



Member of VTC Group  
VTC 機構成員

Department of Hospitality, Chai Wan Campus.  
30 Shing Tai Road, Chai Wan, Hong Kong. Tel.:  
25958307

## Yum Sik Association (YSA) Operational Guidelines

### 1. Location and Venue

The training restaurants are located on the fourth floor of the Administrative Block, Hong Kong Institute of Vocational Education, Chai Wan. (See map: Appendix II on page 6)

### 2. Calendar

Classes are scheduled between September and May for lunches and dinners. Each Training Restaurant is an educational facility, not a commercial restaurant.

Opening times and dates are scheduled to suit the teaching programme. The calendar has been carefully planned to achieve specific objectives, and may be amended to improve educational aspects.

Members will be informed of the event dates by way of the “Yum Sik Association Newsletter” which is published two to three times per academic year.

### 3. Opening Hours

For Lunch:	<p>Meals are normally available from 12:30pm, with last orders at 1:15pm. Guests are encouraged to be punctual to minimize the risk of delays and enable students to gain the maximum educational benefit from their learning.</p> <p>The class must be completed by 3:30pm, including clearing away and debriefing, so diners are requested not to linger after 14:15pm, because other classes are scheduled to begin at 3:30pm.</p>
For Dinner:	<p>Meals are normally available from 6:30pm, with last orders at 7:45pm. Bookings will be staggered at 15-minute intervals between 6:30pm and 7:15pm. Guests are encouraged to be punctual to minimize the risk of delays and enable students to gain the maximum educational benefit from their learning.</p> <p>The class must be completed by 10:30pm, including clearing away and debriefing, so diners are requested not to linger after 10:00pm. Special functions and events may open at different times, which will be publicized via the YSA Newsletter and campus website.</p>



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#### 4. Menus

Menus are available upon guests' arrival. The students will manage a selection of different events both International and Asian cuisines, across a range of market levels. The styles and methods of service will also vary according to the requirements of the module, and the level of the students at that stage of the programme.

First year:	February to April: Three lunch simulations will be offered where students work at an operative level.
Second year:	September to November: One international dinner, one Asian dinner, and one breakfast simulation will be offered where students develop their supervisory skills.
	February to April: One European, one Asian, and one international theme dinner simulation will be offered where students develop their management skills.

#### 5. Reservation Procedures

- 5.1. Normal capacity in the training restaurants is 40 persons. This may be reduced or increased according to the requirements of the module and/or operational constraints. There are no restrictions on the number of occasions on which members may use the facilities. The number of guests being invited are fixed according to the recommended table sizes. At least one person on each table must be a member.
- 5.2. In order to provide HT students with a realistic learning experience, the number of students allowed to book will be restricted to a maximum of 25% of each session's capacity. Exceptions may be made for non-bookable functions and in the event that topping up the seating capacity is needed.
- 5.3. Members may reserve up to two weeks in advance. Exact dates are stipulated in the YSA Newsletter.
- 5.4. Procedures for reservations are:
  - All reservations must be made by direct telephone line 25958295 and will **only** be accepted between 10:00am and 12:00 noon on normal weekdays to avoid congestion around the Technician's office.
  - Reservations are accessed by a membership number. No reservations will be accepted without this number.
- 5.5. There may be an opportunity for 'chance' reservations. Guests may enquire by telephone (25958295) on the last working day before the event. Changes to the number



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of guests may not be entertained after 11:00am and 4:00pm respectively for lunch and dinner. Members seeking access without a prior reservation may not be entertained, except where the simulation requires no reservations.

- 5.6. For certain exercises, in particular dinner events, tickets covering the cost of the meal must be purchased in advance. A deposit will be charged to confirm bookings, to cover the cost of food in case of ‘no shows’, and to guarantee a balanced learning experience for all students in the class. The value of the deposit paid will be deducted from the bill. Paid deposits are neither transferable to beverages nor refundable for groups or individuals.

The ticket should be presented on entering the training restaurant. Tickets may be purchased from the technician’s office up to two weeks in advance, but must be collected at least one week before the event day. In the event that collection cannot be arranged, the tickets will be mailed to members, after receiving the deposit by cheque (payable to ‘Vocational Training Council’).

Bookings will be released to other members if no deposit is received one week before the event day.

## **6. Cancellations and ‘No-shows’**

Persons not showing up for reserved tables without having given a reasonable notice will be sent a warning on the first occasion. On the second occasion, membership may be terminated. This does not apply where a table arrives with slightly fewer or more persons in the party than originally booked, though guests are requested to give notice of such changes by telephoning 25958295 during office hours. In such cases, deposits for individuals who have not attended cannot be used to offset the total bill of those who do attend (see point 5.6 above). An increase in the number of guest will be accommodated if possible but cannot be guaranteed. Any reservation not taken up within 15 minutes of the time booked may be released to ‘chance’ customers at the discretion of the lecturer.

## **7. Membership**

- All VTC staff, associates of the VTC, graduates and members from the hotel, catering and tourism industry are eligible for full membership.
- Current Chai Wan Campus full-time students can apply for student membership.
- Applicants that do not fall into any of the categories as stipulated on the application form, i.e. non-industry related persons may only apply/join if they are proposed by an existing member, and the application is endorsed by a member of the executive committee.
- The “Yum Sik Association” limits the number of members to 200.
- Full membership subscription is HK\$50.00 per academic year.



