

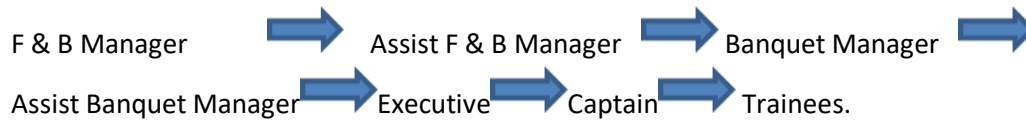
Banquets

What is Banquets /Function catering - It is a term used to cover the service of special functions for specific groups of people at specific time, where food and beverage is pre-determined.

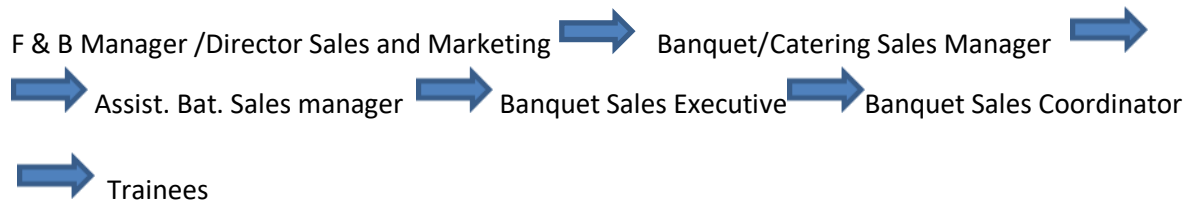
(Def. from Lillicrap book)

We have heard or seen various types of events like birthday parties, sangeet, weddings, conferences, exhibitions and many more...

Dept. Organization Chart- Banquet Operations



Dept. Organization Chart - Banquet/Catering Sales



Administrative procedure/Banquet Booking

Banquet Booking Procedure

- Guest calls the sales office or walks in the office.
- Ask for the details like date, number of pax and check the availability.
- If the date is available- make a provisional booking.
- If the date is not available - ask for an alternate date.
- If guest is not ok with the alternate date, take the booking in waitlist
- If the date is provisionally booked, take down more details like,
 1. Type of event
 2. Set up required
 3. Type of menu required
 4. Seating for the event
- Proposal with all the details can be sent to the customer.
- If the terms and conditions are agreed upon then a contract is made.
- Advance can be paid by Cash, Credit card, or any other way.
- After all the details are confirmed and the contract is signed a BFP is made.

BFP/FP/BEO

- BFP- is a banquet function prospectus which can be made in excel, word or in a software.
- This is made by the event in charge from sales office and signed by the banquet sales manager.
- Same is circulated to departments like Banquet kitchen, engineering, kitchen stewarding ,front office, housekeeping and FNB controller
- All daily events are compiled and a daily event sheet is made which can be sent to all the HOD's.
- In case of the service of alcoholic beverages, a temporary liquor license is procured by the FNB controller.
- All BFP copies are kept for future reference.
- On the day of the event
- A set up is done according to the BFP as soon as the previous event of over.
- Banquet sales in charge checks the set up according to the BFP.
- Signage is put up in the lobby and next to the banquet hall.
- Banquet executive introduced himself to the guest and makes any last minutes changes.

Buffet set up

- Number of buffets is as per the number of guest.
- A set up could be either in the hall or in Pre function area of the hall.
- A banquet manager can take a decision according to the menu and the space available
- A separate bar counter can be set up in case of beverage service.
- Buffet usually starts from soup, salads, main course, accompaniments and then the desserts
- A separate water counter is ready in the respective area
- A designated meal area can have few cocktail tables or few round table for people to sit

Billing

- Billing is done according to the minimum number or pax or the actual number of customers who consumed food.
- Any other charges like liquor licenses, stage are also added in the bill.
- A bills is to be settled immediately or as per the instructions given in the BFP.

While Making FP???

- Complete address of the customer
- Board to read/signage
- Proper Menu with Min Pax & Max pax with the rate
- Any Audio visual requirement
- Notes for kitchen,& HK, engineering & other departments
- Billing details with advance received if any and mode of payment.

What if the booking is cancelled?

- A signed copy of the proposal has all cancellation terms and conditions.
- All the cancelled bookings are noted.
- Cancellation charges as per the terms are taken from the customer.

IMPORTANT POINTS

- Seating plan will depend on style of event. (FORMAL /INFORMAL) and is based on number of people.
- Different types of meeting/conventions will require – different seating layouts which are attached with the FP.
- Menus are always planned according to the guest requirement.
- Post the event Thanks You letters is sent to the guest by Sales Team.
- Feedback from the guest is then shared with the banquet sales & service team.