

# Hospitality Attendant Services

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## Objectives of the Request

The Bank is inviting interested and suitably qualified parties to submit proposals for the provision of Hospitality Attendant Services. These Services encompass the provision of hot and cold beverages in a professional and courteous manner to the Bank's staff and guests. The Services are to be provided between the hours of 8:00 a.m. to 4:00 p.m. from Monday to Friday.

The duration of the contract period shall be three (3) years. The Bank will provide all canteen items, equipment, cutlery and crockery required for the provision of the service.

## Scope of Works

- Prepare and serve cold and hot beverages to the Executive, Senior Management, Managers and Specialists;
- On a daily basis, prepare and set up tea trolleys with full complement of utensils and canteen items for non-managerial staff;
- On a daily basis monitor, replenish and sanitize all tea stations;
- Collect and deliver lunch servings to Executive, Senior Management, Managers, Specialists at meetings as needed in accordance with the automation process;
- As requested, prepare and serve hot and cold beverages and meals for meetings and conferences;
- Monitor and manage an inventory stock to ensure that an adequate amount of service utensils, cutlery, crockery and consumable supplies are available;
- Maintain an up-to-date inventory record;
- Follow First In, First out (FIFO) measures for consumables inventory management;
- Ensure that the kitchenettes inclusive of the interior and exterior surfaces of all appliances, trolleys, counter-tops, sinks and drain boards are kept clean and tidy at all times;
- Responsible to the Bank for the care and upkeep of all kitchen utensils, small appliances and implements inclusive of glass, crockery, cutlery made available by the Bank for the Hospitality Attendant Services;
- Adhere to all health standards and protocols inclusive of COVID-19 measures;
- Perform any other related duties requested by the Bank.