FUNCTION CATERING
INTRODUCTION

- The banqueting department is a part of the food and beverage department.
- The word banquets has possibly come from the word ‘Banc’ which means bench.
- Banquet signifies a sumptuous or grand meal given to a large number of guests on a festival or a ceremonious occasions.
- The banqueting era began when large gatherings at the table became possible.
ORIGIN

- The origin of banqueting goes to per-historic times
- Banquets in the Middle Ages were for extraordinary number of people and vast quantities of food served
- The long 12 course menus have now been reduced to simple 4 to 5 course menus
ORIGIN

- In most hotels banquets is the highest revenue earning outlet of the F&B department
- A banquet is a department that holds and organizes various parties and meetings
- Within the hotel premises & outdoors as well
TYPES OF FUNCTIONS

BANQUETS

FORMAL
- STATE BANQUETS
- ROYAL BANQUETS
- WEDDING RECEPTIONS

INFORMAL
- BIRTHDAY PARTY
- KITTY PARTY
- COCKTAIL PARTY
- GET-TOGETHER
- FRESHERS PARTY

MEETINGS
- PANEL
- SEMINARS
- WORKSHOPS
- CONVENTIONS
- SYMPOSIUM
- CONFERENCE
INFORMAL & SEMI-FORMAL BANQUETS

- Banquet arranges private parties, marriages, seminars, conferences & delegations
- Banquets are basically of three types –
  - Informal – no set plan of seating is followed here, service indiscriminate of rank or sex
  - Semi Formal - The top table is allotted to the senior most guests according to their ranks
  - The rest of the guest are dispersed without discrimination
FORMAL BANQUETS

- Formal –
- A table plan is printed behind the menu card
- A number may be allocated to the guests who can be guided to their seats accordingly
- A card bearing the name of the guest is placed on the cover for their convenience
FORMAL BANQUETS

- Lights are used for signaling-
- Red lights means stewards have to stay in pantry,
- Amber lights means dining room is ready
Staffing in formal banquets

- Number of people at top table service
- Number of courses
- How many covers one steward is serving
- How many wine stewards are allocated
- The toast master announces the toast of the champagne
- A master of ceremony controls the activities in the hall
FORMAL BANQUETS

- As the name suggests the type of atmosphere at such banquets is very formal
- There has to be very high standards of service at these types of banquets
- The guest will either be seated on round tables placed in a symmetrical fashion
- Or on a table placed in an E, T, V, or U shape
- The host or top level delegates are seated at the head table
FORMAL BANQUETS

- The minimum space required for one person is 15 sq feet
- On the table a space of 2 to 3 feet, generally 8 persons are attended by one waiter
- Dress regulations are strictly followed
- In informal, one waiter will serve approximately 16 to 20 people
- The service of a toast master is very rarely needed
Duties of A Banquet manager

- Preparing a function sheet
- Distributing them to the kitchen, H.K, F.O and other concerned departments
- Requisitioning the required staff
- Instructing them of the work expectations of the function
Duties of A Banquet Manager

- Supervising the laying for the function as well as other extra arrangements
- Co-ordinating with all other departments which are involved with the function
- Meeting with clients and hosts
- Determine the requirements as well as last minute arrangements if necessary
Duties of A Banquet Captain

- Ensuring an efficient standard of function service
- Co-ordinating service between the waiter and the guest
- Setting up the correct layout according to functions requirements
- Assisting the waiter if and when necessary for the efficient running of the functions
Duties of a steward

- Ensuring the mis-en-place of tables and covers are complete
- Should be familiar with banquets, function menus and necessary mis-en-place
- Maintaining a good working relationship with other departments
- Serving at the functions in an efficient and responsible manner
- Leaving the function room clean and tidy at the end of the service
Points for banquet booking

➢ To see if the venue (hall/garden etc.) is available or not on that particular date time
➢ Type of function, conference, marriage, party, event etc.
➢ Type of set up required is suiting to the venue
Points for banquet booking

➤ Confirmation of party by 50% advance payment or as per policy

➤ Working out a menu with guest, & circulation of FP, 72 hours before the party

➤ The guest/host agrees to the terms & conditions & signs the Function prospectus
Banquets booking diary -

- Has pages with date and days
- Each date has the name of the halls & other banquet outlets
- Write time, minimum guarantee, to maximum, advance, date of booking
Banqueting booking diary

- Guest has to sign in the space provided & mention the address & phone number
- The Function prospectus is made by the Banquet Maitre d'hôtel
- Distributed to Chef, Accounts, copies are given to all related departments
<table>
<thead>
<tr>
<th>Date:</th>
<th>Day:</th>
<th>Time:</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Pick up time: Service time:  
Snacks: Bar: Snacks: Food:  
Food:  

Name of party: Telephone no. (O)  
Adress: Telephone no. (R)  
Contact person Email id:  
Designation:

Billing Instructions:

<table>
<thead>
<tr>
<th>No. of pax-</th>
<th>Guaranteed-</th>
<th>Expected-</th>
<th>Rate/ head--</th>
<th>Advance received-- vide recpt. No.</th>
<th>Discount Applicable--</th>
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</thead>
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MENU

<table>
<thead>
<tr>
<th>Snacks:</th>
<th>Beverages:</th>
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<tbody>
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Food / Buffet:

Audio- Visual requirements:

