



# F&B GUIDELINES FOR POS INVITATIONS

F&B QUICK GUIDES

F&B Operations

December 2024

Important

INVITATION TYPE	REASONS (most of them pop out by default)	When and how to use it
INV-GREEN STAY	*FREE TEXT (type the room number)	<ul style="list-style-type: none"><li>• Guests must present the voucher.</li></ul>
INV-VIP	VIP	<ul style="list-style-type: none"><li>• All VIP treatments (in-room courtesy).</li><li>• <b>Assign the <u>sales price</u> to each of them (NEVER the cost price!!!)</b></li></ul>
	Loyalty	<ul style="list-style-type: none"><li>• All the ones related to DISCOVERY Loyalty Program (free bottle of water in room, etc.).</li></ul>
INV-COMPLIMENTARY GUEST	Birthday	<ul style="list-style-type: none"><li>• Courtesy per guest's birthday.</li></ul>
	Welcome corner	<ul style="list-style-type: none"><li>• Welcome service offered to guests in the hotel lobby.</li></ul>
INV-BREAKAGE & SPILLAGE	*FREE TEXT (type the reason)	<ul style="list-style-type: none"><li>• Products broken during service or In poor condition before being served.</li><li>• Add product and exact quantity affected.</li></ul>
INV-MEAL INCLUDED	*FREE TEXT (type the reason)	<ul style="list-style-type: none"><li>• Upselling,</li><li>• Dish of the day,</li><li>• FB or HB,</li><li>• Voucher (Resorts).</li></ul>
INV-GUEST CLAIM	*FREE TEXT (type the reason of the claim + room number)	<ul style="list-style-type: none"><li>• Service issues experienced by a guest or patron (hotel or F&amp;B).</li></ul>
INV-SALES & MARKETING	F&B	<ul style="list-style-type: none"><li>• Customer courtesy (e.g., we invite customers to a restaurant for a coffee, liquor, etc.).</li></ul>
	Free Breakfast	<ul style="list-style-type: none"><li>• Those breakfast which are free.</li></ul>
	Adm & General	<ul style="list-style-type: none"><li>• Invitations coming from the GM.</li><li>• Hotel Owners.</li></ul>
	Menu tasting	<ul style="list-style-type: none"><li>• Wedding menu tasting, work menu tasting...</li></ul>
	Sales & Marketing	<ul style="list-style-type: none"><li>• Invitations for potential customers.</li></ul>
	Promotional Actions	<ul style="list-style-type: none"><li>• Influencers, journalists, promotional parties...</li></ul>
	Fam Trips	<ul style="list-style-type: none"><li>• Tour Operators' hotel visits.</li></ul>
INV-MANAGEMENT TEAM INVITATION	Program NH+ (BUNE)	<ul style="list-style-type: none"><li>• Only applies to 6 hotels in BUNE (if the client registers to our NH+ Business Program during their stay, they will receive a free drink voucher).</li></ul>
	*FREE TEXT (type the team member name)	<ul style="list-style-type: none"><li>• Heads of Departments invitation (non-commercial).</li><li>• Hotel team consumptions approved by the GM and invitations from the hotel management.</li></ul>
INV-HUMAN RESOURCES	Staff consumption (BUNE)	<ul style="list-style-type: none"><li>• Consumptions of the team members once their finished their shifts.</li></ul>
	Job Interviews (BUNE)	<ul style="list-style-type: none"><li>• Consumptions during a job interview.</li></ul>