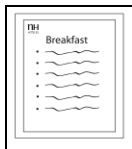
Fifteen minutes before opening to the public, everything must be ready to receive the guests

4- Setting up the cash register position

This will be done by the person responsible for opening, who will set up the cash register position by carrying out the following tasks:

-The person responsible for opening will make up preliminary visual inspection in order to check the general state of the cash register position (ensuring it is clean and well ordered) as well as any incident worth noting with regard to the point of sale terminals (POST) and/or the power supply which can be seen at a glance (electrical current indicators, breakage, short-circuits...).

- After visually checking the cash register position, the person responsible for opening will proceed to OPEN THE BIRD-POS SYSTEM as indicated in the BIRD manual.



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5- Visual check of the Restaurant

Before opening the restaurant to the public, the person responsible for opening will carry out a final check in order to make sure that everything is in a perfect state of presentation.

6- Opening to the public

Open the doors (if applicable) of the restaurant to the public at the scheduled time, record this time in the box provided for this purpose in the opening checklist and have this checklist signed by the person responsible for opening.

Any variation with regard to the established opening time will be considered as an incident and should be recorded as such.

Checklist for Bars are defined within hotel level, depending on their location.

3.2 SERVICE

The general and basic chronological sequence of tasks to be carried out in the bar and services at NH Hoteles are as follows: All drinks served within the Bar have to be placed onto NH defined coaster. If snacks are been accompanied with drinks, NH cocktail napkins have to be handed.

1- Service at tables in the common areas / lobby and in the bar area:

The following general tasks must be carried out by the staff for this service:

Non-personal reception and service:

The bar service, by definition, does not have a person specifically assigned to receiving and greeting the guests in the table areas assigned to its service, so the staff should therefore attempt to engage with the guest as early as possible in order to direct them to a free table according to their needs and to our operating requirements.

Tables in the common area / lobby

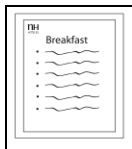
The serving staff should be constantly alert in order to locate guests who have seated themselves in the common areas / lobby of the hotel, in order to provide service within 5 minutes of their arrival.

Always approach the guests with a tray which should contain menus, a plate with napkins and coasters.

Greet the guests politely and make them welcome.

Offer them our services, and in the case that the guest accepts, immediately offer the menu, from the right (following the order of courtesy, namely older ladies first, younger ladies, older gentleman, younger gentleman), placing a plate with napkins on the table while the guests decide on their drinks orders.





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If the guest already knows what he or she wants to order and says so, it is not necessary to offer the drinks menu. Nevertheless you can leave the menu on the table for further requests.

The entire bar staff must be trained in the selection of drinks, their composition, ingredients and the method of preparing the drinks on offer.

There has to be an indication whether the service at the tables and during specific opening times in the common areas/ lobby is limited, without light meals etc.

Any article requested implies taking an order

Once the order has been prepared, serve it at the table accompanied by:

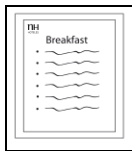
FAMILY OF ARTICLES	FORMAT	COMPLEMENTS AND SERVING METHOD
Waters, soft drinks, beers and other aperitifs	In an individual bottle, neutral or branded glass	Coaster for glass/wine glass and for bottle (open, serve 50% in front of the guest and place the bottle on the coaster) Serve accompanied by savoury snacks (nuts, potato crisps...)
Wines	In a glass	Coaster for wine glass Serve accompanied by savoury snacks (nuts, potato crisps...)
Liqueurs, alcoholic aperitifs and brandies	In a glass	Coaster for glass/wine glass and for soft drink. Service from the bottle in sight of the guest. Serve accompanied by savoury snacks (nuts, potato crisps...) Individual wine cooler with additional ice service should be provided for white wine Mixed drinks should be served from the hotel's proprietary cocktail shaker
Coffee and tea	In a cup	Coffee should be served in a cup or glass from the bar, accompanied by milk served from a milk jug, together with a sugar sachet/sweetener and a biscuit / chocolate. Process applies as well for tea & chocolate

Check the state of the table every 5 to 10 minutes to see if it is necessary to remove any used china/glassware and/or to deal with any additional requirements or keep an eye contact with the guests from time to time.

