



ANANTARA

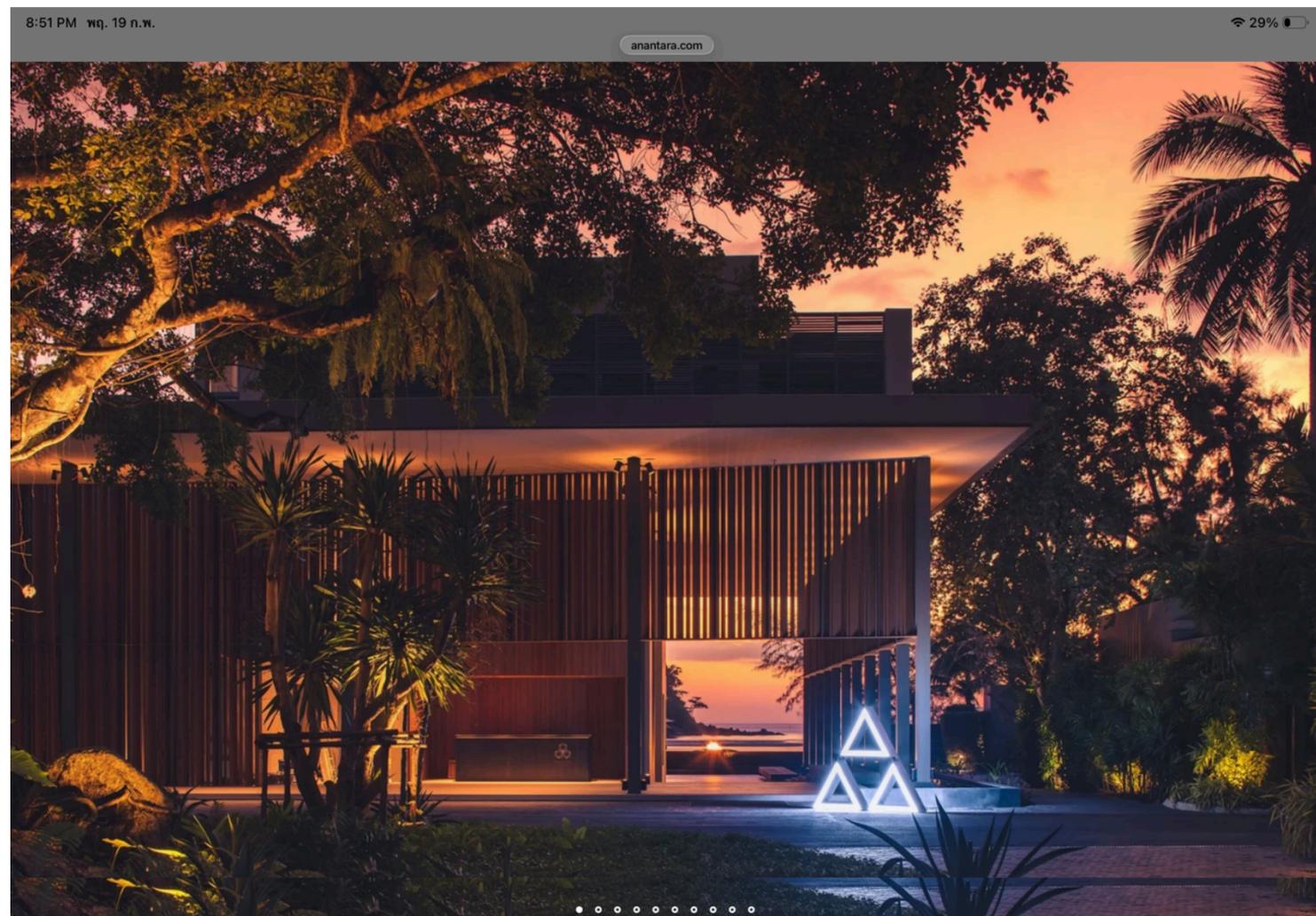
LAYAN PHUKET  
RESORT

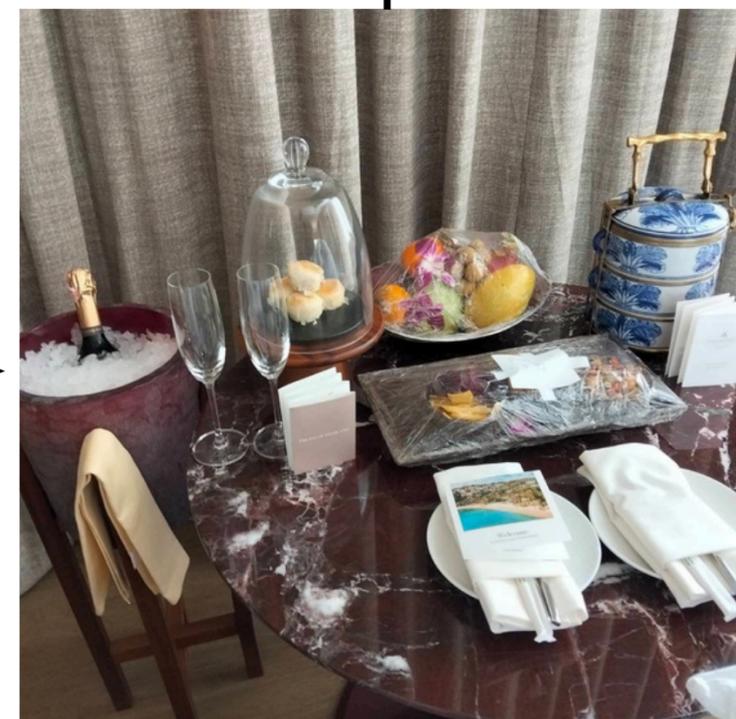
