

Canton Road

Exquisite treasures with timeless flair

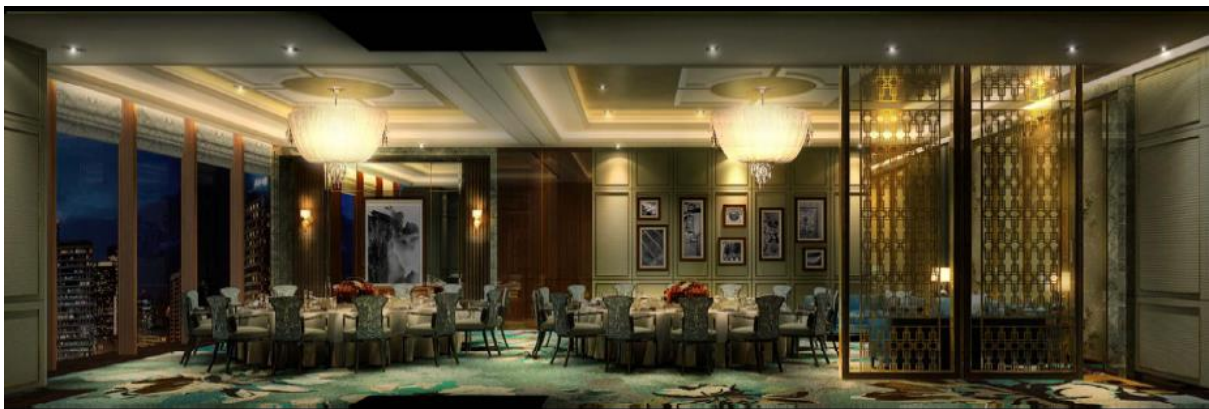


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Shangri-La at the Fort – Canton Road Experience

1. For PDR reservations the call will be directed towards the restaurant and handled by restaurant management to ensure all special requests are taken care of.
(Preparing guests for our special cuisine begins with the reservation call, and sends a signal of pride in our kitchen. This also helps us highlight our innovation. PDR's are often booked for special occasions, it is vital for the restaurant management to treat each PDR booking as a VIP booking)
2. Our host/greeter will be attentively positioned at the entry of Canton Road, greeting guests immediately, not from behind the welcome desk
(This simply means that we stand in front of our restaurants, waiting to greet guests and acknowledging guests passing by Canton Road. If it is required to check a reservation, the host would simply step back to the podium momentarily when needed.)
3. Return guests will be recognized as such and their preferences will be acknowledged and looked after
(Recognition of loyal guests is key to establishing a well-regarded local clientele in a Chinese venue.)
4. We will seat guests thoughtfully for maximum comfort and privacy, and accommodate guest requests to sit at other tables unless impossible; we will remain at the table until all guests are comfortable
(An indicator of respect is to remain with the guests until they are comfortable rather than "dropping" them off and leaving. Also, in too many cases, the host makes a table choice with no compelling reason, where the guest may wish to sit elsewhere. Thoughtful strategy is still required to direct the guest, for example, directing families to tables where they will feel most comfortable, etc.)
5. We will knowledgeable and enthusiastically describe our foods and drinks, with special pride in signature dishes; special requests will be accommodated
(This standard would include a la carte items, and also pertains to drinks. If a server does not know a complex answer, they will quickly find a colleague who does. If a request can't be met, then a rational alternative must be suggested.)
6. We will speak with guests calmly and discreetly, not interrupting conversations or asking obvious questions. It is also crucial for our colleagues' conversations to be quiet and minimal throughout operating time
(The best of service in hospitality is staff that do their work competently and quietly. Often, staff reveals a lack of sophistication or confidence by asking too many questions such as "Shall I clear the plate?" when it is clearly empty or "Shall I pour more wine?" when it clearly needs refilling.)
7. Our service will be attentively and seamlessly paced so that the guest never experiences noticeable delays or must signal for service

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8. We will be sensitive to guests who appear unfamiliar with the cuisine or customs, and offer helpful and discreet guidance during the meal
(This especially includes assistance with ordering as well as hints when serving accompaniments.)

