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Service Standards and policies

Through the creation of policies and standards for the hotel, the hotel shall set up the benchmark which the must meet. This shall help in improving the experience of the hotel's customers, distributors, and suppliers. Clients who have positive experiences with the hotel are more likely to become loyal clients. The standard and policies shall include:-

- serving the clients with courteousness
- Completion of transactions within the stipulated time
- Taking everything in their power to accommodate the requests of the clients.

Front of House (FOH) opening and closing checklists

Wait Staff.

Opening Duties

- Clear the debris and ensure that the front entrance remains clean
- Ensure that all windows are cleaned
- Perform section checking
 - Wiping down chairs and tables
 - Ensuring that all the tables are at level
 - setting the tables with the standard items of the table top
 - Replacing any empty items of the table top
 - Ensuring that all items of the tabletop are organized and clean
 - Ensuring that the televisions are switched on and are broadcasting CP24 or sports.
 - Ensuring that the music is turned on at appropriate volume level and station
 - Ensuring that lightings are on and at appropriate day level
 - Ensuring that all neon signs, prints, and mirrors are dust free and clean
- Setting up sugar bowls and cream

Closing Duties

- Performing of section check
 - Wiping down chairs and tables
 - Ensuring that all the tables are at the same level
 - Setting up tables with standard items of the table tops
 - Ensuring that all the items of the table top are organized and clean
 - Replacing any empty items of the table top
 - Turning off the televisions
 - Ensuring that all neon signs, prints, and mirrors are dust free and clean
- Putting up each and every within the hotel onto its tables
- Washing any remaining coffee pots
- Cleaning and restocking of service stations
- Emptying all the bins of garbage
- Ensuring that outside of garbage bins are cleaned

Back of House (BOH) opening and closing checklists

Cook

Opening Duties

1. Turn on all Lights

2. Deep Fryers: Filtration, Cleaning, and Boil outs

Fryer Oil Filtration

Filter oil within all fryers everyday

Drain oil into large oil pot through a china cap lined with filter paper

Once drained, thoroughly spray out fryers with a hot water hose, and drain into a separate large pot.

Remove any sediment

Use fryer poker to ensure the drain does not get plugged

Changing the Oil

- Change oil on scheduled mornings
- Typical schedule: change wing fryers twice a week and fries fryers once a week
- Drain oil into large pots through a china cap lined with filter paper
- Remove any sediment

Boil out fryers:

- Fill fryers up with hot water.
- Add 4 oz of Ecolab Fry Sol to each fryer
- Turn fryers on to 190F
- Let fryers boil out for 10 minutes
- Note: ensure you are nearby during boil outs, to turn the fryers down in the case of it beginning to boil over

3. Complete the BOH Systems Binder

- Complete fryer oil rotation chart
- Check and record all fryer oil temps (not until later)
- Check and record all fridge/freezer temps
- Count and record daily 3 food items (wings, fries, and ribs)
- Count and record all prep items and fill out prep sheets
- Transfer info from prep sheets to the 'Prep Board'

4. Thaw Bread

- Take sufficient quantity of bread (baguette, hamburger buns and tortilla wraps) out of the freezer to thaw for service

Closing Duties

Fry Bin & Wing Bin

- Clean the inside of the bin, remove, empty and clean oil drip tray below
- Pull both bins out, sweep and mop behind and underneath
- Clean lower shelves on both bins
- Clean all sides of bin

Fryers

- Clean and polish front, top and sides
- Turn switch OFF
- Check to make sure the pilot lights are still on (light if needed).

Microwaves

- Clean inside and out, rotary plate run through dishwasher

Sauces & Food

- Put in the walk-in fridge, and make sure all food is covered. Do not put empty containers in the fridge. Please DATE food when it has been prepared.
- Ensure proper rotation

Garbage Pails

- Empty all garbage pails in the kitchen. When there is no busboy, please empty the garbage in the dish room. Replace with new bag

Dish Machine

- Sweep and mop under the counter, shelves, and dishwasher
- Remember to clean out sinks after EVERY use, and at the end of the night
- Keep storage shelves organized.

Grill / Oven

- Remove pieces of grill top and clean in sink
 - Spray with oven cleaner
 - Leave for 15 minutes
 - Scrub with steel wool
 - Soak and wash pieces in HOT water
- Change aluminum foil in trays, and clean all stainless parts (front/side/top)
- Clean burner area
 - Spray with oven cleaner
 - Scrub with steel wool
 - Rinse off with wet towel
 - Dry with clean towel

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