



**Fáilte Ireland**

National Tourism Development Authority

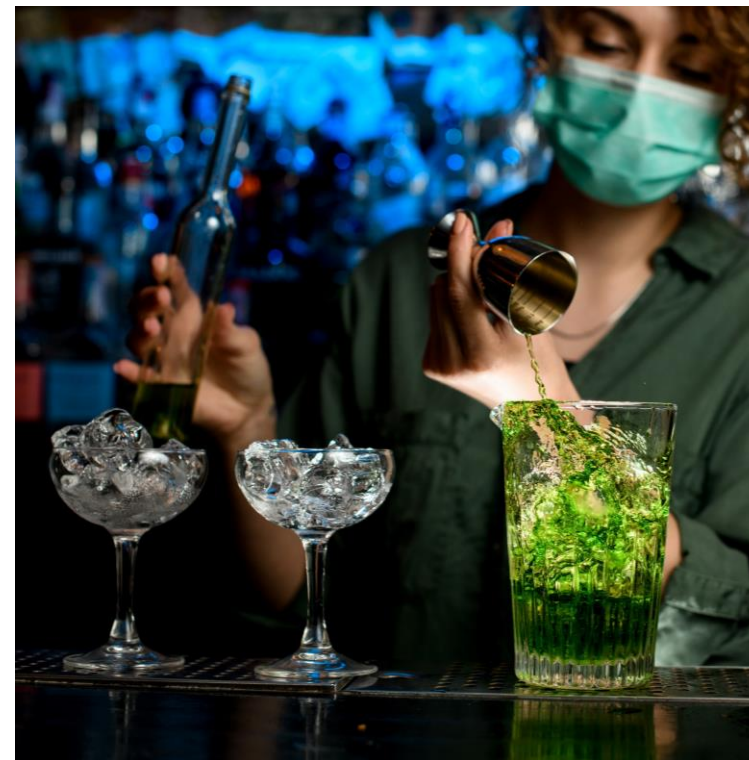
# **Developing & Implementing Standards of Performance**

## **Standards**

**Suggested Standards for  
Various Departments**

## Suggested Standards for Bar

- Opening/Closing Procedures
- Pouring the perfect pint
- Serving bottled beer
- Making cocktails
- Taking an order
- Handling complaints
- Using the till
- Tray service to tables
- Cleaning bar counter & tables
- Service of wine



# Suggested Standards for Restaurant



- Greeting and seating customers
- Taking an order
- Service of food
- Cleaning coffee machine
- Serving drinks to table
- Handling complaints
- Service of wine
- Speciality coffees
- Presenting bill to customers/Room Charges
- Cleaning tables

# Suggested Standards for Reception

- Guest registration & check in
- Guest departure & check out
- Charges to room
- How to handle restaurant tables reservations requests
- Preparation of shift am/pm handover
- How to handle lost property
- How to handle wake up calls
- How to cut key cards
- How to handle group departures
- Procedures to be followed when taking messages/holding items for guests





## Suggested Standards for Porters Desk [Porterage]



- Procedure for welcoming guests
- Procedure for holding luggage
- Procedure for bringing and removing luggage from bedroom
- Making reservations for guest to attend activities, golf, fishing etc
- Handling complaints
- Answering the phone
- Procedure to be followed when holding items for guests
- Booking a taxi for guests
- Valet parking for guests
- Removal of luggage from guest's vehicle

# Suggested Standards for Kitchen

- Menu planning & design
- Preparation for kitchen service
- Purchasing
- Kitchen opening/closing duties
- Individual menu items, e.g. making a soup
- Cleaning of individual equipment, e.g. deep fat fryer
- Food stores management
- Fridge/freezer storage
- Plating a hot meal/breakfast/dessert
- Kitchen hygiene



# Suggested Standards for Accommodation



- Cleaning of bath/shower/sink
- Cleaning of toilet
- Cleaning of mirrors
- Washing bathroom floor
- Vacuuming bedroom carpet/timber floor
- Making of beds
- Dusting furniture
- Set-up of tea/coffee station
- Layout of toiletries in bathroom
- Reporting maintenance issues

## Suggested Standards for Leisure Centre

- Procedure for checking in member/guest
- New membership booking procedure
- Renewal of membership
- Procedure for tour of centre for new members
- Cleaning of sports equipment
- Cleaning of pool/jacuzzi
- Cleaning of sauna/steam room
- Procedure for locker security
- Daily health & safety check
- Procedure for holding a class, e.g. aerobics





# Suggested Standards for Hotel Spa



- Procedure for checking in/welcoming guest
- Procedure for taking a booking
- Cleaning of treatment room
- Procedure for locker security
- Daily health & safety check
- Opening & closing procedure
- Procedure for upselling and gift vouchers
- Procedure for treatment offered, e.g. massage, facial
- Procedure for issuing robes, towels, slippers
- Relaxation room set-up