



FOOD & BEVERAGE OPERATIONS – Banquet

Banquet service can be as varied depending on the event, it can differ based on the types of services as well as industry standards for hosting the banquet function.

BANQUET FUNCTION SERVICE STAFF

- Sales Manager
- Banquet Manager
- Banquet Head Waiter
- Beverage / Dispense Bar Staff
- Porter
- Permanent Service Staff
- Casual Staff



Banquet Function Service Staff Job Responsibilities:-

Sales Manager:-

- Promote facilities
- Initiates contact with potential guest
- Have knowledge on the room specification, size, light and AV system, capacity, sequence of service etc.
- Provide information on banquet packages

Banquet Manager:-

- Responsible for all administrative issues
- Discuss all details and arrangement for the functions with the client
- Communicate with all different department on the operational needs
- Staff scheduling

Head Waiter:-

- Organizers staff work to get room ready for the function
- Coordinate the sequence of service

Beverage/Dispense Bar Staff

- Supplying all beverages (stocking & restocking)
- Setting up bar
- Organize staff
- Stock control and cash handling

Permanent Staff

- Experience and versatile
- Generally, prepare all the mise-en-place (table set-up for function)

Part-time Staff (Casual Labor)

- Schedule to work on the day of function

Porter

- Responsible for setting up the function room including table, chair, stage, stands etc

What is Function Catering/Banquet?

Is the term use for the serve of special events for specific group of people at a pre-determined time with a pre-set food and beverages

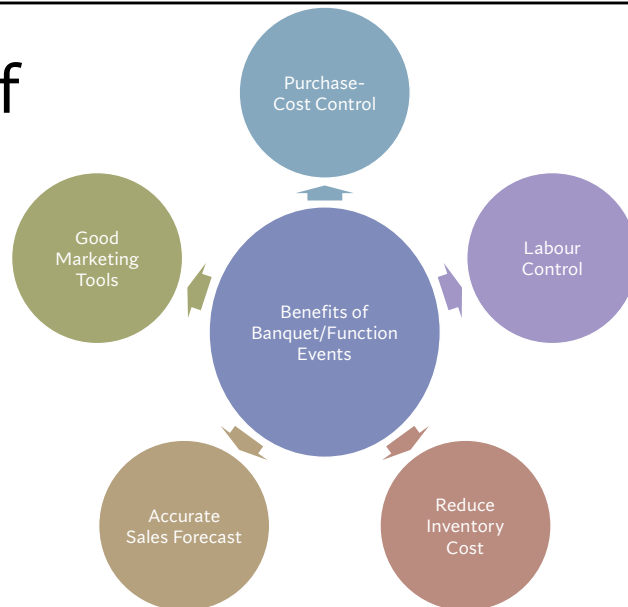


Catering and Banquets functions include the following:-

- Professional Meetings
- Conferences, Seminars, Exhibitions
- Weddings/ Birthday Parties
- Dinner & Dance
- Cocktail Parties

A banquet is an elaborate often ceremonial meal prepared and served to a large crowd. They are frequently held in honour of a person, and organization or an occasion. It requires great deal of planning and coordination for the success of the event

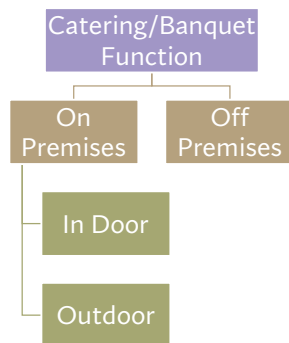
Advantages of having a Function Catering /Banquet Event



Advantages of have a Function/Catering or Banquet Event:-

- Purchase Cost Control (Efficient portion due to sufficient planning; ingredients are purchased just to be used for the function)
- Controlled Labor Cost (Employees only required for the function, ie. Casual labour)
- Reduced Inventory Cost (equipment can be rented instead of purchase)
- Accurate Sales Forecast
- Good Marketing Tools (create awareness for other hotel outlets to the attendees)

Catering & Banquet Function



Banquet/Catering functions can be divided as follows:-

- On premise (functions happening within the limits of the establishment (in doors or outdoors))
- Off Premise (functions happening in any other location that doesn't belong to the host), ie. Private villas, boats, etc.