 9. When serving dishes, we will introduce them by name

 10. Whenever a guest has accepted our recommendation, the colleague giving the recommendation will show sincere interest and return to ask how they enjoyed it
(A common courtesy is to ensure that the guest who took your advice enjoyed the dish.)

 11. When wine assistance is requested, we will engage by asking multiple questions to determine guest preferences, make appropriate recommendations accordingly at different price points with helpful descriptions
(Often, the sommelier knows a lot of good wines but does not explain his rationale for suggestions other than bland phrases like "This one is popular." By asking questions, we indicate respect for the guest's wishes, and by offering different price points, we show respect for their money and ability to choose.)

 12. We will present our checks in distinctive folders/trays, not a typical folder; when guests are reviewing the check, we will step away to allow privacy
(A measure of respect for our guest's money and privacy. This means we don't use the same tired leather or plastic check folders. And after presenting the check, we step away. While swift check collection is desirable, the guest should never feel a sense of hovering or being watched.)

 13. We will escort departing guests towards the restaurant's doors, offering words of appreciation
(An extra measure of courtesy – just like you would escort guests at your home.)

 14. When children and elders are present, we will give them special recognition, for example by ensuring that we pause, speak clearly to them individually to establish a rapport
(For elders this is a sign of respect. For kids, it is an attempt to increase their participation and interest. Perhaps there are other aspects of etiquette that can be shown, especially for elders.)

 15. The restaurant manager will visit each guest's table at least once during their meal

 16. Our manager will assess PDR bookings on an individual basis to decide on the following:

- If certain guests in private dining rooms will receive a visit from a senior hotel manager
- If we will meet our private dining room guest hosts at the hotel’s front door or lobby and escort them to the restaurant
(This would most likely be a member of the restaurant team, but could be any hotel staff member.)

17. The service standards are established to give clear direction on how to deliver a great guest experience. At all times, we encourage the natural personality of each team member to express who they are in a spontaneous manner.

Service Standards

Overall service direction

The service style is un-pretentious and spontaneous, playful, witty and cheeky, but always respectful. The SLFM VIBE is instilled throughout the sequence as a natural behavior.



Greeting, First Impression and Last Impression

1. Guests will be greeted at the restaurant door in a friendly manner by the hostess or whoever is available with no barrier/reception desk between the greeter and the guest. The guest will be asked whether they have a reservation. Guest with no reservation will be made to feel equally comfortable and accommodated immediately.
2. If a reservation has been made, let the guests know that you are expecting them and have their table ready when they arrive at the appointed time, and set for correct number of guests on the table top.
3. The hostess will be leading the guest to the table/PDR while engaging guest with light but sincere conversation as appropriate.
4. Hostess seats the guest at the pre-allocated table, and wish an enjoyable time to the party before departing the table.
5. Things to remember:
 - a Give the guest your undivided attention at all times
 - b Smile at all times and be genuine in your body language and actions
 - c When you are speaking to a guest, speak clearly so they can hear you and better understand you
 - d Make sure you are always alert, walk with confidence, never run or seem confused
 - e In case of uncertainty about any guest request, never say no and ask the guest to repeat or check with your immediate supervisor looking for ways to provide what guest wants

Table Service

1. The waiter will greet the guest's party at their table using the guest name where appropriate and hand the food and beverage menus followed by recommending the signature dishes of Canton Road, examples are: stuffed suckling pig with fragrant rice, (other main highlights of Huaiyang cuisine) and Ming Cha tea program. Don't be heavy, use common sense
2. Waiter will let the guest make their choice of beverage items and take the order. Mineral still or sparkling water is being offered. Staff enters the beverage order on the POS station making sure to enter the seat number for each guest
3. If the guest decide to go for tea only, Ming Cha tea program is presented straight away and order is taken for tea
4. All service team members will be knowledgeable with both food and beverage menu, so they can describe everything clearly and enthusiastically