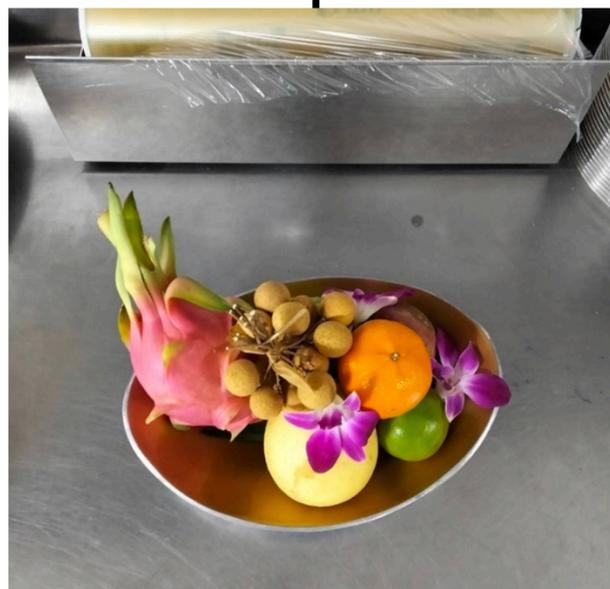
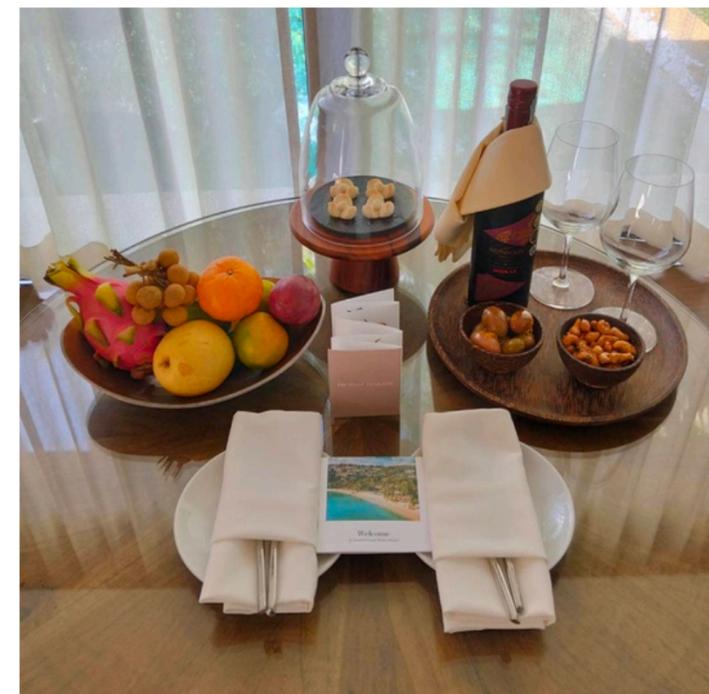