Catering & Banquet Services

- Buffet
- Reception
- Food Stations
- Cafeteria Style
- Plated
- Family Style
- Pre-set



There are various types of banquet services you might experience if you're attending a conference or event. They are sometimes dependent on the size of the event or the menu itself. For example, plates being distributed by servers should be easy to handle, such as foods without sauces.

1. Buffet

Buffet service is very common in events with large numbers of attendees. Guests pass through a buffet line that features food choices on tables separate from the seating area. Guests serve themselves, which allows for convenience in choosing what an individual wants to eat. They then return to their table to eat. Beverages are typically delivered and refilled by attendants.

2. Reception

Finger food and appetizers are presented in a buffet-style arrangement where guests can serve themselves. These are generally gatherings where people mill around the room while eating and chatting.

3. Food Stations

Food stations, or action stations as they're sometimes called, include a variety of courses and offerings to guests. Many times, these stations are manned by chefs who are cooking or preparing food in front of guests.

Popular choices for these stations include meat carving, pasta bars, sushi stations, and desserts.

4. Cafeteria-style

Cafeteria-style banquet service is very similar to a buffet, where guests stand in line to choose their food. However, in cafeteria service, workers or servers dish food from the buffet line. This helps control costs since workers have control over portion sizes

5. Plated

In this service, guests are seated, and servers bring food already portioned onto plates directly from the kitchen. This is the most efficient type of banquet service and also the least expensive. You'll frequently see this style at formal events such as weddings, where guests have been asked their choice of protein (beef or chicken, for example) and plates are assembled and sorted by those requests.

6. Family-style

Common internationally, family-style service features seated guests with large quantities of food in plates or bowls brought from the kitchen and placed at the table. Guests serve themselves and pass the food around the table.

7. Pre-set

If you show up at an event and the food is already on the table, you've experienced a pre-set service. This is frequently seen with items such as bread rolls, desserts, salads, and beverages. Main entrees generally are brought out from the kitchen in this configuration.

Banquet Manning Standard Requirement

Service Style	No. of Guest	Waiter	Remarks
American Service	20	1	
Russian Service	30	2	
Buffet Service	30	1	
Cocktail Reception	5-40	1	Waiter passing with trays of finger food



The number of service staff required for the banquet events depends on the total number of guests and style of service.

Banquet Booking Details

- Event date & Time
- Function Type
- Location/Venue
- No. of Guest
- Food & Beverage Requirement
- Service Method
- Decoration
- Price
- Special requirement
- Payment Method

Outlet	Amount	Budget
Tradition	63,163.00	20.00
Blue Sea	301,061.00	62.00

Once the guest is ready to confirm the booking, a file must be opened which contains the client's relevant detail and requirements and the banquet/meeting room will be blocked according to the date requested.

The following details are required for the booking:-

- Date and Time of the Event
- Type of function (dinner, lunch, cocktail, conference etc)
- Location (meeting room/venue required)
- Number of guests (expected & guaranteed)
- Food & Beverage requirement (ie. Alcoholic drink)
- Service Method (American plated, buffet, etc)
- Decoration
- Price per pax (per person/package)
- Provisions package for guest with special needs (dietary etc.)
- Additional charges for equipment hire (ie. Audiovisual, etc)
- Contract requirements (advance payments, deposit, payment method)

Food & Beverage Operations – Banquet Service

What is the purpose of the BANQUET EVENT ORDER?

