

Responsible Sector
Manager of the Hotel

Approval
Quality Manager

CONTROL OF REVISIONS

Initial emission: 10/11/20XX

1 – Responsibilities

Chef of Kitchen - Proposes the content of the menu, considering what is available in the period.

Maître - Approves the Menu

Kitchen assistant - Checks stocks, buys the products needed to serve the menu, prints and disseminates the menu

2 – Minimum content and periodicity of the menu

The restaurant menu is the basis for serving both in the restaurant lounge and in the rooms and events rooms. For special situations, such as weddings, conventions, specific menus can be used, made in agreement with the client.

All menus must be prepared by the Chef and approved by the Maître.

For permanent restaurant and room service activities, the menu must have a weekly duration and must be prepared at least one week in advance, which implies that there will always be two menus, one being applied and the next week. To resolve any doubts as to what was served in the previous week, the menu from the last week is kept as a record, implying that there are always three menus available, the one from the previous week, the one from the current week and the one from the following week.

The menus can be repeated on a monthly basis but should seek to keep up with seasonal food trends, especially taking into account the periods of heat and cold, adapting to heavier or lighter meals.

The menus must have an adequate range in order to meet the varied palates of the customers, always seeking a medium taste, tasty but not "gourmet". The list of alternatives should cover the following:

- meats: at least 3 types of meats, with chicken and steak alternatives
- fish: at least 2 dishes
- salads: at least 3 alternatives
- side dishes: rice and pasta
- drinks: water (carbonated and still), soft drinks (alternative diet should be available), juices, wines (red and white)

An example of the menu is shown below:



RESTAURANT HOTEL SPA GLOBAL		WINE	
Meat and Fish		DRINKS	Shiraz 2011 \$ 55
Chicken Filet	\$20	RESTAURANT HOTEL SPA GLOBAL	Malbec 2010 \$ 60
Rack of lamb	\$70		Cabernet 2011 \$ 95
Filet Mignon	\$52		Riesling 2008 \$ 39
Salmon steak	\$46		Merlot 1996 \$ 65
Parmigiana steak	\$55		
Brazilian fried chicken	\$20		BEER
Shrimp with garlic and oil	\$82		Pilsen \$ 15
Pork loin	\$30		Weisen \$ 16
			IPA \$ 25
			Bock \$ 10
			Lager \$ 15
			OTHERS
Side dish			Natural juice \$ 7
Rice \$12			Sparkling or natural water \$ 2
Green salad \$10			Soda \$ 5
Mixed salad \$10			
Pasta \$10			
Soup			
Chicken soup \$22			
Cabbage soup \$30			
Asparagus cream \$40			
Capeletti soup \$30			
Dessert and coffee			
Petit Gateau \$15			
Fruit salad \$10			
Espresso \$ 5			
Capuccino \$10			
Room service 1704			

For desserts, various fruits and sweets will be available, which will make up a buffet table with healthy alternatives. Desserts will not be on the menu and will be offered to guests in their rooms as available in the restaurant's daily routine.

For soups, there will always be at least two alternatives in the summer period and 4 alternatives in the winter period. The soups will be served as a buffet, at a table next to the dessert table, and will be offered to guests in their rooms as available in the restaurant's day to day. One of the regularly available soups should be chicken soup.

3 – Printing and communication of the menu

The Kitchen Assistant is responsible for controlling the printing of the menu and its dissemination.

Copies of the menu must be available at the customers' transit points at the Hotel, Spa, Farm, on the Restaurant website, in the elevators, in the rooms.

At least 300 copies must be printed weekly, being checked by the Kitchen Assistant if all locations are fitted with the current version of the menu.

The Kitchen Assistant must check the copy of the menu in the Restaurant, in the elevators and in different places of the Hotel, the Spa and the Farm, and the Chambermaid is responsible for checking the copies of the rooms.

4 – Evaluation and control of the menu

The control of the menu is the responsibility of the Maître, and it is up to him to ensure that the dishes and buffets are meeting the proposed objectives and customer satisfaction.

Dessert buffets and soups must be checked at least every two hours by the Kitchen Assistant, ensuring that temperatures are adequate, trays organized and tables clean, with dishes and cutlery properly ordered and in order to allow easy identification and access to customers.

The suitability of the menu and of the soup and sweet buffets must be personally verified by the Maître, throughout the week, seeking to evaluate the opinion of at least two customers per day. When collecting unfavorable comments, the Maître should take immediate action, identifying the situation of dissatisfaction and promoting the necessary adaptations.