

WORK INSTRUCTION			
Food and Beverage – SERVICE DELIVERY			
Code : DAP-FBS-WI-02	Revision No. : 1	Effectivity: 8 November 2017	Page: 1 of 2

- 1.0 PURPOSE.** To document work instruction for food service delivery for guidance of Food and Beverage Services (FBS) staff.
- 2.0 SCOPE.** The scope is for the food service delivery of DAPCC Food and Beverage Services Unit.
- 3.0 DEFINITION OF TERMS**
- 3.1 Reservation Sheet** – is a type of contracting instrument used to document the agreements and commitments between the Academy and an individual or a private entity for the use of the facilities of the Academy.
- 3.2 Reservation Changes** – is a written document from the Facilities Marketing and Sales Office (FMSO) signed by the guest/group’s coordinator for any changes in the previous reservations made.
- 3.3 Reservation Check list**– is a written document prepared by the Account Executive (AE) which states the account name, reservation, number, contact person, duration, number of participants, and special arrangements in the public area, FBS, front office, and audio-visual equipment. FBS requirements like welcome drinks, meal schedule, and other dietary restrictions are listed here.
- 3.4 FBS Reservation Status Form** – indicates the status or condition of the guest’s reservation for the seven (7) days period particularly the meal requirements. It states the name of the group, with its reservation sheet number.
- 3.5 Standard Dining Lay Out** – a document/illustration showing the standard lay out of a dining hall with proper table set up.

WORK INSTRUCTION			
Food and Beverage – SERVICE DELIVERY			
Code : DAP-FBS-WI-02	Revision No. : 1	Effectivity: 8 November 2017	Page: 2 of 2

4.0 DETAILS

Item No.	Activity	Responsibility	Interface
4.1	Determination of Dining Set-up Requirements Checks requested dining set-up such as physical layout and venue based on the reservation sheet or reservation changes or reservation checklist given by FMSO.	FBS Manager/ Supervisor Head Waiter	Reservation Sheet Reservation Checklist Reservation Changes
4.2	Meal Venue Set-up a. Sets-up the venue in accordance with the reservation checklist given by FMSO and Standard Dining Layout	Waiters Head Waiter FBS Manager/ Supervisor	Standard Dining Layout Reservation Sheet Reservation Checklist Reservation Changes
4.3	Food Distribution a. Serves the tagged food to clients in accordance with the Food Service Standard b. Responses to client's additional requests (if any)	Head Waiters Waiters	Food Service Standard
4.4	Clean Up a. Collects and sorts soiled dishes, utensils and plate wastes at the pushcarts. b. Endorses collected soiled dishes, utensils and plate wastes will to Dishwasher. Soiled Dishes and Utensils for washing and Plate Wastes for Food Slop Containers. c. Wipes and and arranges tables and chairs.	Head Waiters Waiters	Food Service Standard