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Day in the Life 餐飲人生

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By Florence Tsui

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I've been at the New World Millennium Hong Kong Hotel in Tsim Sha Tsui for 14 years, where I started out as a bartender

我已在位於尖沙咀的千禧新世界香港酒店工作了14年，由酒保逐步晉升至助理餐飲總監



I currently oversee the general operations of our restaurants – Café East, Tao Li, Ranzan, Sagano and La Table French Brasserie – as well as the lounge and bar, and other special-event operations.

My day usually starts at 8am, when I come in to oversee the breakfast buffet and then prepare for our 9am meeting to address all restaurants' revenue, bookings and any upcoming events. At 11am, we have a meeting with all restaurant managers, when we discuss any instructions from management, or if there are any special VIP issues or complaints

from guests. This is also a time when we discuss equipment and identify whether or not we need to replenish anything.

I spend lunchtime between noon and 2pm on the floor to oversee everything, as well as greeting guests and asking for feedback so that we can build and maintain relationships with our guests. For me, connecting with guests is usually a very happy time. In the afternoon, I have meetings with suppliers or perhaps other internal meetings; this is also when I conduct interviews with potential team members as well as overseeing the training of new employees.

After this, we prepare for dinner and I also oversee dinner service on the floor. This is usually my favourite time of the day, as I take care of the wine lists and menu pricing, as well as wine pairing. I'm a sommelier, so usually this is a busy time for me as I can cater to our guests' requirements and take care of them. I also help organise private wine dinners in the Western restaurants.

Despite COVID-19, we're doing our best. Whether it's takeaway or making any special arrangements, we always try not to say no and to cater to our guests to the best of our ability.

目前的工作主要負責Café East、桃里、嵐山、嵯峨野和La Table French Brasserie，以及大堂餐廳和酒吧的日常營運，還有其他特別活動的業務。

我的一天從早上八時開始，首先是視察自助早餐的情況，然後是為九時的會議作準備，以便了解各餐廳的收入和訂座情況及即將舉行的活動。十一時再跟各餐廳經理開會，商討由管理以至特別的貴賓事務與客人投訴等事情，以及檢討餐廳配備是否需要補充。

正午至二時的午餐時間則會留在酒店內監督各餐廳的運作，並跟客人打招呼及聽聽他們的意見，與客人建立關係和保持聯繫。對我來說，跟客人閒談通常都是很愉快的經驗。下午則會跟供應商見面或出席其他內部會議；或是進行面試，挑選潛質優厚的員工；又或監督新員工的訓練情況。

接下來是為晚餐時段作準備，然後留在場內監督晚餐的運作情況。這段時間是我一天最忙，但亦是最開心的時間。身為品酒師，我要處理酒單和飲品訂價及餐酒配對的事宜，還會忙著滿足客人的要求，留意他們的需要。我也可以幫忙安排在西餐廳舉辦的私人品酒宴會。

面對新冠肺炎疫情，我們仍然提供最好的服務。不管是外賣服務還是特別安排，我們都盡量不會拒絕，盡可能照顧客人的需要。