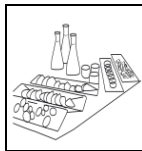
Tables in the bar area

In tables assigned to the bar area (near the bar and/or terrace), whose definition includes drinks service and light meals service, the maximum time permitted for a non-personal reception is no more than two minutes.

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Once the guest's arrival has been effected, the levels of service should be the same as those described for personal reception in the restaurant.

-As soon as the guests have been seated (in less than 1 minute), present the open menus from the right of the guest (in the case that these menus are not available on the tables), trying to observe the order of courtesy (older ladies, younger ladies, older gentleman, younger gentleman).

-The person responsible should withdraw slightly from the table in order to allow the guests to reflect on their choices, but should remain attentive to their gestures in case they require additional information about a particular item on the menu or in the recommendations.

-Once the food order has been taken, offer the wine list to the host, recommending the options which best combine with the products selected.

Criteria for taking the order

-Any article requested implies an order.

-If there is a shortage of one of the offered items, this should be notified to the guest while handling out the menu.

-Note down the description of the article in the centre part.

-Note down in the right margin any particular specification or requirement for the item in question.

-Use legible writing and numbering that you colleagues can read as well

-When one of the subdivisions is not used, leave it out. In other words, if we take an order which includes only main courses and drinks, we would only have three blocks

-Once the order has been taken, dispose of the copies as follows:

- cash register, where it will be entered in the system following the steps described in the BIRD Manual
- kitchen (in case there is no kitchen printer and light meals service is available)

Standard service times:

The speed of service stipulated for each dish ordered should be as follows:

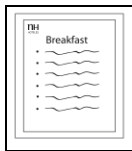
Snacks and light dishes, these dishes are defined as snacks prepared at the bar, like chips, peanuts, olives or similar.	Between 0 and 5 minutes after taking the order
Coffees and teas	Between 0 and 5 minutes
Soft drinks, beers and wines	Immediately
Liqueurs and brandies	Immediately
Bill	Immediately

Setting up the table

After taking the order, check that the guests have all cutlery they require to eat what they have ordered, according to the specific characteristics of the service,

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correcting any items of crockery, glassware and crockery and noting any additional items that may be necessary.

In a set-up for the light meal standard, whenever guests order only drinks, the unused cutlery should be removed.

Producing and serving the order

- All items served (both food and drinks) must be produced following exactly the technical instructions for each dish; there will be a copy of the technical instructions for the items offered in the bar available at all the production and service points.

- All local standards of hygiene (HACCP) and handling of food must be observed. The F&B and kitchen responsible must have on file all the legal documentation officially required in the matter of food hygiene.

- In case of light meal service, drinks and bread should be served/replenished before serving the dishes.

- All dishes will be served from the kitchen, already prepared on plates or arranged by the employee at the bar (Peanuts, chips etc.).

- All drinks (including coffee) must be served from the right and always from a tray.

- Always serve and remove plates from the right. (Depending on location of tables, sometimes it is not very convenient). The bread plate should be removed from the left.

- Serve the cutlery from the left. Move the cutlery using a napkin on a plate.

- The bread should be served from the left. (The bread selection is defined by the standard for each BU) it can be served with a basket/tray with tongs or placed on the table with a bread basket, before the guest requests it. (Offer the guests more bread when only one third of the original piece is remaining).Olive oil & vinegar or butter can be served with the bread. The waiter can ask the guest if he can pour some olive oil and vinegar on the bread plate.

- Serve the dishes according to the order of the group that was established at the time of ordering.

- When removing the glassware, always pick the glass up by the base and place it on a tray.

- The material removed from the table shall be sent to the unloading zone, set aside for this purpose in the kitchen before being moved to the washing tunnel/glass washer where it will be cleaned.

- Nearby tables should never be used for unloading dirty plates or cutlery while a table is being cleared.

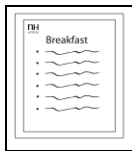
- Invite the guests to consume coffee and liqueurs after their meal.

- Liqueurs can be served directly in sight of the guests or prepared at the bar.

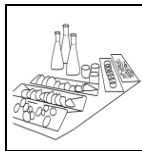
- Encourage consumption by recommending items which may be complementary to their order (for example if the guest orders coffee, recommend some kind of pastry...) if applicable

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-All the bars should have a list of available basic phrases in a range of languages (English, French, German, Italian and Spanish) that can be consulted by the serving staff in order to guarantee that they can communicate with guests of other nationalities on matters relating to food and drink.

