



**HOTEL INNOVATION CHALLENGE 2019 – F&B LEARNING TRIP
REGENT SINGAPORE
12TH APRIL 2019**

The following are some questions and corresponding answers which have been raised during the F&B learning trip, conducted on 12th April 2019:

Q) How much time do hotels typically have to set up the banquet venue?

The time available varies from a couple of hours to 1 hour. Time is especially constrained when hotels have to do a turnaround for back to back events. For example, an event ends at 5pm and the setup has to be changed and ready for the next event by 6pm.

Q) How many types of different setups are there?

There can be multiple setups, depending on guests' requirements. These differences can come in the form of changes in the types of tables used, number of tables required, where the tables are placed, etc. Additionally, there is a variety of cutlery and napkin setup on the tables too, for example a Chinese set up versus a western setup.

Q) How many persons are required for a setup/ teardown?

On average, 1 person is typically able to carry out a full teardown and set up for 2 tables within an hour. This includes full works such as changing of table cloths, chair covers, napkin folding, cutlery setup, etc. The average rate is derived based on the assumption that 50% of the staff are experienced staff, while the other 50% are inexperienced.

Q) Where are the storage rooms for the tables and chairs located?

This varies from hotel to hotel. There are hotels with storage rooms within the banquet hall, but other hotels may have their storage room located a distance away or possibly on another level altogether.

Q) Is there a standard distance required for the space between chairs/tables set up in a banquet hall?

The spaces between tables and between chairs should minimally be 1 foot apart, allowing servers to walk through.

Q) In restaurants, how are the dirty crockery collected and transported to the stewarding area?

Servers collect dirty crockery from each table, and bring it to a service point (a tray setup) located at each section of the restaurant. Once the tray gets filled, the server then transports the entire tray to the back of house for washing. The tray fills up quite fast, typically after clearing 2-3 tables, they will need to walk to the back to clear the tray.



Fig 1. Explanation of issues within the Kitchen



Fig 2. Explanation of issues in banquet hall