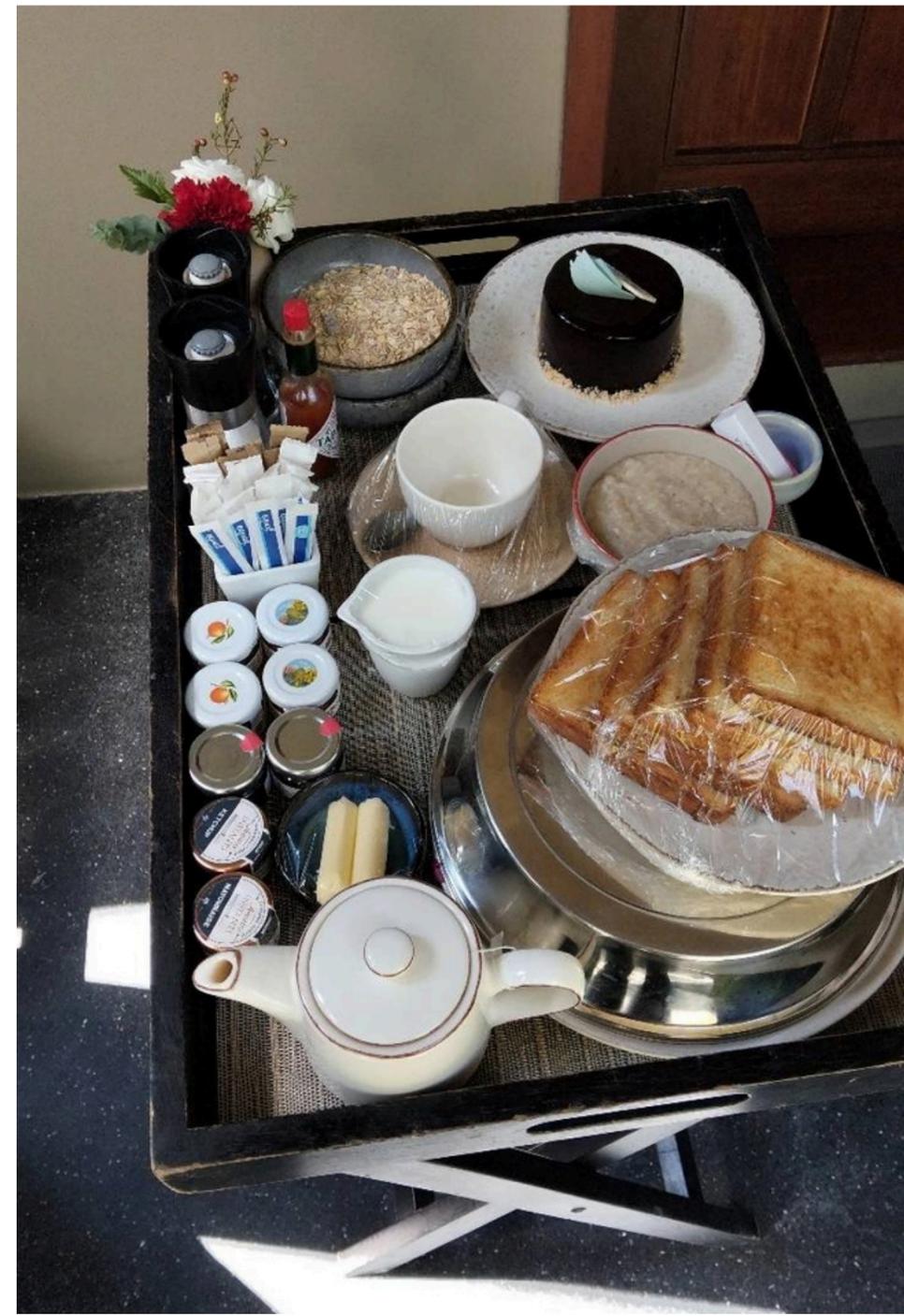
# 2026 年 IVD 操作手册

คู่มือการปฏิบัติงานเบื้องต้น แผนก IVD ปี 2026

# Anantara Layan Phuket Resort









# 小项目



# 研究目的

为了让 In Villa Dining 部门的实习生和新员工能够正确理解基本的工作流程，缩短学习时间，并减少工作中的错误。

# 小 项 目

## In Villa Dining Job Task Assignment

Morning Shift		Afternoon Shift	
No.	Description	No.	Description
1	Collect all information from Night shift.	1	Briefing at 2.00 pm in IVD office and collect all information from Morning shift associates to be aware of operation stage.
2	Collect your master key from security office (both shift).	2	Pick up IVD napkin from laundry to IVD office.
3	Check all details for special requests on guest arrival, departure and/or in-house from IVD computer.	3	Check up service asset, all should be clean; and prepare service equipment such as cutlery, salt & pepper mills. Stand by for guest order (prepare for next shift if possible).
4	Check Daily Amenities, Daily Report from IVD computer.	4	Check Dining by Design and/or any event orders; prepare equipment such as cutlery for service according to guest requests.
5	Check up service asset, all should be clean; and prepare service equipment such as cutlery, salt & pepper mills. Stand by for guest order (prepare for next shift if possible).	5	Prepare all Welcome Amenities for guests and place to guest villa. <b>Continue from Morning Shift</b>
6	Check & clear buggies. It needs to look tidy for service delivery to guest villas.	6	Set up Dining by Design or any events as per BEO.
7	Prepare all Welcome Amenities for guests and place to guest villa.	7	Check & clear all Housekeeping pantries for IVD asset and check villa if not complete clear from delivery record.
8	Check & clear all Housekeeping pantries for IVD asset and check villa if not complete clear from delivery record.	8	Check Turndown Amenities and deliver to guest villa.
9	Stand by at IVD office for A la carte order.	9	Stand by at IVD office for A la carte order.
10	Check if any Dining by Design and/or any event bookings and inform the team members accordingly.	10	Ensure all bills are correct and close report for each shift.
11	Ensure all bills are correct and close report for each shift.	11	Hand over of any information to next shift associates to be aware of operation stage.
12	Briefing at <b>2.00 pm</b> in IVD office and hand over all information to next shift associates to be aware of operation stage.		

Night Shift	
No.	Description
1	Collect all information from Afternoon shift.
2	Check up service asset, all should be clean; and prepare service equipment such as cutlery, salt & pepper mills.
3	Check Breakfast box order and service to area as per request, and prepare juice for Sala Layan.
4	Check daily fruit from Daily Amenities order and prepare for morning shift.
5	Check & clear all Housekeeping pantries for IVD asset and check villa if not complete clear from delivery record.
6	Stand by at IVD office for A la carte order.
7	Ensure all bills are correct and close report for each shift.
8	Write daily report in IVD logbook to F/B Manager.

Night Shift	
No.	Description
9	Check, clean and charge battery of IVD buggies.
10	Hand over all information to Morning shift.