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- Student membership subscription is HK\$30.00 per academic year.
- Membership cards are not transferable.
- Presentation of membership card is required at the time of settling the bill.
- It is not permitted to book tables in a member's name, knowing that the reservation is not for the member. Contravention will result in the card being withdrawn and the member blacklisted.
- The operations guidelines are enclosed for all applicants at the time of applying and should be read carefully.

## **8. Financial Arrangements**

- 8.1. The Association is not for profit. However, teaching objectives may be concerned with costing and pricing.
- 8.2. Immediate settlement of bills is required. The following payment methods are accepted:
  - Cash
  - Credit card: Visa or Master Card
  - Others: UnionPay or WeChat Pay or Alipay
- 8.3. Neither tipping nor service charge will be accepted as this class is an integral part of the students' food and beverage studies.

## **9. Conducts**

- 9.1. Members are respectfully reminded to consider the educational nature of activities. Conversations with students should be in English so that teaching staff can monitor what is going on and as an aid to students in developing communications skills and confidence. Your attention is drawn to the attached memo (See Appendix I on page 6) which is displayed to all customers.
- 9.2. The normal dress code is 'smart-casual' (no sandals, shorts or sleeveless shirts). The lecturer in charge reserves the right to turn away any guests who do not conform to the dress code. Members will be advised at the time of booking of any special dress code relating to particular events.
- 9.3. If children are brought in to the training restaurant, they should be at least 8 years old and conduct themselves in an acceptable manner to ensure safety standards. In order to achieve educational objectives, children are expected to place orders and consume food from the available menu (i.e. no half portions of half prices are available).
- 9.4. Use of mobile phones and other audio devices are not permitted in the training restaurants.



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- 9.5. Alcohol may not be served to persons under 18 years of age. If in doubt, the lecturer in charge has the right to request presentation of the ID card or other identification.
- 9.6. Smoking is not permitted in the training restaurant or in Chai Wan campus.

## 10. Other Facilities

- 10.1. Rest rooms for the use of members and guests are located on the fourth floor next to the lift lobby.
- 10.2. The lobby area and bar lounge area may occasionally be booked in conjunction with events in the restaurants, such as cocktails, reception and meetings, prior to a function or dinner.

## 11. Conclusion

We are grateful for your interest in the “Yum Sik Association”, especially from the students’ point of view. Their programme could not be completed without your involvement or participation.

You will also enjoy the experience of being served by committed and enthusiastic students. The “Yum Sik Association” is for people who are interested in helping students develop their knowledge and skills in managing food and beverage operations. Every attempt is made to keep prices as low as possible with the intention of covering only the costs and other direct expenses.

By order of the Executive Committee of the “Yum Sik Association”

### Executive Committee 2018 - 2019

Roberta Ho, Chairman  
Jennifer Kui, Secretary  
Angel Sin, Asst. Secretary  
Ivan Yuen, Treasury  
Benny Yeung, Membership & YSA Newsletter



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## APPENDIX I

### WELCOME TO OUR TRAINING RESTAURANT

Our restaurant is in fact a classroom provided for us to practice and develop our food and beverage and management skills.

Under the guidance and instruction of our lecturers and with your co-operation and patience, we should be able to achieve our educational objectives.

If an occasion should arise when your expectations are not met to your satisfaction, please speak to our lecturer.

We trust that you will enjoy participating in our class and look forward to serving you again in the near future. **BON APPETIT!**

## APPENDIX II

How to access the Department of Hospitality (HT).

By Car:	Take the Eastern Corridor in the direction of Chai Wan, almost to the end. On your left, you will see a parallel road running in front of Heng Fa Chuen Estate, then an MTR Depot, and finally our campus. Behind the campus is a pink 25-storey residential block (Knight Court). This parallel road is Shing Tai Road. To get to it, stay in the centre lane of the expressway. <b>DO NOT FILTER TO THE LEFT</b> towards Chai Wan West. Go <b>UP</b> the flyover for Heng Fa Chuen East. You should be in the left lane. Immediately after the 50kph sign on the sharp left bend, turn left towards Heng Fa Chuen. See the large sign for the Campus. As soon as you have turned left, move to the left lane and filter left again at the traffic lights. Move immediately to the right-hand lane and turn right at the lights into Shing Tai Road. About 300 meters along this road is the entrance gate to the IVE Chai Wan Campus. Park where you can. The guards may ask you to sign in. Tell them you are going to the Training Restaurants of HT. (See map: Driving Route)
By MTR:	Alight at HENG FA CHUEN station (not Chai Wan, despite our name). As you go through the ticket turnstile, you will see a Maxim's cake shop on the right, with a set of stairs behind it. Climb the stairs up to the Heng Fa Chuen Estate. Walk in as straight a line as you can down some steps, through or round a circular depression and on towards the expressway, passing a four-storey car park on your left. When you come to Shing Tai

Road (which is parallel to the expressway), turn left and walk downhill towards Chai Wan. The MTR tracks are to your left and the hills to your right. By now, you can see our campus. The 25-storey pink building you can see are VTC staff quarters (Knight Court) at the back of the campus. Pass the MTR depot and enter the main gate to your left. The walk takes less than 10 minutes. The four-storey Admin Block is on your left. Take the lift with the stainless steel door to the 3rd floor for HT staff offices, or to the 4th floor for the training restaurants. (See map: Walking Route)

Finding us:

The campus has two main blocks. On the right is the five-storey Academic Block. The four-storey building is the Administration Block. Take the lift to HT staff offices on the 3rd floor or to the training restaurants on the 4th floor.