- Never make a journey empty-handed, and always take advantage of your movements between the lounge and the dishwasher.

Serving wine (basic techniques) by bottle

- Present the selected bottle to the guest, showing the guest the label and resting the bottle on a folded cloth on your left hand.

- Cut around the seal under the neck and clean the rim with the cloth.

-Uncork the bottle by turning the corkscrew, never the bottle.
Hold the bottle from the bottom and pour a sample for the host to taste.

-Once he or she is satisfied, fill the glasses half full.

-Red wines should be left on the support table if applicable, white wines and rosé wines in a wine cooler on a stand (50% water and the rest ice), placing the bottle in a tilted position and with a folded cloth through the ring and label facing upwards.

- The wine service requires the waiter to be constantly attentive to the table, in order to refill the guest's glasses whenever necessary.

Charging and setting up the table

-Whenever the guest's request, bring the bill to the table.

-Bills should always be presented from the right, using bill supporters.

-Charge the bill according to the steps described in the BIRD Manual

- Help guest's out of the chair and accompany them to the exit, saying goodbye courteously and enquiring if the quality of the service received has met their expectations.

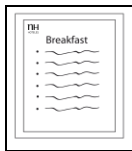
-Once the guest has left the table, clear the table clean and rearrange the furniture within a period of five minutes.

-As soon as the table is ready, indicate its availability and the type of table to the person responsible.

-Whenever your work permits, you should help any co-workers who are busier than you.

2- Bar service:

The following general tasks should be carried out by staff defined for service at the bar:



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Bar waiters should be correctly informed with regards to the offer available at the bar, which should be displayed on a notice board in the establishment.
Any modification to this offer on display must be notified to the guests before they place their order.

Greet guests ("Good evening / good afternoon"), observing at all times the customary attention and standard of service required when dealing with guests of the hotel chain.

Present the bar menu to the guest

The bar waiter will be responsible for motivating the guest to consume.

The bar waiter should ask the guests if they would like to order a drink while they are looking at the menu ("May I get you something to drink?")

This is the time to possibly suggest any products which have been indicated by the bar manager at the start of the day.

After a reasonable time, the order should be taken (first ladies and then gentlemen), and the drink/coffee should be served immediately after.

The bar waiter should repeat the guest's order in order to avoid any discrepancies, and then memorise it and note it down on a pad in triplicate (one copy must be passed to the kitchen, another to the cash register position and another to the bar waiter), who will place it on the order point (place where the waiter's copy is posted). This process applies only for hotels with multiple employees and no NHS Bird connection.

Once the order has been received, the items will be prepared.

Articles requested by the guests will be produced strictly following the technical instructions for each one.

Technical instructions for the products indicate the composition and exact arrangement (photo) for each item offered on the menu.

All items produced should be delivered to the guest exactly as indicated in the technical instructions, with regard to its composition and its presentation, in the case of both food and drinks.

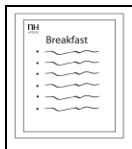
There will be a copy of technical instructions for products on offer at the production points and at service points, as documentation to be consulted in the case of any query. This document should never be in sight of the guests.

All local standards of hygiene (HACCP) and handling of food must be observed. The F&B and kitchen responsible must have on file all the legal documentation officially required in the matter of food hygiene.

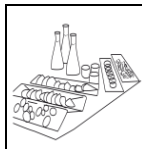
Before serving the order, the waiter should make sure that the guests have the correct place setting, according to the items selected (cutlery, crockery, glassware...).

For items prepared in the kitchen, collect these from the serving counter set up in the kitchen for this purpose, checking to make sure it matches the order.

The waiter will serve the guest his or her order, and saying to the guest "enjoy your meal" or similar..



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BAR

Always check to see that guests have enough to drink, and if you observe that there is something they need, ask them if they would like anything else.

If the answer is affirmative, repeat once again the process of taking the order.

If the guest requires the invoice the employee has to ask for the payment method. The employee prepares the invoice through NHS BIRD and hands the bill to the guest in an NH bill folder and ask if “was everything to your liking?” and wish a good stay and thank for the visit.

Charge according to the steps described in the BIRD-IPOS manual.

Once the guests have left the bar, clean the table and bring the china / cutlery / glassware to dish washer in kitchen area.

