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# FOOD & BEVERAGE OPERATIONS – Banquet

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# BANQUET FUNCTION SERVICE STAFF

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

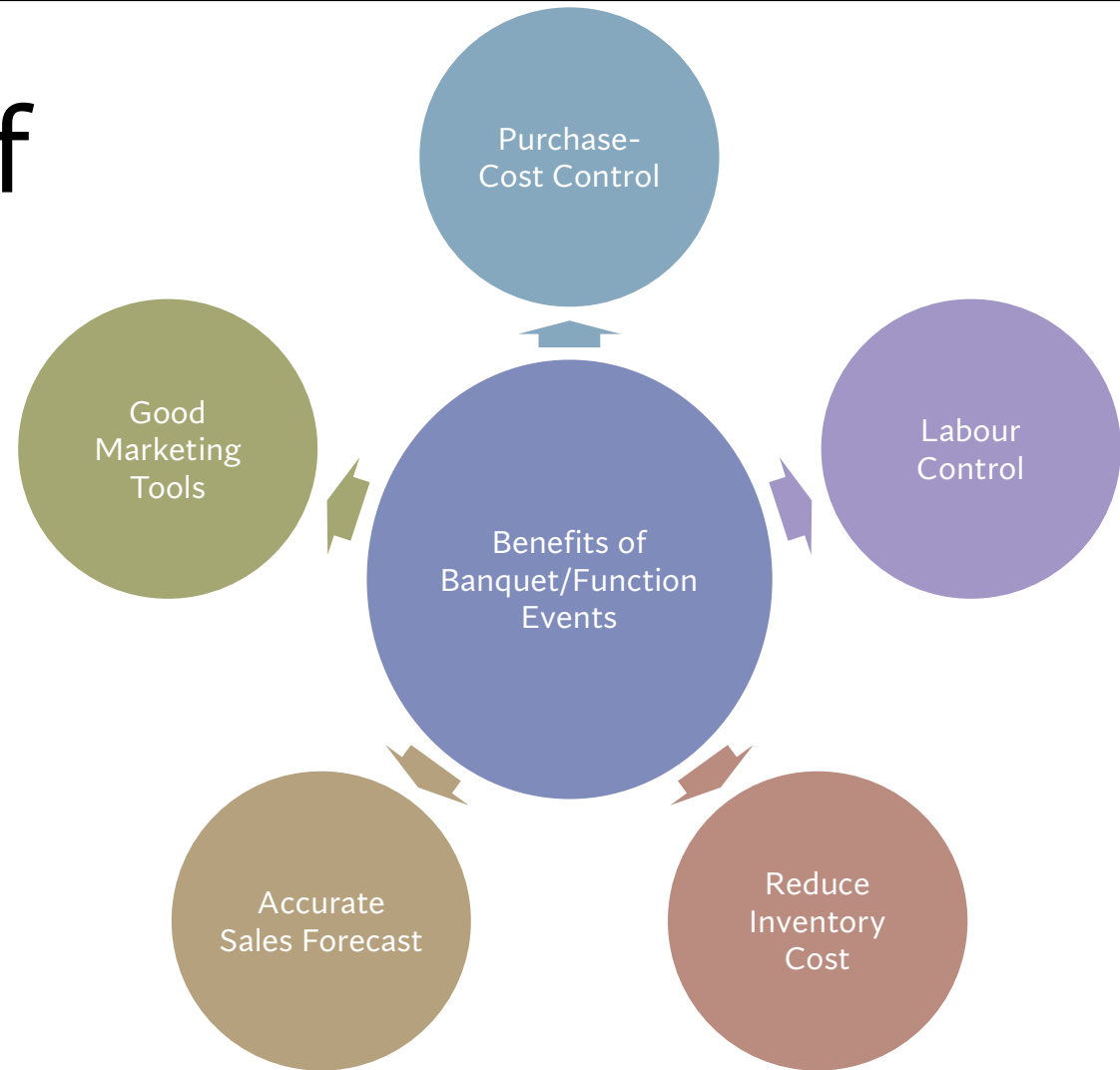


# What is Function Catering/Banquet?

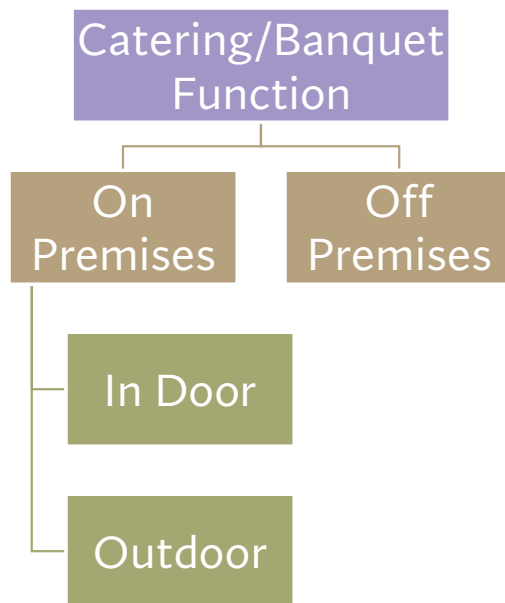
Is the term use for the serve of special events for specific group of people at a pre-determined time with a pre-set food and beverages