Hotel TrainingPro 1066 Hotel TrainingPro Drive - Atlanta - GA - 30067 - 770-555-1212 - Fax 770-555-0000 Banquet Event Order		BEO #: 302998 Printed on: 4/13/2010 11:40:24 AM																																													
Account: Company ABC Post As: Company ABC Address: 111 Main Street Boston, MA 02118 Deposit: \$1,000.00 Method of Payment: Full prepayment of event is due 7 days prior to arrival.	Event Date: Monday, 6/14/2010 Contact: Brett Taylor Phone: 755-654-4545 Fax: 755-654-2000 Email: john.smith@email.com On-Site: Sales Mgr: John Smith Catering Mgr: John Smith	FOOD Time: 9:00 AM Qty: 20 Price: \$12.95 Total: \$259.00 AM Express Continental (per person charge) A Selection of Chilled Knudsen Gourmet Juices A Variety of Fruit Flavored Yogurts Sliced Fresh Seasonal Fruit Display Assorted Breakfast Bakes to include: bagels, Croissants, Danish, Donuts, muffins, fresh baked yogurt bread, team Cheese, Fruit Preserves and Butter We will be prepared to serve no more than 10% over the guarantee number freshly Brewed Starbucks Regular & Decaffeinated Coffee and Specialty teas me: 12:00 PM Qty: 20 Price: \$17.95 Total: \$359.00 HE SANDWICH PLATTER Jap du Jour selection of pre-made sandwiches to include: smoky Glazed Ham and Cheddar Cheese, Smoked Turkey and Muenster Cheese, Roast Beef and Provolone Cheese, Potato Chips, Whole Fresh cut, Fudge Brownies, Freshly Brewed Coffee, Decaffeinated Coffee, and Assortment of Herbal Teas and Iced Tea BEVERAGE me: 12:00 PM Qty: 20 Price: \$2.00 Total: \$40.00 assorted Soft Drinks (per item charge) All products are provided by Coca-Cola	ROOM REQUIREMENTS Time: 8:00 AM Qty: 1 Price: \$250.00 Total: \$250.00 Daily Room Rental Classroom FOYER (1) 6th Registration Table Draped with 2 Chairs and Waste Basket Outside the Room Room Set Classroom for 20 ppl with One Center Aisle All Tables Draped Meeting Amenities- Pens and Candy on All Tables Podium in Front of Room (1)- 36" Table for Projector All Breaks to be placed inside Room Water Station in Back of the Room Refresh Breaks and Water Station Throughout the Day AUDIO VISUAL EQUIPMENT Time: 8:00 AM Qty: 1 Price: \$595.00 Total: \$595.00 COMPUTER DATA DISPLAY PACKAGE Color LCD Projector VGA Projection Cart/Stand Screen MISCELLANEOUS																																												
All food and beverage items must be supplied and prepared by the hotel. Client may bring in NO Food and Beverage of any kind without prior approval of Hotel Management. Additional fees may be charged. Food and Beverage not consumed may NOT be packaged for removal from the premises. If beverage consumption does not equal or exceed \$500 per bartender, a service charge of \$75.00 will be charge per bartender, per shift. Each shift includes set-up and teardown of the bar. Any revisions of the menu must be made at least two weeks prior to the event.																																															
<table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Setup</th> <th>Set</th> <th>Gtd</th> <th>Room</th> </tr> </thead> <tbody> <tr> <td>Monday, 6/14/2010</td> <td>09:00 AM-04:30 PM</td> <td>Classroom</td> <td>20</td> <td>20</td> <td>Rosewood</td> </tr> </tbody> </table>	Date	Time	Setup	Set	Gtd	Room	Monday, 6/14/2010	09:00 AM-04:30 PM	Classroom	20	20	Rosewood	<table border="1"> <thead> <tr> <th colspan="2">Estimated Charges</th> <th colspan="2"></th> </tr> </thead> <tbody> <tr> <td>Room</td> <td>\$618.00</td> <td>Room</td> <td>\$250.00</td> </tr> <tr> <td>Beverage</td> <td>\$40.00</td> <td>Staff</td> <td>\$0.00</td> </tr> <tr> <td>Audio/Visual</td> <td>\$595.00</td> <td>Miscellaneous</td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Total</td> <td>Service Charge</td> <td>\$253.19</td> </tr> <tr> <td colspan="2"></td> <td>State Sales Tax</td> <td>\$129.98</td> </tr> <tr> <td colspan="2"></td> <td>Convention Tax</td> <td>\$20.63</td> </tr> <tr> <td colspan="2"></td> <td>Total</td> <td>\$1,906.79</td> </tr> </tbody> </table>			Estimated Charges				Room	\$618.00	Room	\$250.00	Beverage	\$40.00	Staff	\$0.00	Audio/Visual	\$595.00	Miscellaneous	\$0.00	Total		Service Charge	\$253.19			State Sales Tax	\$129.98			Convention Tax	\$20.63			Total	\$1,906.79
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Confirmation is required 3 business days in advance of event or the expected attendance (set) above will become the guarantee. Hotel TrainingPro requires this contract be signed by an authorized representative of your organization and returned by . Should this not occur, the hotel reserves the right of cancelling the contract upon notice to the organization. The hotel reserves the right to reassign meeting rooms based upon final guaranteed numbers, to a room suitable of accommodating the group and requirements. Food, beverage, and all charges are subject to Service Charge and Sales Tax. Folio #: 100025 BEO #: 302998																																															
Event Representative Authorized Signature _____ Date _____		Hotel Representative Signature _____ Date _____																																													

