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**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

SB/T 10859-2012

**Wedding reception service criterion of hotel
(English Translation)**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard was proposed by the China Hotel Association.

This standard is managed by the Ministry of Commerce of the People's Republic of China.

This standard was drafted. China Hotel Association.

Drafters of this standard. Han Ming, Chen Xinhua, Ping An, and Zhao Geng.

Introduction

In order to comprehensively improve the on-site management level of hotel corporate wedding services, standardize wedding banquet negotiations, reservations and on-site services, this standard has been formulated.

This standard refers to the use of national industry standards "hotel industry star service staff qualification conditions", "hotel service etiquette specifications" section of the article it is formulated in conjunction with the current operating conditions of hotel companies in China. With the continuous innovation of enterprise practice and the advancement of technology, this standard will be suitable Revised.

Hotel wedding reception service specification

1 Scope

This standard stipulates the terms and definitions of the hotel wedding reception service and the process specification of the wedding reception service.

This standard applies to all enterprises that provide wedding catering services within the

territory of the People's Republic of China.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

Pieces. For undated references, the latest edition (including all amendments) applies to this document.

SB/T 10420-2007 Qualifications for star-rated service personnel in hotel industry SB/T 10476 Hotel Service Etiquette Specification

3 Terms and definitions

The following terms and definitions apply to this document.

Hotel hotel

A company that provides accommodation, catering and related services to consumers.

Wedding reception service specification hospitalityserviceetiquette the code of conduct to be observed during the wedding reception service, including the negotiation of wedding celebrations, reservations and on-site services.

4.1 Basic requirements

4.1.1

The hotel shall have the necessary hardware facilities, catering conditions and service capabilities to receive wedding-related activities.

4.1.2

The hotel shall reasonably receive and control the scale of the wedding ceremony and the number of wedding banquets according to its own capabilities and actual conditions, without exceeding the maximum Ability to ensure that the level and quality of reception services do not decline.

4.1.3

The hotel shall make all the links of the wedding reception service according to the requirements of the guests in terms of religious beliefs, customs and dietary taboos.

Arrange and adjust.

4.1.4

The service work of the service personnel shall comply with the requirements of SB/T 10476.

4.1.5

The hotel should guide the guests to save food and oppose extravagance and waste. According to the number of people per seat, develop appropriate food standards, moderately served, and Provide packaged services.

4.1.6

The hotel shall formulate a Chinese and Western wedding reception service program, and expand the relevant service content to provide a one-stop service for wedding activities.

Services and personalized services.

4.1.7

The hotel has a reception venue that meets the requirements of the wedding reception, and is equipped with a dressing room and dressing room required for wedding activities.

4.1.8

Hotel service personnel should wear costumes that are consistent with the atmosphere of wedding activities, reflecting the festive and auspicious meaning of wedding activities.