5. If the guest asks for something special, the server will accommodate and make it happen i.e. ordering food from other restaurant
6. Drinks are served within 5 minutes on a coaster for any non-stem glasses for the main dining area (no table cloth)
7. Food order is being taken, repeating the item ordered right away and not after the whole order is taken. If the guest didn't order tea yet, tea program is proposed to complement the dining experience. Order is taken at the same time that food order
8. Waiter enter the food order on the POS station.
9. Soya sauce dish are place on the table and guest help themselves in the main dining area and is served individually by the waiter in the PDR. Other condiments are served as appropriate together with the actual dish ordered
10. Wine recommendation is being made based on this information and guest preference. Order is taken, proper glasses are being taken to the table (PDR already have wine glass set up on the table) and wine is served according to the wine service SOP
11. Food items are served one by one in the middle of the table unless specified differently by the guest. Waiter inform the party of each items name while serving the dish on the table. When the last dish has been served, the waiter will inform the party that the orders have been completely served
12. Bone plate is being changed for new one whenever required throughout the meal. Serving plates are cleared as they are finished
13. Tea is served throughout the meal, hot water is filled when needed. A particular attention is paid to ensure no drop is left on the table
14. At the half way point through the main course, the restaurant manager must approach the table and check on the dining experience
15. When the waiter notice the party is not eating anymore, he will propose to clear the table and ask if any dishes are required to be wrapped for take away. All plated and serving gear are cleared, bone plates and cutlery are removed
16. Dessert menus are brought to the table with a short explanation on signature items
17. Table is prepared with the proper dessert utensil if ordered. Coffee or tea service is offered before dessert is served
18. Dessert is served together with the coffee/tea, if any
19. Once dessert is completed, table is cleared, guest are asked if there is anything else we can offer them. If not, the check is brought to the table in the Canton Road unique folder (refers to operating philosophy)
20. Waiter will process the payment, then return to the table to thank the guest and wish a pleasant day/evening.
21. As the guest passes by the welcome desk at the entrance of the restaurant, the hostesses making eye contact and acknowledge the guest bid friendly farewell thanking the guest for their visit and ask them to come again
22. Things to remember:
 - a. Give the guest your undivided attention at all times

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- b. Smile at all times and be genuine in your body language and actions
 - c. When you are speaking to a guest, speak clearly so they can hear you and better understand you
 - d. Make sure you are always alert, walk with confidence, never run or seem confused
 - f. Be aware of the guest's table and make sure their drinks are not empty, and that they have everything else they might need, like proper cutlery and typical condiments
 - g. When you clear dishes from the table, make sure you wait until all the guests are finished and then remove all the dishes at once
 - h. When you approach guests, don't interrupt their conversation, and don't ask too many questions – if something needs to be done, like clearing a plate or refilling water, do it silently
 - i. Be aware of the guest's mood – if they are busy working or reading or engaged in conversation, remain mostly quiet; if they seem receptive to you, engage them in friendly conversation

ADDENDUM Sequence for PDR service

- 23. Pre-arrange set menus are prioritize for any private dining room booking. Guest can choose from either standard existing set menus or tailor made set menus. A la carte is accepted as well. For reservation, see section above.
- 24. Wine arrangement are also made to make sure the selected wine is available and in sufficient quantity.
- 25. Guests are asked if they prefer to be serve family style in the middle of the table or individually plated.

Cuisine

- 1. Make sure that the item you prepared matches the way it is described in the menu; or the way most guests expect it
- 2. Make sure every plate looks carefully plated; free of spills and drips
- 3. Make sure every plate looks appetizing, for example, with fresh colors and height and texture
- 4. Make sure the food tastes good and is fresh
- 5. Make sure that foods are properly cooked (medium rare), crispy, well-grilled, etc.
- 6. Make sure hot foods are piping hot, and that cold foods are well chilled

Maintaining a Comfortable Environment (Look around your work area from time to time)

1. Make sure that everything on your tabletops is immaculately clean and neatly organized
2. Make sure that the chairs and surrounding floor area are clean and free of debris
3. If there is a window or wall near your tables, make sure it is clean and doesn't have splashes or spots
4. Make sure your side station is neat and tidy – cleared of dirty dishes, extra supplies and absolutely no trash or dirty linens
5. When guests leave the restaurant, make sure you get to their table right away to clear it – and once you start clearing, make sure you finish – don't leave it partly cleared
6. Dry cleaned and nicely wrapped shawls will be available and offered for ladies who in any manner indicated discomfort with the room temperature