# Advantages of having a Function Catering /Banquet Event



# Catering & Banquet Function



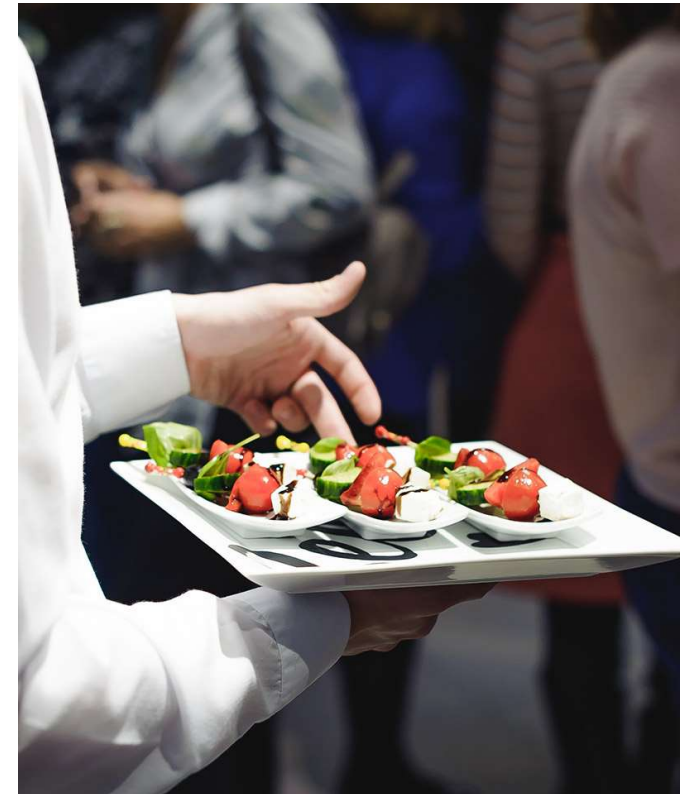
# Catering & Banquet Services

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



## 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



## Banquet Booking Details

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

The image shows a screenshot of a banquet booking form. The form is tilted and contains several sections:

- Mode Of Payment:** BY CASH
- Company:** SELF Booking
- Exemption:** [Redacted]
- Book By:** [Redacted]
- Discount:** [Redacted] (%)
- Billing Instruction:** [Redacted]
- Remarks:** [Redacted]
- Board To Read:** Welcome
- Seating Arrangement:** Rounded table with five chairs
- Cancellation Policy:** 10% Cancellation Charges

At the bottom left, there is a table titled "Sales Of The Day":

Outlet	Amount	%age
Tradition	63,163.00	38.00
Blue Sea	101,061.00	62.00

On the right side, there is a table with columns: Item, Quantity, Rate, Value, Remarks. The first row shows Quantity 1. Below this, there are fields for Name, Qty, Rate, and Amount.



# 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

<b>Account:</b> Company ABC	<b>Event Date:</b> Monday, 6/14/2010
<b>Post As:</b> Company ABC	<b>Contact:</b> Brett Taylor
<b>Address:</b> 111 Main Street Boston, MA 02118	<b>Phone:</b> 755-654-4545
	<b>Fax:</b> 755-654-2000
<b>Deposit:</b> \$1,000.00	<b>Email:</b> john.smith@email.com
	<b>On-Site</b>
<b>Method of Payment:</b>	<b>Sales Mgr:</b> John Smith
Full prepayment of event is due 7 days prior to arrival.	<b>Catering Mgr:</b> John Smith

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.

Date	Time	Setup	Set	Gtd	Room
Monday, 6/14/2010	09:00 AM-04:30 PM	Classroom	20	20	Rosewood