Banquet **function** sheet or Banquet Event Order (BEO) or Banquet Function plan (FP) is used to compile all information related to a particular event for one or multiple days. The banquet coordinator prepare and distribute the same in advance for the coming week and discussed during the morning HOD meetings

Information like room or venue booked, number of **guests** expected, table set-up specification, **menu** for the function, event **course**, type of function, required media and audio video equipment's, special requests and instructions to each departments is updated on the Banquet event order.

All function sheet has a unique serial number for easy reference and in case there is any further amended to the original function sheet due to changes from the guest, then they will be reprinted and redistributed to all stake holders.

Normally small changes (<10%) of the number of expected attendants or in timing do not need a revised function sheet.

Catering & Banquet Function special requirement

- Backdrop (digital etc)
- Flowers arrangement
- Centerpieces
- Plants & Pots
- Lighting
- AV (projector etc)
- Platform/Stage
- Photobooth



It includes flowers, table setting, centrepieces, candles, artificial fountains / waterfalls, decorative art objects, plants and pots; for formal and informal occasions with the participation of decorative artists. Presentation pieces can be carved, baked or assembled; made of edible or inedible substances according to established standards. The decoration should match the theme of the banquet, buffet or event.

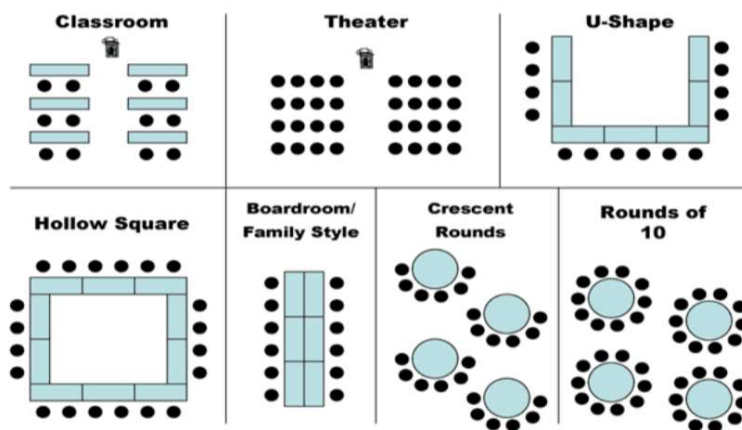
Food & Beverage Operations – Banquet Service



The **Banquet Set Up** /House person must ensure that all **banquet** and **meeting rooms** are properly **set** in a timely manner, so that the **banquet** service staff may prepare for functions.

The Design and decor of function rooms, like the food and beverages that are served in them, can take many forms. A simple coffee **break** can be served in an undecorated themeless room, while elaborated **reception**, meeting or reception has complex layout and **decoration** to fit the theme.

Additionally, the **guests** at **banquets** and catered events must be served quickly, the layout and service stations should be setup to allow for maximum staff efficiency.



There are many different styles of set-up for a banquet event, below are the few popular set-up arrangements:-

Banquet Rounds is arranged with round tables throughout the room. Participants are seated around the entire perimeter of each table, ideal for groups that include meal service in the same room, i.e., wedding reception.

Oval/Royal Conference Table is an oval-shaped table set-up which is ideal for collaboration. It can be with open or closed centres.

Theatre set-up is arranged with all participants facing towards the front of the room without any table. Seats or chairs in rows facing a stage area, head table, or speaker. This is the most efficient set-up when the attendees will act as an audience. This set-up is not recommended for food events or if note taking is required.

