



Preparation



Cleanliness



Supplies



Service



Tools

Management of the minibars

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Objective and scope

Define the correct organization and management of the minibars.

The Housekeeper will be responsible for making sure that the management tasks of the minibars are carried out according to this procedure (if apply, F&B department).

Summary

- 1 Products of the minibars
- 2 Daily service performance
- 3 Standard of presentation
- 4 Related procedures
- 5 Templates and file
- 6 Procedure validation

1 Products of the minibars

Responsible: Housekeeper, chambermaids

The company has standards defined for the minibars (for the products as well as for the presentation) and also a different pricing according to the category of hotel.

The price list of the products will be hung on the upper part of the door of the minibar cabinet allowing for the prices to be shown once the minibar door is opened.

A consistent pricing policy between the different hotels will be established and always following the example of this formula:

(Price of the minibar < Price of the restaurants < Price of the room service)

2 Daily service performance

Responsible: Chambermaids/F&B department

Steps to carry out for the correct management of the minibars:

- A closet in the office or a main storage room will be available to store the minimum stock needed for the refill of the minibars previously defined by each hotel. The items will be placed correctly and arranged by similar categories.
- A small stock of the most consumed products will be placed in the work trolley.

Organization Department – Management of the minibars



- Supervise daily if the minibar works properly (temperature of the cold beverages, if the minibar is turned on, that it does not make excessive noise, etc.) and if not complete the corresponding incident form in the event that something is not working properly.
- Assure the price list is in good conditions in order to replace it.
- Proceed to clean well the minibar making sure that the inside of the minibar is clean as well as the exterior part. (Rear side, elements, the drainpipes and the bottom part of the minibar cabinet).
- Complete the Template: *"Control of the consumption of the minibar items.xls"* available: The chambermaid must verify daily the consumption of the guest. If a guest has consumed a product, it will be replaced according to the previously defined standard.
- Register in the sheet the products consumed by the guest and the room number specifying in the field **"Situation"** if the guest who occupies this room is stayover or check out status.
- It is recommended to replace immediately all the products that will expire on the date the revision is done until the deadline of a week marked with an X on the sheet.
- A strict control of the expiration dates will be carried out.

2 systems of expiration date control will be accepted according to the choice of the Housekeeper:

- 1) System of the control of the product per day: The chambermaid will control daily the expiration date of each product that is placed in the minibar.
- 2) System of control of the expiration date by batches:
See template: *"Expiration pack control.xls"*, which is optional and the form is located at the end of the document.

Below is an example of how to complete the registration form:

Every time a product is replaced by an approved one, the previous batches will be withdrawn (of those about to expire) in both the office and in the minibars, taking advantage of using them in other departments of the hotel. The corresponding month should be indicated in the column **"Day"**, on the exact date of the expiration and always between the corresponding interval (of day 1 until the 20th, from the 11th until the 20th and from the 21st until the 31st). In the column **"Item"**, specify the product which is being referred to.

Example: Today a pack of potato chips and orange juice will be brought up:

> On day 5, the potato chips expire: This will be indicated on the column **"Day"** the expiration date (day 5 from the 1st until the 10th of April) and on the column **"Item"** the product which is being referred to.

> On day 11, the tonics expire: This will be indicated on the column **"Day"** the expiration date (day 11 from the 11th until the 20th of May) and on the column **"Item"** the product which is being referred to.

- In both cases, it should be defined beforehand, how much time in advance should the products be removed before their expiration date and how to use up the products perhaps in other departments of the hotel (cafeteria, or simply return the product back to the supplier, etc.).



- Pay special attention to the items that have closer expiration dates and those items that are not used very often and indicate a lower level of demand.

Pay special attention to the following aspects:

- There should not be any empty, open or filled up bottles and also should be very clean.
- There should be a bottle-opener in good conditions.
- Glasses should be clean. (Do not dry them with plush cloths as they can leave remains of fluff).
- Make sure that the napkins are in good condition and placed correctly.
- There should not be any expired products.
- The coasters should be in good condition with the logo of NH placed on the front side so that it is visible.
- Place all the products with the labels facing the front side which are to be in perfect conditions. There must not be any torn or folded labels.

Additional Complements	Units
Glasses (facing down)	2
Small squared napkins	2
Coasters (logo placed on the front side and on top the glasses; if they fit put them inside the minibar on the top shelf)	2
Bottle-opener (on top of the napkins)	1

3 Related procedures

Order – reception purchasing

4 Templates and file

Templates	Responsible	File Period
Expiration pack control	Housekeeper	12 months
Control of the consumption of the minibar items	Front Office	18 months

5 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations (Process Owner)	Operations Control Director	Anja Loijens	March 2012
		Chief Operations Officer	Ramón Aragonés	
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012