FOOD	ROOM REQUIREMENTS																								
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 Bakeries to Include: bagels, Croissants, Danish, Donuts, muffins, fresh baked yogurt bread, cream Cheese, Fruit Preserves and Butter  will be prepared to serve no more than 10% over the guarantee number Freshly Brewed Starbucks Regular & Decaffeinated Coffee and Specialty teas  Time: 12:00 PM Qty: 20 Price: \$17.95 Total: \$359.00 THE SANDWICH PLATTER Soup du Jour selection of pre-made sandwiches to include: Honey Glazed Ham and Cheddar Cheese, Smoked Turkey and Muenster Cheese, Roast Beef and Provolone Cheese, Potato Chips, Whole Fresh Fruit, Fudge Brownies, Freshly Brewed Coffee, Decaffeinated Coffee, and 1 Assortment of Herbal Teas and Iced Tea	Time: 8:00 AM Qty: 1 Price: \$250.00 Total: \$250.00 Daily Room Rental  Classroom FOYER (1) 6ft 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-Pads, Pens and Candy on All Tables Podium in Front of Room (1)- 36"rd 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  <b>AUDIO VISUAL EQUIPMENT</b> Time: 8:00 AM Qty: 1 Price: \$595.00 Total: \$595.00 COMPUTER DATA DISPLAY PACKAGE Color LCD Projector VGA Projection Cart/Stand Screen  <b>MISCELLANEOUS</b>																								
BEVERAGE	STIMULATED CHARGES																								
Time: 12:00 PM Qty: 20 Price: \$2.00 Total: \$40.00 assorted Soft Drinks (per item charge) All products are provided by Coca-Cola	<table border="1"> <tr> <td>Food</td> <td>\$618.00</td> <td>Room</td> <td>\$250.00</td> <td>Service Charge</td> <td>\$253.19</td> <td>State Sales Tax</td> <td>\$129.98</td> </tr> <tr> <td>Beverage</td> <td>\$40.00</td> <td>Staff</td> <td>\$0.00</td> <td></td> <td></td> <td>Convention Tax</td> <td>\$20.63</td> </tr> <tr> <td>Audio/Visual</td> <td>\$595.00</td> <td>Miscellaneous</td> <td>\$0.00</td> <td></td> <td></td> <td><b>Total</b></td> <td><b>\$1,906.79</b></td> </tr> </table>	Food	\$618.00	Room	\$250.00	Service Charge	\$253.19	State Sales Tax	\$129.98	Beverage	\$40.00	Staff	\$0.00			Convention Tax	\$20.63	Audio/Visual	\$595.00	Miscellaneous	\$0.00			<b>Total</b>	<b>\$1,906.79</b>
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Audio/Visual	\$595.00	Miscellaneous	\$0.00			<b>Total</b>	<b>\$1,906.79</b>																		

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 to 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 \_\_\_\_\_

## Catering & Banquet Function special requirement

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



# Food & Beverage Operations – Banquet Service

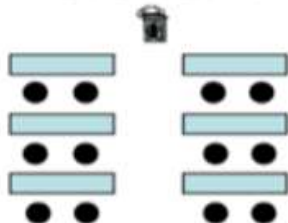


# Food & Beverage Operations – Banquet Service

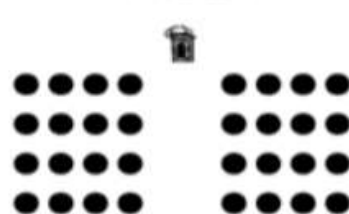
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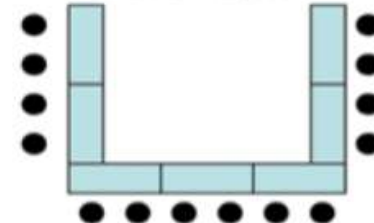
**Classroom**



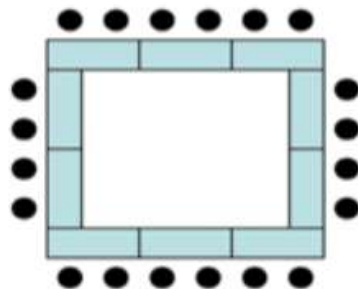
**Theater**



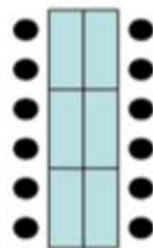
**U-Shape**



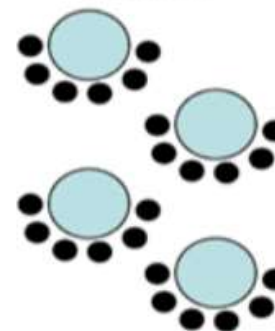
**Hollow Square**



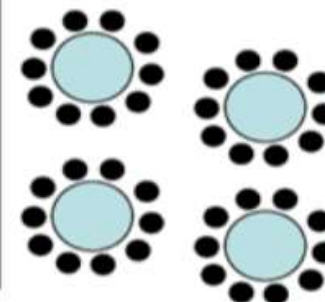
**Boardroom/  
Family Style**



**Crescent  
Rounds**



**Rounds of  
10**



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# FOOD & BEVERAGE OPERATIONS – Room Service



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



# Why Room Service?

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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

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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?



## 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 Process – Taking Orders

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

**V • I • P ROOM SERVICE**

NAME: \_\_\_\_\_

ROOM NUMBER: \_\_\_\_\_

• BEVERAGE •

\_\_\_ Water

\_\_\_ Sprite

\_\_\_ Coke

\_\_\_ Diet Coke

• SNACK •

\_\_\_ Apple

\_\_\_ Chips

\_\_\_ Popcorn

\_\_\_ Chocolate

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