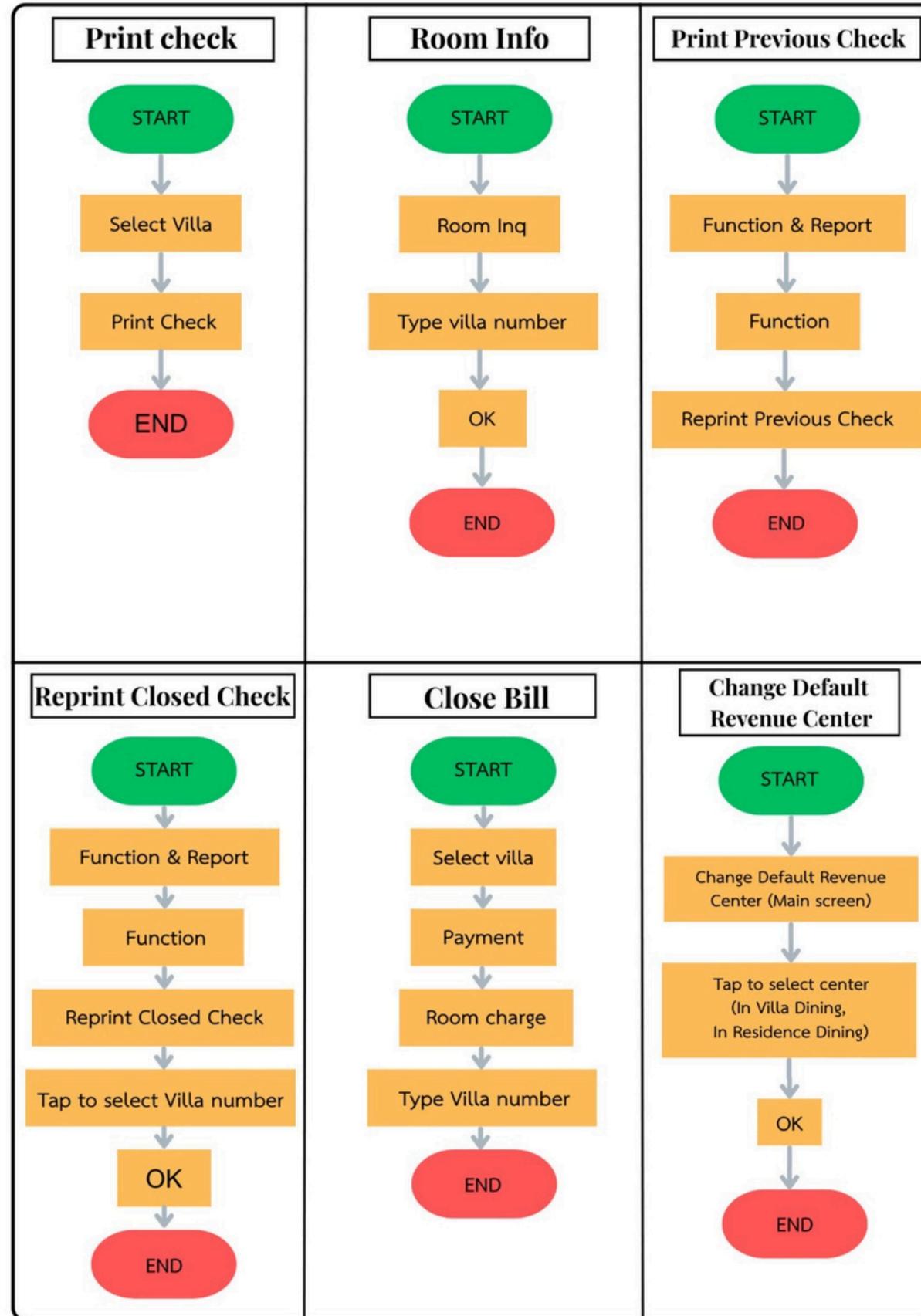
  

### Remark

Always follow up with clearance and keep an eye through Resort walk (Food & Beverage order, Welcome Amenities, Turndown Amenities, etc.)

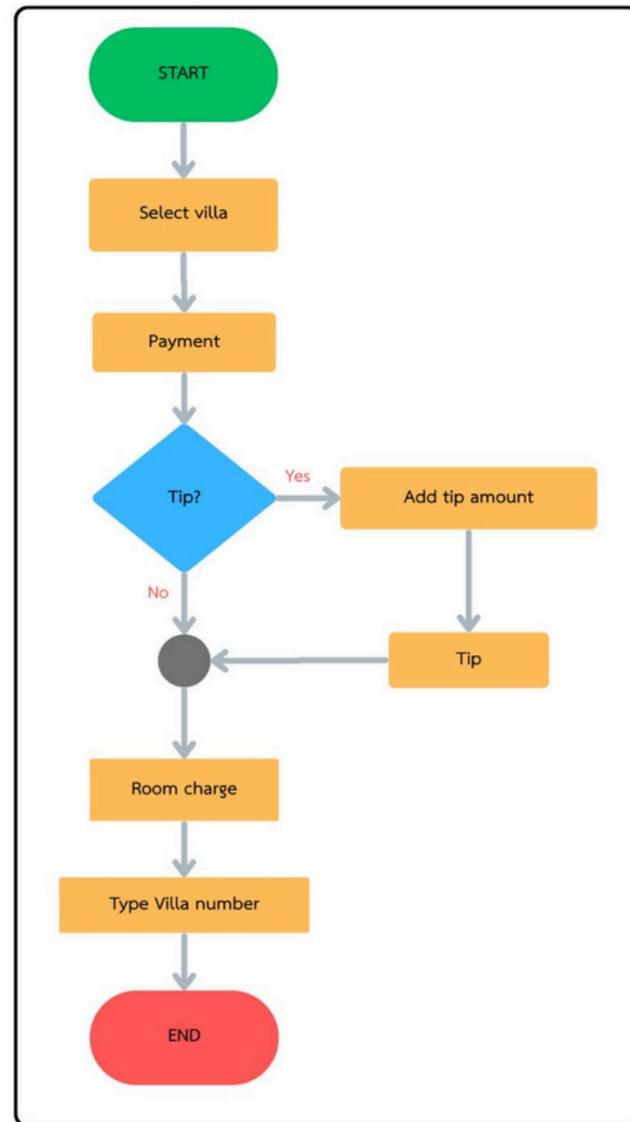
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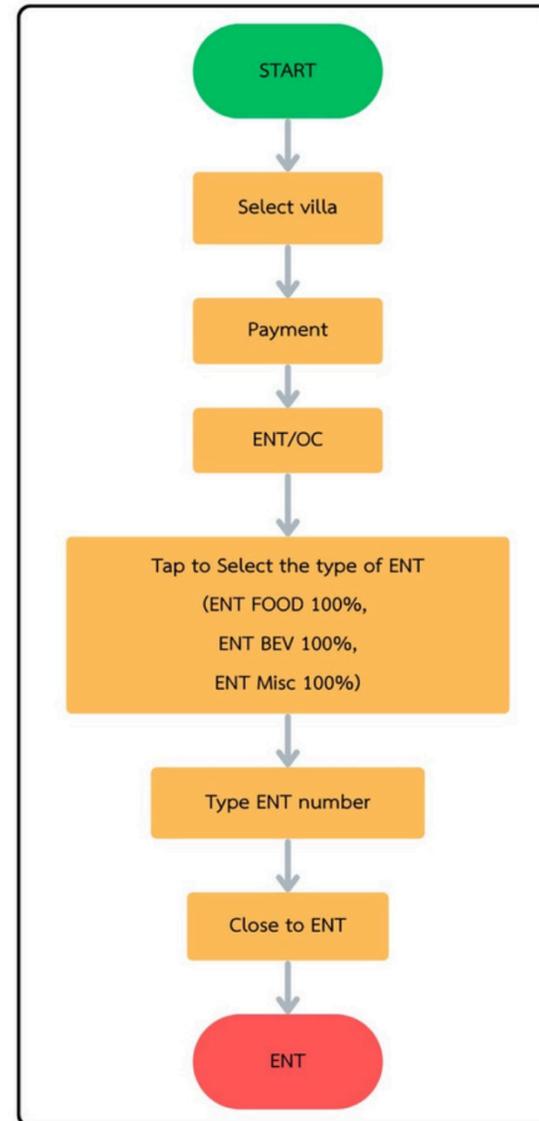


