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| **Hotel Policy & Procedures** |  |
| **G16 China - Food Service** |  **G16-5. Casino VIP Food & Beverage Service** |

**Overview**

The casino is divided into three distinct sections, the main floor with no food service, the VIP section (of the casino) with the full room service menu and Churchill’s private room for high rollers with both, the room service menu and a select number of Sterling Steakhouse dishes.

**Dedicated Casino VIP Section**

* For players in the VIP section on the main floor only.
* Full room service menu to be offered at no charge to players.
* The menu is to be presented in the dining room menu cover.
* Fresh fruit juice (available on request/not to be advertised).

**Churchill’s VIP Lounge**

* Exclusively forhigh rollers only.
* The room service menu is offered as above.
* Additionally, five Sterling Steakhouse dishes will be verbally communicated to the players, these are…
	+ Kobe Beef Carpaccio
	+ Black Tiger Prawn & Papaya Salpicon
	+ Shrimp & Pancetta Bisque
	+ Mediterranean-Style Spiny Lobster Cake
	+ Kung Pao Lobster Medallions
* The Casino management will be charged the passenger pricing for food items, no gratuities to be added. This would include the cover charge or the cover charge plus an up charge for lobster.
* This is to be charged to account **#563-714-5225-568005-0000-000** (Hotel Miscellaneous Expenses) in the steakhouse and signed by the Casino Manager upon delivery.
* These dishes will be available when the Sterling Steakhouse is opened and from 5:30 pm till 10 pm.

**Service Procedure**

* Food & beverage orders are taken by the Casino bar steward.
* Food order is placed with the bellbox.
* Steakhouse dishes are ordered and collected for delivery by the bellbox team.
* Bellbox team delivers the food to the casino pantry area.
* The bar steward serves the food to the player on the side table with a cutlery/napkin burrito.

**Note:**

* At no time should the players be charged for the food service.