Clean and tidy the bar area used, according to the indications in the Cleaning Schedule (cleaning procedure, frequency, products, auxiliary material, self-check and critical points, safety).

The state of cleanliness and neatness must be impeccable.

The order of the bar (articles for sale, small machinery and serving utensils) must be the same as in the diagram or explanatory chart, which will be available in a folder beside the POS.

3- Open-bar service

Within some Hotels in the B.U. Spain there are a special bar service known as OPEN BAR which is defined according to the following procedure:

http://employeeportal.nh-hotels.com/portal/page/portal/EmployeePortal/COUNTRY_SPAIN/DPT_SPAIN_CONTROL_OPERACIONES_Y_CALIDAD/SP_IC_DOCS/MARCO%20DOCUMENTAL/FOODBEVERAGE/OPEN%20BAR

4- Cash register service:

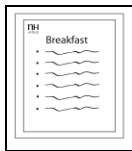
The specific instructions in the POS Bird manual must be followed with regard to the selection, recording and charging of the tables in the bar.

The person in charge of the service operations at the cash register position should NEVER leave the till drawer open after carrying out an operation.

Once the order has been received from the waiter, the transaction should be recorded, identifying the waiter according to the Bird manual.

At the request of the diners, print out a guest invoice corresponding to their order. This invoice will be given to the guest so he or she can pay for their drink.

Once the invoice has been paid by the guest, charge the amount according to the steps described in the Bird Manual.



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There are manual sales forms available in the case of an incident in the Bird system, and all sales carried out during this time period must be noted in this format. Once normal service is resumed, the sales must be entered in the system.

5- Maintaining the Restaurant / Bar:

Throughout the course of the service in the bar the following tasks must be carried out if necessary:

Restocking of material

Routinely review the material available in each work place.

Tableware, crockery and china (plates, cups, trays...)
Glassware.
Cutlery.
Kitchen and serving utensils (food tongs, wine coolers...)
Other (cruets, napkin dispensers, trays,...)

Identify the needs of each workplace (lounge and dish wash area), and notify the manager of these requirements.
Restock immediately according to requirements.

Restocking the products

Review and be continuously aware of the amount of products that are currently in stock in the facilities provided for the purpose (cold boxes and refrigeration machinery, bottle racks, kitchen work benches, soft drink and beer dispensers, coffee machine and milk thermos).
Identify the requirements for each work place (lounge and dish wash area), and notify the person responsible of these requirements.
Restock immediately according to requirements.

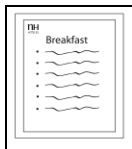
Maintaining the correct order

At all times the pre-established order for each work place must be maintained, and this should be the same as in the diagram or explanatory chart, which will be available in a folder beside the cash register position.

Maintaining cleanliness

At all times the cleanliness established for each work place must be maintained according to the Manual for Food Hygiene and the Cleaning Schedule authorised by the BU.

The cleaning of the machinery and facilities will be carried out according to the specifications in the Hotel Cleaning Schedule, both with regard to its frequency and to the materials used, critical points...



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8-Standard service ratio for waiters/guests

For the purpose of unifying the service criteria and human resources available according to the hotel category and also to the expectations of service, attached here is a chart with the ratio of staff to expected guests in the bar, that should be used to optimise the resources/expected numbers as a guideline for use:

	5* GL hotels	5* hotels	4* Sup hotels	4*-3*hotels
No. waiters per guest	1 x 25	1x 30	1 x 50	1 x 75
No. cooks per guest (in light meal service)	1 x 40	1 x 50	1 x 60	1 x 60

3.3 CLOSING TASKS



1-Person responsible for closure

This is the person assigned to carry out the following tasks:

- Transferring funds and administrative documentation for closure.
- Closing the shift in the Bird system
- Closing up the premises (if applicable).
- Filling in the incident report for the session/day.
- Distributing the tasks between the staff present and being responsible for their result.
- Signing and filling in a closure checklist (*depending on BU regulations*), recording this in the folders assigned by each BU

2- Closure to the public

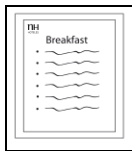
-Once the last guest has left the restaurant, the staff should proceed to carry out tasks for closing the premises.

-In the case that there are guests in the facilities near the defined closing time, the manager should inform them very politely that the facilities are about to begin closing, so that in the case they wish to order anything else they can do so within the time schedule.