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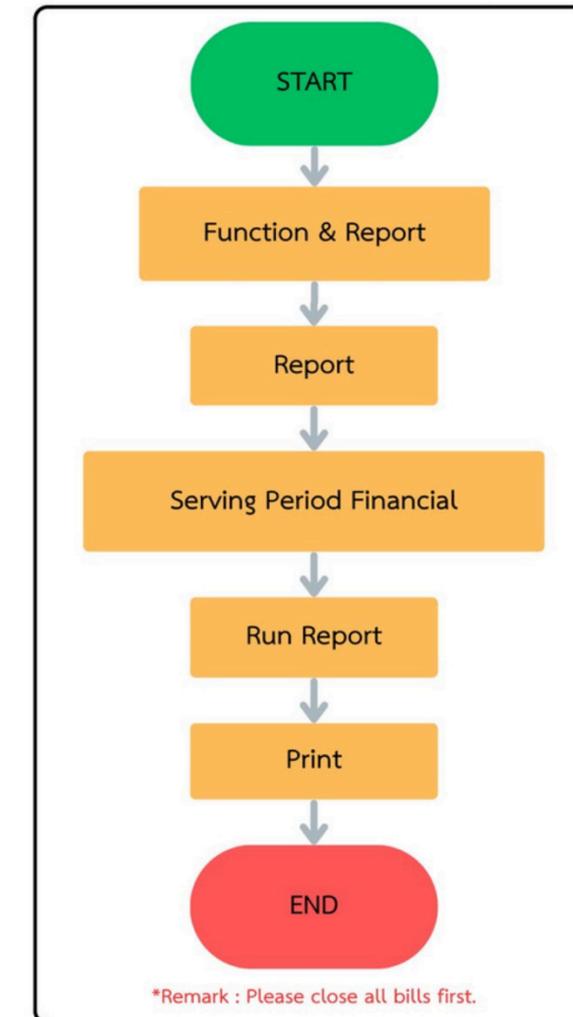
## Close Bill (Tip)