Classroom set-up is with rows of conference tables with chairs facing the front of a room (and usually a speaker), providing writing space for each person. This room set-up is ideal for note taking,

meetings requiring multiple handouts or reference materials, or other tools such as laptop computers. This is the most comfortable set-up for long sessions and allows refreshments to be placed within reach of each attendee.

Chevron / Herringbone Classroom is arranged with rows of tables (and/or chairs) arranged in a V shape and separated by a centre aisle. This type of style is ideal for presentations, group training and conferences, as this method allows audiences to face the front without having to turn their necks to see the speaker.

Crescent (Half) Rounds is arranged with seating around half of the table, so all participants are facing the front with no one's back to the presenter.

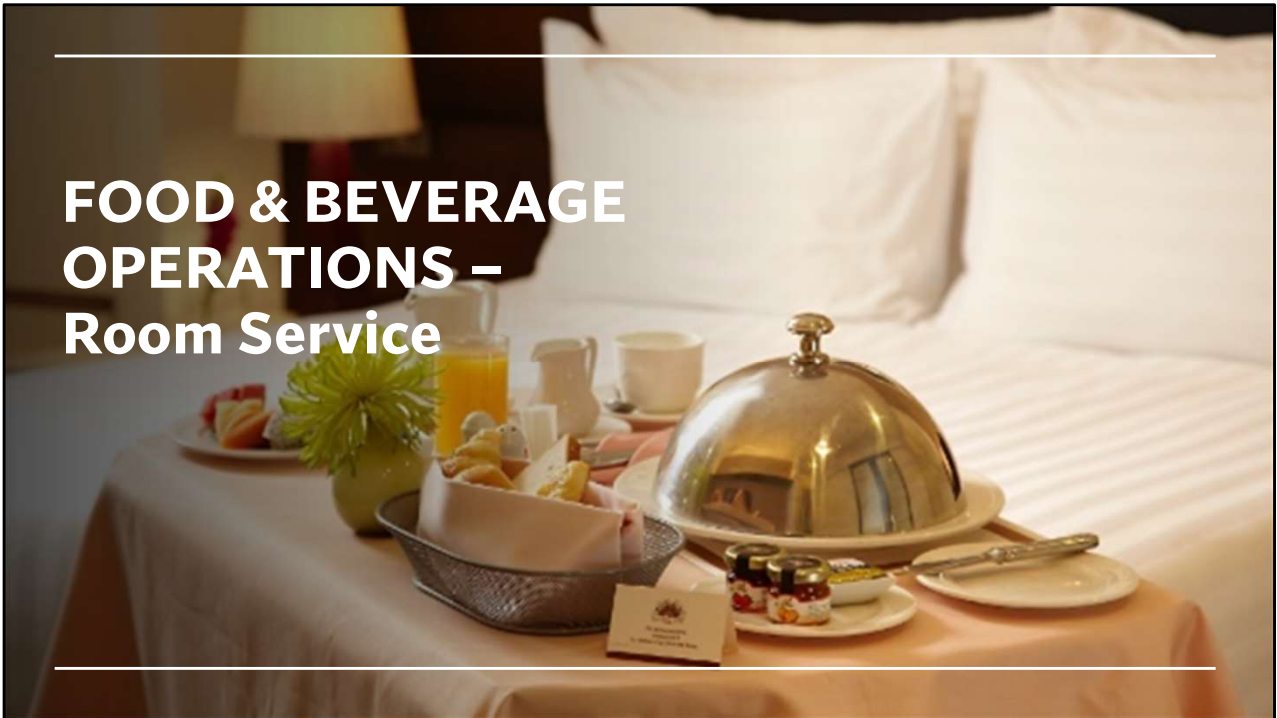
Hollow Square where tables are arranged in a square with chairs along the outside facing an empty centre, similar to boardroom setting and the only difference is suitable if having a larger number of attendees.

Boardroom is unlike the U style; this style includes seats on all sides of the table/s. When you want to achieve a face-to-face interaction for your audience or when they have made that request, then it is justified to use this style. This style is most appropriate for board of directors' meetings, committee meetings, team briefings and interviews.

