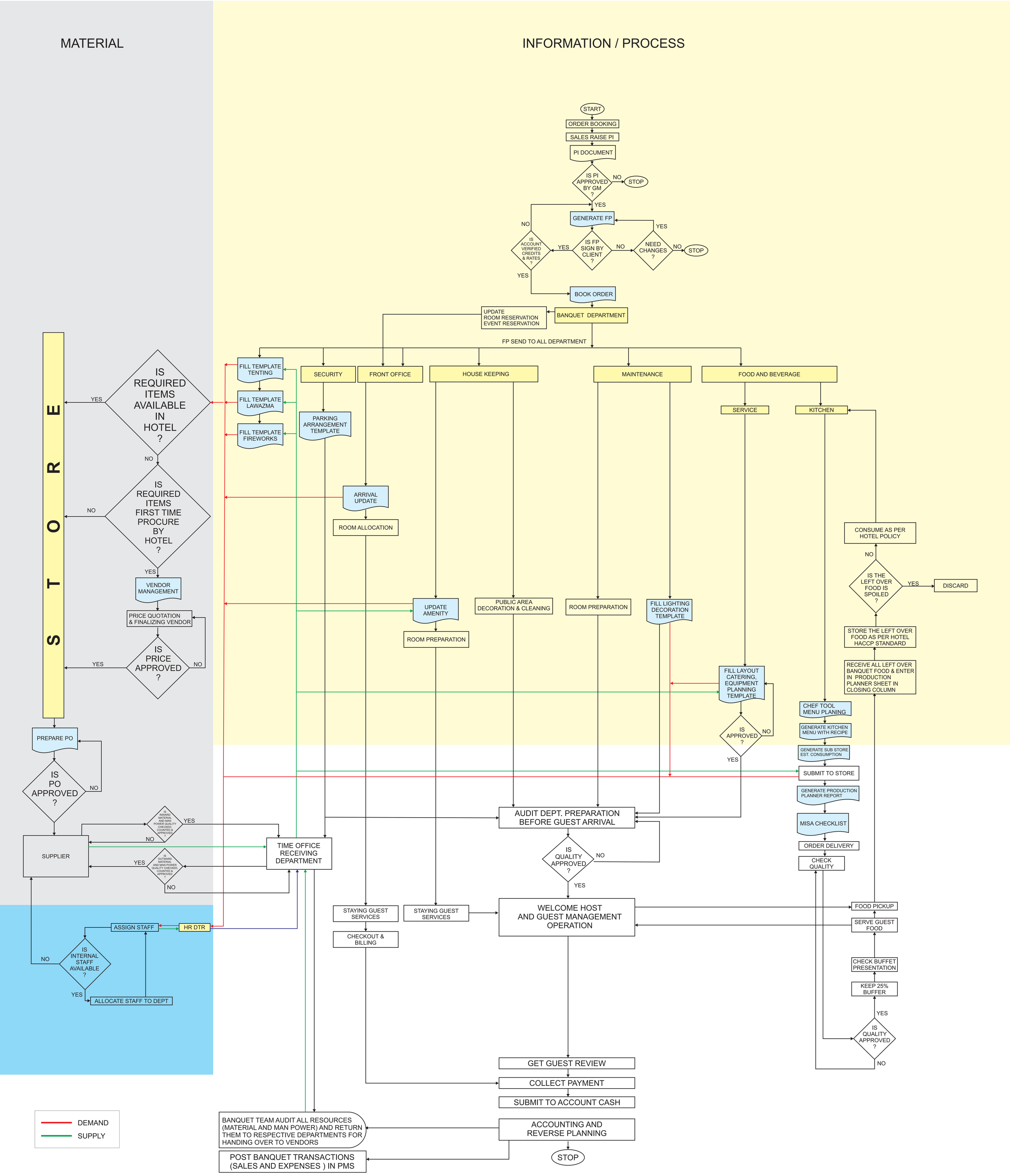
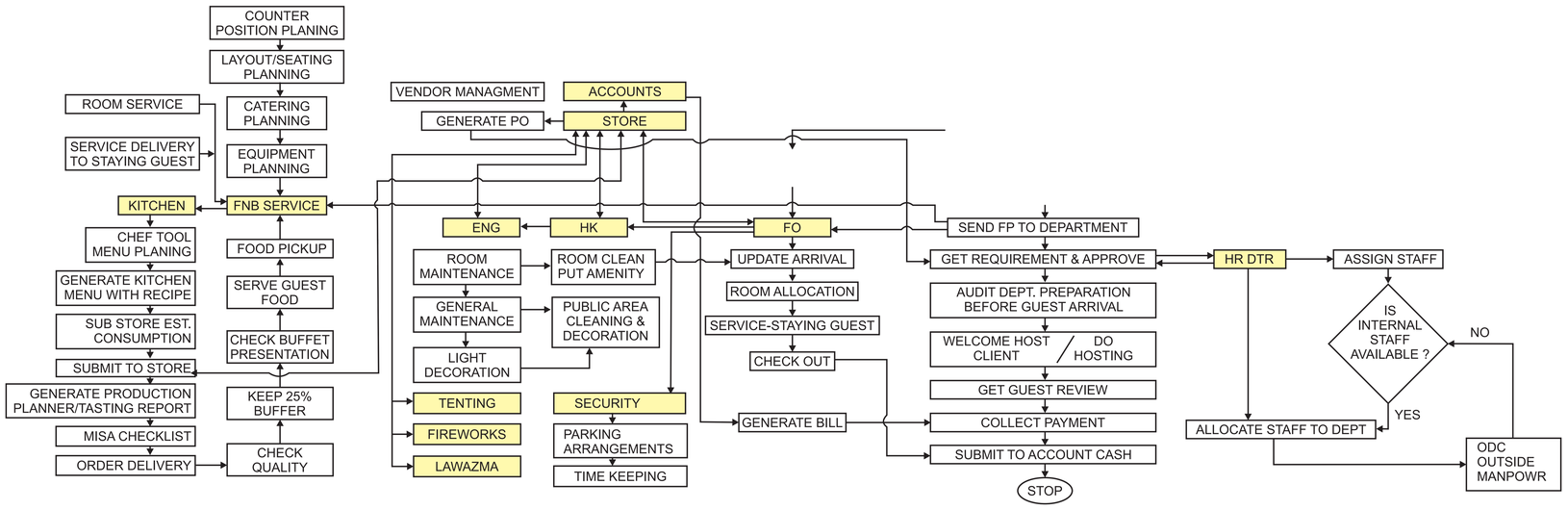

MATERIAL
INFORMATION / PROCESS
START
ORDER BOOKING
SALES RAISE PI
PI DOCUMENT
IS PI APPROVED BY GM ?
NO
STOP
YES
GENERATE FP
NO
YES
IS ACCOUNT VERIFIED CREDITS & RATES ?
YES
IS FP SIGN BY CLIENT ?
NO
NEED CHANGES ?
NO
STOP
YES
BOOK ORDER
UPDATE ROOM RESERVATION EVENT RESERVATION
BANQUET DEPARTMENT
FP SEND TO ALL DEPARTMENT
FILL TEMPLATE TENTING
FILL TEMPLATE LAWAZMA
FILL TEMPLATE FIREWORKS
SECURITY
FRONT OFFICE
HOUSE KEEPING
MAINTENANCE
FOOD AND BEVERAGE
SERVICE
KITCHEN
PARKING ARRANGEMENT TEMPLATE
ARRIVAL UPDATE
ROOM ALLOCATION
UPDATE AMENITY
ROOM PREPARATION
PUBLIC AREA DECORATION & CLEANING
ROOM PREPARATION
FILL LIGHTING DECORATION TEMPLATE
FILL LAYOUT CATERING, EQUIPMENT PLANNING TEMPLATE
IS APPROVED ?
NO
YES
CONSUME AS PER HOTEL POLICY
NO
IS THE LEFT OVER FOOD IS SPOILED ?