## Close ENT

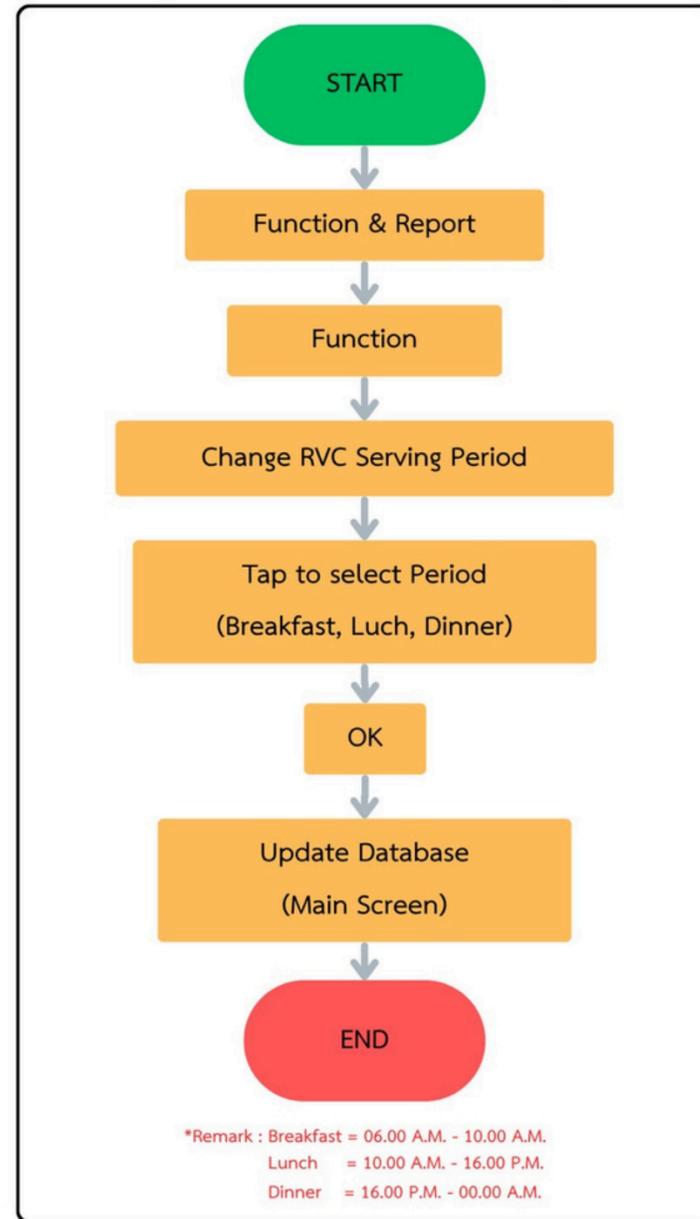


## Print Report

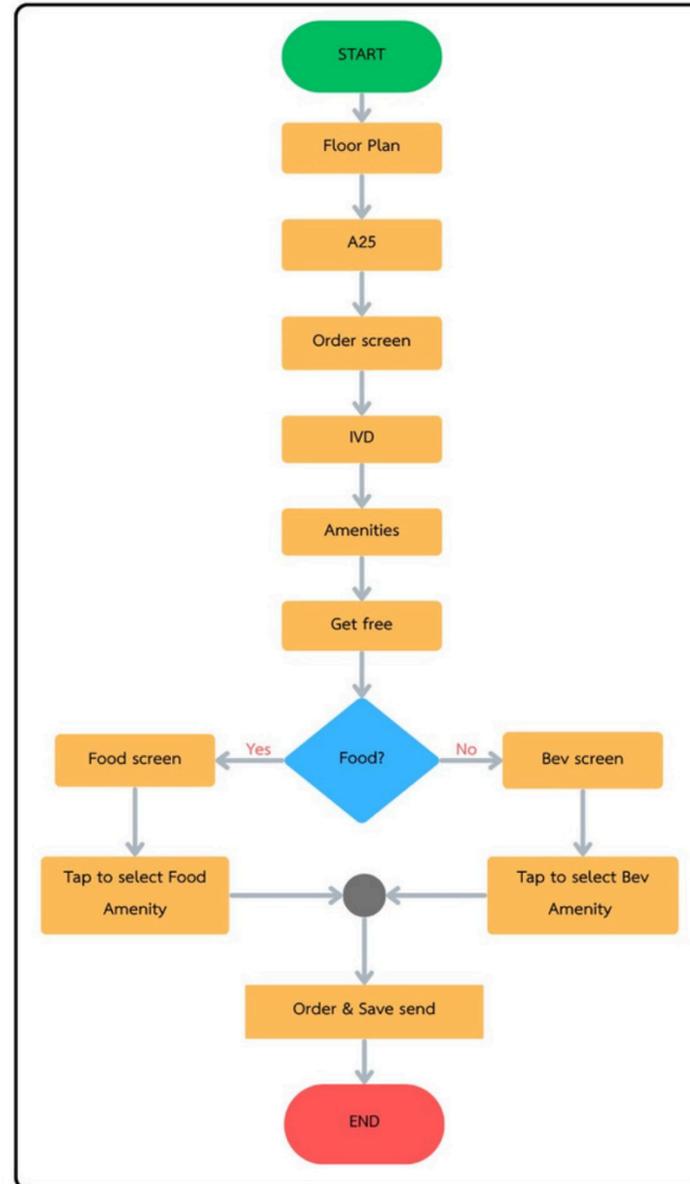


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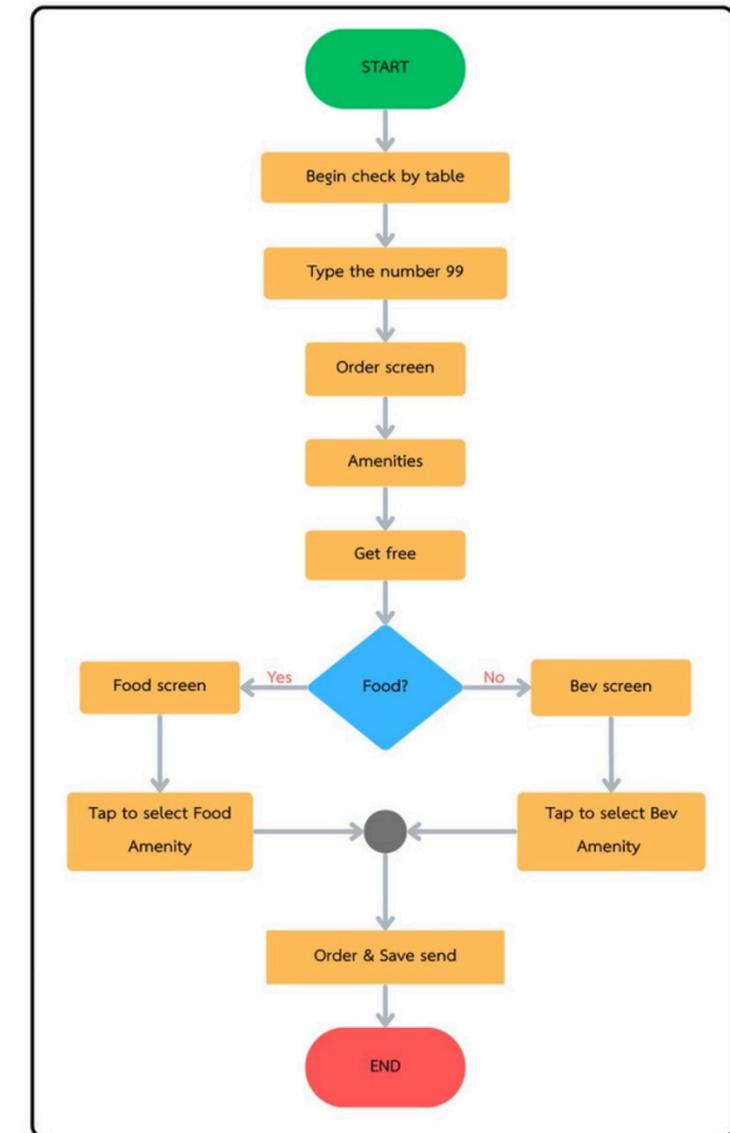
## Change Period