Manager Duties for a Comfortable Environment (Before every meal period and frequently when guests are present)

1. Look at each employee's uniform to make sure there isn't a stain and that they look crisp and professional
2. Make sure the temperature is comfortable – based on your own impression, the temperature setting and the behavior of the guests (are they bundling up in sweaters?)
3. Make sure the music is at the right volume and the sound quality is good
4. If the restaurant features windows and views, make sure the windows are clean and that the shades are adjusted properly for the time of day
5. Walk through all the tables and make sure everything on the tabletop is immaculately clean and in good condition
6. Make sure all the floors are clean and free of debris
7. Look around the walls and ceiling to make sure there are no burned out light bulbs or damage or stains
8. Make sure the décor items are clean and dust free
9. Make sure the workstations are well organized and very clean – clear of dirty dishes, extra supplies and absolutely no trash or dirty linens
10. Look around the room at the way guests are seated; do they look comfortable
11. Visit or speak to every guest at some point during their meal, either by visiting their table – not just during arrival and departure
12. If the guest is a return visitor, make sure that you greet them as such, and express sincere appreciation for their return visit
13. Our manager will assess PDR bookings on an individual bases to decide on the following:

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- If certain guests in private dining rooms will receive a visit from a senior hotel manager
 - If we will meet our private dining room guests at the hotel's front door or lobby and escort them to the restaurant

Service Recovery

1. Sometimes circumstances beyond our control may leave guest with the wrong perception/impression. Always give the guests the benefit of the doubt when we are not able to verify the cause of complaints. Level 3 must be informed immediately.
2. All guest complaints and issues are received with appreciation. Colleagues must apply the Shang Care level 4 steps to gain Guest Loyalty –
 - a. Listen – listen carefully to the guests complaint, do not interrupt them when they are talking and be genuinely interested by making understanding comforting remarks
 - b. Apologize – genuinely apologize to the guest in a sincere manner by saying sorry for what the guest has complained about. Most of the time a sincere apology will fix the issue on hand
 - c. Fix the problem to delight - take control of the situation by making a decision in front of the guest, do not leave the guest until you have made a decision on your way to proceed. Put yourself in the guests' shoes and make sure your decision is well thought out taking the delegation of authority into account. It is important that utilize your delegation of authority and speak to your manager to ensure you understand and remember it.
 - d. Follow up – After your decision has been put into action ensure that you go back to the guest or the colleague who has sorted out the issue to find out if everything has been sorted out and the guest is satisfied. Do not let the guest leave the property until the guest is satisfied.
3. The recovery process must be done with sincere intentions to resolve, delight and regain the loyalty and confidence of our guests with the Shangri-La brand.
4. Issues related to guest's safety and food borne illness are reported directly to the Food and Beverage office and treated with top priority without delays.
5. Details of situation are inputted into the guest's profile. All complaints and comments are tracked under the Shangri-La Defect Tracking System for future analysis.
6. All guests with feedback whereby the hotel did not meet expectations receive a personal call or a personalized written response, signed by the restaurant manager.
7. Sometimes during service spillage may occur on a guest, it will be critical for staff to perform the following steps if this takes place:
 - a. Apologize: Apologize to guest immediately and inform level 3 on duty about the incident. Do not over apologize and make a scene.
 - b. Immediately offer the guest a choice of two solutions:

- 1 – Clean up at table - Clean up at table requires - Soda Water, salt, wet warm towel and a dry towel. Bring all items in a neat manner. Do not make a mess on the table and ensure a scene is not made to embarrass guest.
 - 2 – Change of clothes/shirt and free laundry service. Get a clean clothing replacement for guest. Request a laundry bag from House Keeping. Escort the guest to bathroom to change. Speak to laundry manager to get wash/dry/press time frame. Inform guest on time frame.
- c. Level 3 (management) to apologize to guest and assess scenario as to whether a service recovery is needed. If so use the delegation of authority to recover the guest. Ensure the guest feels like Canton Road is taking the issue seriously and to gain loyalty.
 - d. Follow up - Take down guests details and ensure guest receives clean clothing and an extra apology