U-Shape is where the conference tables are placed end to end with one opening and therefore forming a U shape. The purpose of the opening is to allow presentations that are visual so that everyone can see. This style is fool proof when there is a need to combine both presentation and some group interactions or discussions. Appropriate for small annual general meetings, conferences and workshops.

Cocktail style is suitable for cocktail party, you might have noticed that it is a highly social event that requires lots of movements, interactions and networking at times. This is the reason tables specifically designed for that purpose. The tables are carefully scattered across the room, or an outdoor arena and they normally provide support and placing of the cocktail drinks and snacks.

FOOD & BEVERAGE OPERATIONS – Room Service



Room service or also known as in-room dining is **a hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption.** Room service is organised as a subdivision within the food and beverage department of high-end hotel and resort properties. It is uncommon for room service to be offered in hotels that are not high-end, or in motels. Room service may also be provided for guests on cruise ships.

In 5-star and most 4-star hotels it usually operates 24hrs, however in smaller hotels usually operate from 7am to 11pm, or only for breakfast. According to the size of the hotel can have a whole structure on its own or just be an incidental way of making revenue without exclusive staff.

It can serve food and drinks from the Restaurant/s menu/s, or have a limited “All Day dinning menu”, or both, according to the serving period.

Room Service facilities is to provide an excellent in room dining experience



In order to provide an excellent private dining experience in guest rooms, the following are some of the factors that need to be managed:-

- Execution of food and beverage process including order taking, delivery and service
- Attention to details
- Personalized service
- Time management

Why Room Service?

Guest can enjoy their order in the privacy of their own room

Order can be placed even after the outlets are closed

Convenient and saves time, food is delivered to the room

In room dining or hotel room service is an amenity that allows guests to order food from a hotel menu that is placed in the guestroom, and have it delivered to their door by hotel staff so they may enjoy their meal from the comfort of their room. Along with the meal delivered on a room service tray, guests are provided with the necessary plates and cutlery.

It allows guests to eat in privacy or outside of regular restaurant hours. Most hotels take food orders throughout the day, accommodating late comers and early risers. In many respects, room service also saves time. Guests can get ready in the morning while their food is prepared.

No	Advantages	Disadvantages
1.	Suitable for celebrities due to the privacy away from public attention	Menu in the room service are more expensive
2.	Guest may enjoy meal in their casual wear	Guest maybe intolerance due to delivery delay
3.	Convenient for early bird and night owls	Food may get cold due to the transportation of food to guest room
4.	Guest may have private meeting with meal in the room	Limitation in room service menu (less choice)

Advantages & Disadvantages of Room Service?

Although there are various advantages and disadvantages of having room services, it is an essential facilities that is made available for guest especially in a 4- and 5-star hotel setting. It can be considered as a minor revenue generating department

Essential Equipment/tools for Room Service

- Room Service Trolley
- Plate Warmer
- Ice Machine
- Tea and Coffee Tray
- Ice Buckets
- Champagne or Wine Tray
- Hot Boxes



Room service trolley with hot box or case; is used mainly to keep the food warm. Room service trolley with trays; Normally used by many hotels where you can put the order trays according to the order sequence. Room service trolley with refrigerator; It is used for keeping the food chilled specially for pudding, Ice cream, etc

Room Service Process – Taking Orders

- Telephone (most common method)
- Interactive TV System
- Doorknob Menu

V.I.P ROOM SERVICE

NAME: _____

ROOM NUMBER: _____

• BEVERAGE •	• SNACK •
<input type="checkbox"/> Water	<input type="checkbox"/> Apple
<input type="checkbox"/> Sprite	<input type="checkbox"/> Chips
<input type="checkbox"/> Coke	<input type="checkbox"/> Popcorn
<input type="checkbox"/> Diet Coke	<input type="checkbox"/> Chocolate

Please hang completed order form outside of door by 2:30 TODAY to ensure timely delivery this food.

There are various methods of taking order in different hotel arrangement. Most commonly telephone is used, where the menu is placed in guest room. However some more innovative hotel has implemented the interactive TV system for ordering.