YES
DISCARD
STORE THE LEFT OVER FOOD AS PER HOTEL HACCP STANDARD
RECEIVE ALL LEFT OVER BANQUET FOOD & ENTER IN PRODUCTION PLANNER SHEET IN CLOSING COLUMN
CHEF TOOL MENU PLANING
GENERATE KITCHEN MENU WITH RECIPE
GENERATE SUB STORE EST. CONSUMPTION
SUBMIT TO STORE
GENERATE PRODUCTION PLANNER REPORT
MISA CHECKLIST
ORDER DELIVERY
CHECK QUALITY
FOOD PICKUP
SERVE GUEST FOOD
CHECK BUFFET PRESENTATION
KEEP 25% BUFFER
YES
IS QUALITY APPROVED ?
NO
STORE
IS REQUIRED ITEMS AVAILABLE IN HOTEL ?
YES
NO
IS REQUIRED ITEMS FIRST TIME PROCURE BY HOTEL ?
NO
YES
VENDOR MANAGEMENT
PRICE QUOTATION & FINALIZING VENDOR
IS PRICE APPROVED ?
YES
NO
PREPARE PO
IS PO APPROVED ?
NO
SUPPLIER
IS INWARD MATERIAL AND MAN POWER QUALITY CHECKED, COUNTED & APPROVED ?
YES
NO
IS OUTWARD MATERIAL AND MAN POWER QUALITY CHECKED, COUNTED & APPROVED ?
YES
NO
TIME OFFICE RECEIVING DEPARTMENT
AUDIT DEPT. PREPARATION BEFORE GUEST ARRIVAL
IS QUALITY APPROVED ?
NO
YES
WELCOME HOST AND GUEST MANAGEMENT OPERATION
STAYING GUEST SERVICES
STAYING GUEST SERVICES
CHECKOUT & BILLING
ASSIGN STAFF
HR DTR
IS INTERNAL STAFF AVAILABLE ?
NO
YES
ALLOCATE STAFF TO DEPT
GET GUEST REVIEW
COLLECT PAYMENT
SUBMIT TO ACCOUNT CASH
ACCOUNTING AND REVERSE PLANNING
STOP
BANQUET TEAM AUDIT ALL RESOURCES (MATERIAL AND MAN POWER) AND RETURN THEM TO RESPECTIVE DEPARTMENTS FOR HANDING OVER TO VENDORS
POST BANQUET TRANSACTIONS (SALES AND EXPENSES) IN PMS
DEMAND
SUPPLY


COUNTER POSITION PLANING
LAYOUT/SEATING PLANNING
ROOM SERVICE
CATERING PLANNING
SERVICE DELIVERY TO STAYING GUEST
EQUIPMENT PLANNING
KITCHEN
FNB SERVICE
CHEF TOOL MENU PLANING
FOOD PICKUP
GENERATE KITCHEN MENU WITH RECIPE
SERVE GUEST FOOD
SUB STORE EST. CONSUMPTION
CHECK BUFFET PRESENTATION
SUBMIT TO STORE
GENERATE PRODUCTION PLANNER/TASTING REPORT
KEEP 25% BUFFER
MISA CHECKLIST
ORDER DELIVERY
CHECK QUALITY
VENDOR MANAGMENT
ACCOUNTS
GENERATE PO
STORE
ENG
HK
FO
ROOM MAINTENANCE
ROOM CLEAN PUT AMENITY
GENERAL MAINTENANCE
PUBLIC AREA CLEANING & DECORATION
LIGHT DECORATION
TENTING
SECURITY
FIREWORKS
PARKING ARRANGEMENTS
LAWAZMA
TIME KEEPING
UPDATE ARRIVAL
ROOM ALLOCATION
SERVICE-STAYING GUEST
CHECK OUT
GENERATE BILL
SEND FP TO DEPARTMENT
GET REQUIREMENT & APPROVE
HR DTR
ASSIGN STAFF
AUDIT DEPT. PREPARATION BEFORE GUEST ARRIVAL
IS INTERNAL STAFF AVAILABLE ?
NO
WELCOME HOST CLIENT
DO HOSTING
GET GUEST REVIEW
YES
COLLECT PAYMENT
ALLOCATE STAFF TO DEPT
SUBMIT TO ACCOUNT CASH
ODC OUTSIDE MANPOWR
STOP