## Post Residence Amenity

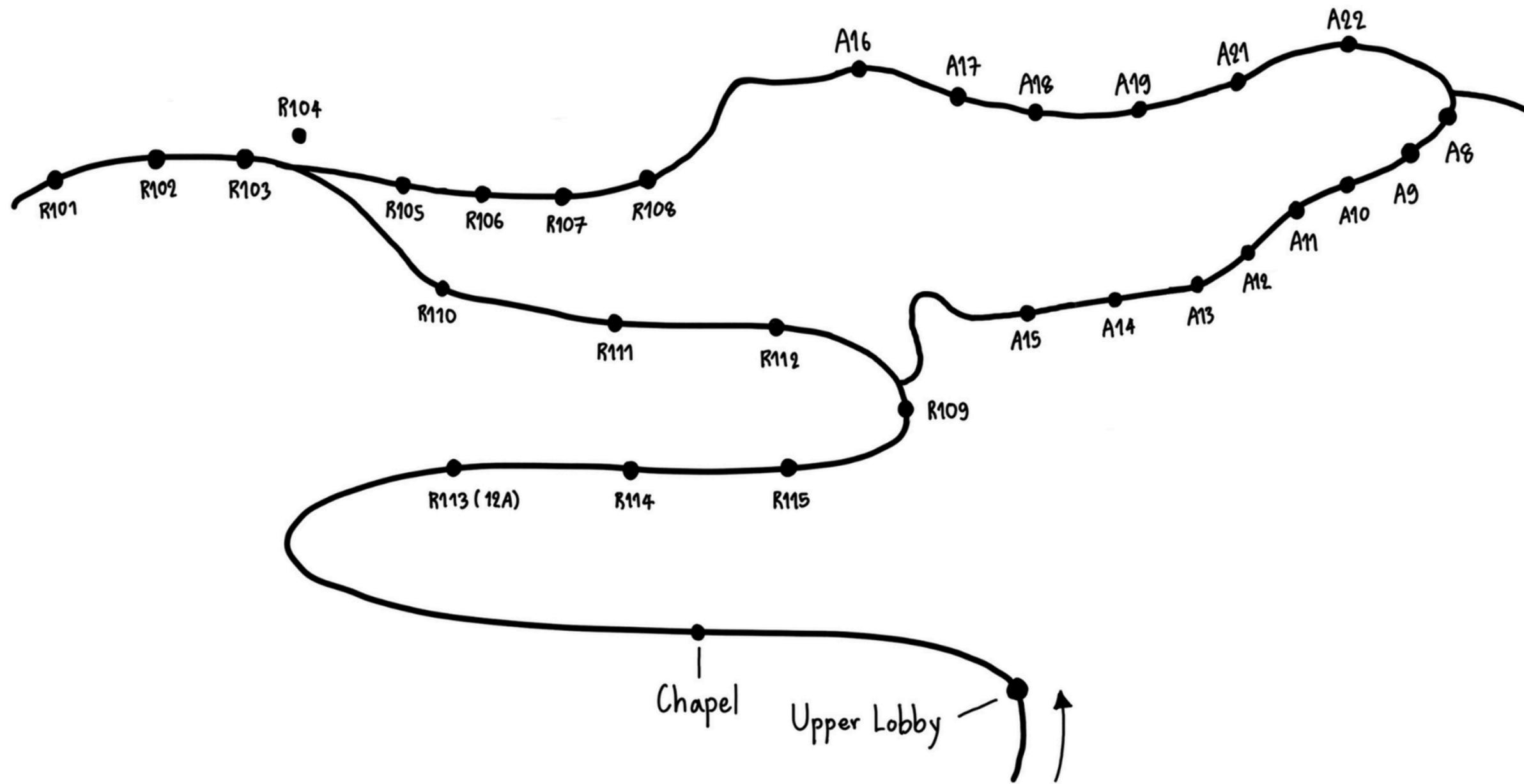


## Post Villa Amenity



# 小 项 目

## Res. & Av. Map



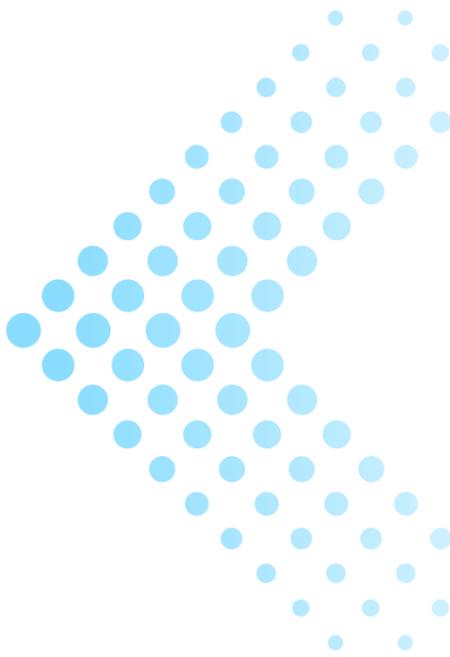


**使用项目之前的结果**

**VS**

**使用项目之后的结果**





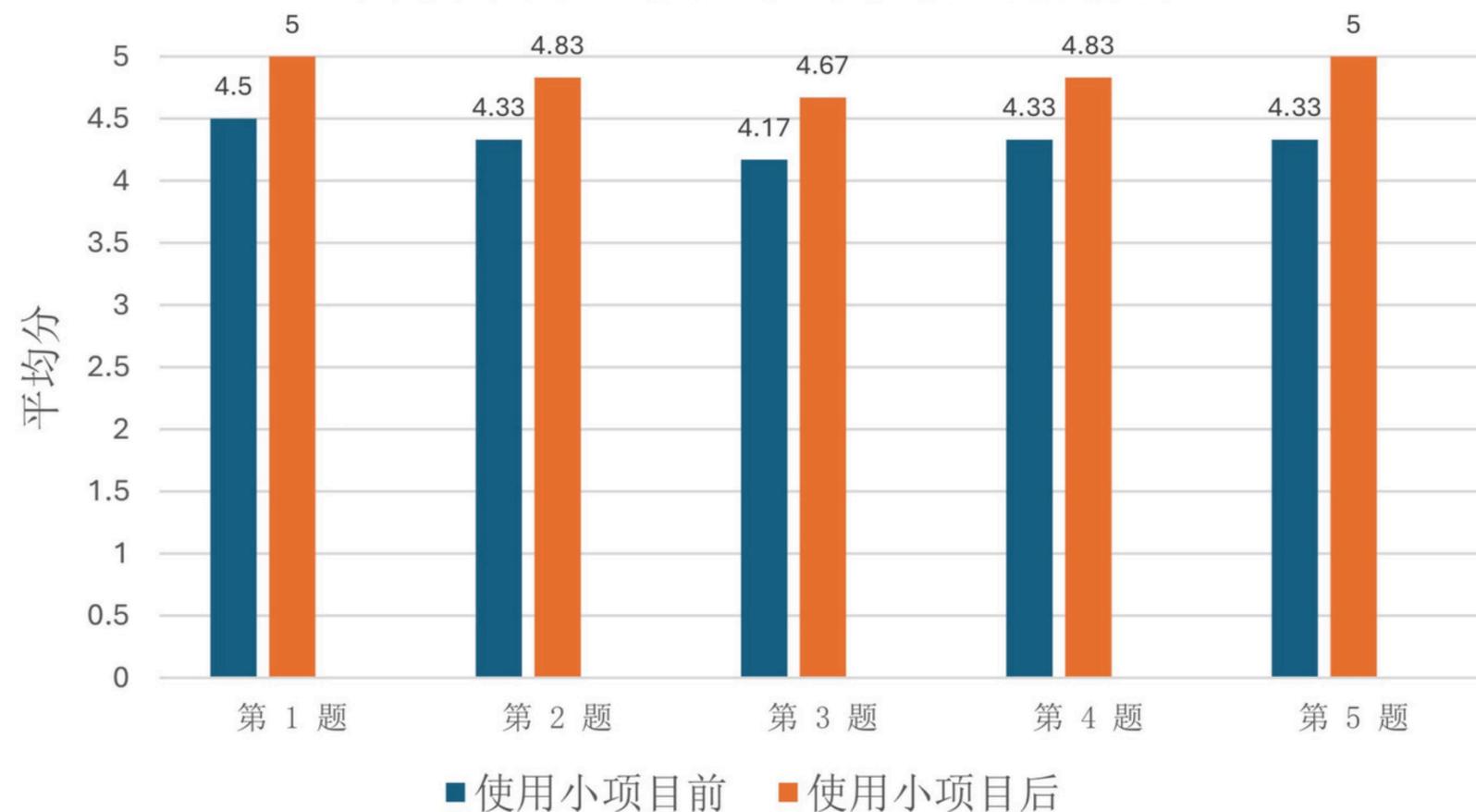
第	问题
1	您对早班的主要工作内容了解程度如何？
2	您对下午班的主要工作内容了解程度如何？
3	您对夜班的主要工作内容了解程度如何？
4	您对 Micros 系统的使用了解程度如何？
5	您对 Residence 和 Avadina Hills 的位置记忆程度如何？

# 使用项目 之前的结果

在使用《2026 年 IVD 部门基础工作手册》之前，发现大部分实习生和新员工对不同时间段的工作内容还不太了解。例如，不清楚哪些任务是自己在该班次需要负责的工作；在使用 Micros 系统时，因为按钮多、系统比较复杂，常常会忘记步骤或感到混乱。

另外，由于酒店面积较大，Residence 和 Avadina Hills 的外观相似，而且没有门牌号码，有时员工会记错位置，导致服务延迟和工作错误，从而影响客人的满意度。

显示使用本项目之前和之后结果对比的数据图表



# 使用项目 之后的结果

从柱状图的对比结果可以看出，在使用本项目之后，员工在各个项目上的平均分都高于使用之前。这说明本项目能够有效帮助实习生和员工更好地理解自己的工作职责、Micros 系统的使用方法，以及记住 Residence 和 Avadina Hills 的位置，提高了整体工作效率。