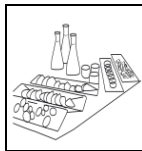
In specific cases, the manager will be permitted to authorise the presence of guests after closing time, always accompanied by service staff.

-Once all the guests have departed, the staff can proceed to close the doors to the premises to the public at the scheduled time, recording this time in the box provided for the purpose in the closing checklist, and having this checklist signed by the person responsible for closing.

-After the doors have been closed, the remaining closing tasks can be carried out.



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BAR

3- Visual review of the restaurant

Once the restaurant have been closed, the person responsible for closure will carry out a review of all the premises in order to check whether any possible damage has occurred during the session, lost property...

4- Tasks for closing the lounge

The tasks to be carried out by the staff in order to conclude the closure of the lounge are as follows:

-The person responsible for closure will carry out a preliminarily visual inspection in which he or she will check the general state of the restaurant (cleanliness and tidiness) as well as any incident worthy of note in the furnishings.

-Any anomaly detected should be corrected.

To prepare for the cleaning services, the furniture must be placed in such a way as to facilitate the turnaround cleaning.

- Arrange the furniture according to the explanatory plan or diagram on display at various points throughout the bar.

Any anomaly in the conservation of the furniture (defective state, unsightly appearance...) should be notified to the person responsible for closing, and if this is the case, it should be treated as an incident. Any item of furniture in this condition should be removed.

The arrangement of the furniture in the lounge may be varied on specific occasions according to the operational requirements

The person responsible for closure must turn off the air conditioning/climatisation in the bar area if necessary.

Clean and restock the support stations (furniture units within the lounge area containing material to assist in serving the tables) according to the characteristics of the bar, following the explanatory diagram available at the information points.

This diagram indicates, depending on the item of furniture used, the arrangement to be followed for the cutlery, glassware, table linen...

In addition, the bar should be cleaned and restocked according to the established stock quantities.

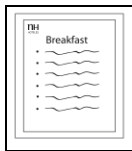
Minimum (cold boxes and bottle racks, wine cabinets, bottle cabinets...)

Clean and fill vinegar cruets, salt cellars, pepper mills, sauce containers, cocktail stick holders, trays and ashtrays.

- Restock the implements and tableware which will be required for the bar service on the following day, that is:

-Coffee service, replacing (clean and arranged neatly) the number of cups, teaspoons, saucers, sugar sachets, herb teas, cutlery and plates considered necessary for the service.

-Lounge service, replacing (clean and arranged neatly) the number of glasses, cutlery, crockery, napkin dispensers, cleaning cloths, spatulas and tongs for handling food, jugs and all the tableware considered necessary.



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5- Closing tasks for the cash register position:

This task must be carried out by the person responsible for closing or through the F&B responsible on duty, who will comply with all the requisites for shift closing in the BIRD-POS system with regard to:

- Cash check out (cash, invoices billed to room numbers and to credit cards)
- Detail of invoices
- Summary of invoices
- Revision of deductions – HT23
- Cash count
- Start of the BIRD closure process

All the documentation necessary for the administration must also be handed in to the reception:

- For reception: chits for charging to room numbers
- For the administration:
 1. Closure for the day
 2. Partial closure or change of shift
 3. Cash count
 4. Day's takings
 5. Closure of POS terminal
 6. Cash orders
 7. Credit card copies
 8. Free items

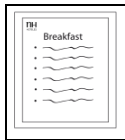
4 Operational handling

Responsible: F&B Responsible (and GM) / Shift leader

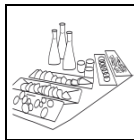
Daily bar closure

This is done by the person responsible for closing, who must comply with all the requirements for shift closure in the BIRD-POS system with regard to:

- Identification of the shift to be closed
- Cash check out (cash, invoices billed to room numbers and to credit cards)
- Detail of invoices
- Summary of invoices
- Revision of deductions – HT23
- Cash count
- Start of the BIRD closure process



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5 Related procedures

F&B Shift Change

Procedimiento Open Bar (B.U.Spain)

6 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	F&B Operation Manager Operations Control Director Chief Operations Officer	Thomas Bartz Anja Loijens Ramón Aragonés	March 2012
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources SVP Purchasing		
	Strategy & Development	SVP Quality & Competition Chief Commercial Officer		
	Management Committee			Steering Minutes 16/04/2012

Organization Department – LOUNGE / BAR / TERRACE