<table>
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<tr>
<th>Video conferencing</th>
<th>Stage</th>
<th>Special requirements:</th>
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<tbody>
<tr>
<td>LCD projector</td>
<td>Dias</td>
<td>Theme decorations with</td>
</tr>
<tr>
<td>Slide projector</td>
<td>Lectern</td>
<td>details:</td>
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<tr>
<td>VCD/DVD player</td>
<td>Podium</td>
<td></td>
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<tr>
<td>OHP</td>
<td>Band stand</td>
<td></td>
</tr>
<tr>
<td>Microphones: (Disc/Clip/Collar/Podium/Standing/cord-less)</td>
<td>Flowers</td>
<td>Floral decorations</td>
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<tr>
<td>P/A system</td>
<td>Display Board</td>
<td>Dance floor</td>
</tr>
<tr>
<td>LCD/Plasma TV</td>
<td>Signages</td>
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<tr>
<td>Screen</td>
<td>Music</td>
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</table>

Any other special requirements:-

Signature of the Guest: Signature of the authorized personnel:

Name: Name:

Note -- Terms and conditions overleaf:
<table>
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<tr>
<th>Day</th>
<th>Venue</th>
<th>Capacity</th>
<th>Name and Address</th>
<th>Contact no</th>
<th>Bkd. by</th>
<th>Date of Bking</th>
<th>Type of Function</th>
<th>Tent or Conf'd</th>
<th>Time</th>
<th>Pax</th>
<th>Rate / Adv. Recpt.</th>
<th>Mode of Payment</th>
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Fig. 1.1

Gautam Singh, Hospitality Trainer, 07830294949
CONFERENCE

➢ Today the conference industry is a big business
➢ Conference centres and hotels are equipped for meetings
➢ It is a result of this world wide interest
➢ The word ‘conference’ is used today to describe an extremely wide variety of meetings
➢ They range from the UN conferences
➢ To staff meetings where ½ dozen people sit around a table to discuss various policies
Types of Meetings

Conference

- Usually a general session and a face to face groups discussions with a high participation
- To plan, get facts, solve organizational and member problems
Types of Meetings

Conventions

- Usually general session and committee meetings
- Mostly information giving and generally accepted as a traditionally form of annual meeting
- It is generally referred to by the Europeans
Types of meetings

Congress

- An international meeting / event, generally referred to by Americans
Types of meetings

Seminars

- Usually a face to face groups sharing experiences in a particular field
- Under the guidance of an expert discussion leader
- Attendance is generally 30 persons or less
Type of meetings

Workshops

- Usually a general session with a face to face session
- Groups of participants training each other to gain new knowledge, skills or insights into problems
- Attendance is generally not more than 30-35 pax
Types of meetings

Forum

➢ A panel discussion taking opposite sides of an issue by experts
➢ In a given field with liberal opportunity for audience participation
Types of meetings

Symposium

- A panel discussion by expert in a given field before a large audience
- Some audience participation but not as much as that in a forum
Types of meetings

Panel

- Two or more speakers stating a viewpoint with discussion between speakers
- The discussion is usually guided by a moderator
Type of meetings

Lecture

- A formal presentation by an expert
- Sometimes followed by a question and answer period
Type of meetings

Colloquium

- A programme in which the participants determine the matter to be discussed
- The leaders would then programme for most frequent problems
- Usually attendance by 35 or less pax
Booking of conferences

- Booking of conference can come from different sources; either by advertising on local / National / International media
- By personal meeting by the sales and marketing staff
Booking of conferences

- After the initial stages of convincing the company is over, a proposal letter will outline the understanding between the booking party and the hotel.
- Nowadays there are sales offices all over the country and outside.
Terms used during negotiations

- **Letter of Agreement:**
  - It is a letter from the buyer accepting the proposal made by the hotel.
  - No legal agreement exists unless both sides have exchanged letters.
  - Or duplicates have been signed or okayed.
Meeting room equipments

- **Dais** :- A raised platform on which the head table is placed
- **Table Lectern** :- It is a raised reading desk which holds the speakers papers and rests on a table. Sometimes mistaken to be a table podium
- **Floor / Standing Lectern** :- A full size reading desk which rests on the floor
Meeting room equipments

DAIS

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Meeting room equipments

- **Podium** :- A raised platform or stage on which the speaker stands
- **Flipchart board**
- **White board**
- **Electronic Panaboard** :- This is a white board where the presentations made, Can be copied on to a paper
Meeting room equipments

ELECTRONIC PANABOARD
Audio / Visual equipments

- **Overhead Projector (OHP)**: An equipment that projects an image from a transparency.
- **Opaque Projector or Epidiascope**: An equipment that projects an image of an actual object.
- **LCD Projector**: An equipment that projects from a computer. It is a very expensive equipment and hence needs to be handled with care.
Audio / Visual equipments

OHP

EPIDIASCOPE

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Audio / Visual equipments

- LCD PROJECTOR
- SLIDE PROJECTOR

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Audio / Visual equipments

- **Slide Projector** :- This equipment has two parts to it – the carousel and the base. The carousel is the upper part where the slides are placed.

- **Television and DVD player**

- **Public Address system (PA System)** :- This normally includes two mikes and an amplifier with speakers.
BANQUET SEATING ARRANGEMENTS

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Formal sit – down seating arrangements

“T” Shaped

“U” Shaped

Chief Guest

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U shape
Formal sit – down seating arrangements

“V” Shaped

“E / Comb” Shaped
Double ‘U’ shape
‘E’ Shape seating
Double ‘U’ Type
Formal sit – down seating arrangements

“O” or Oval Shaped

Usually the Head Of The Table

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BOARD ROOM TYPE

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BOX TYPE

Conference
Informal sit-down seating arrangements

HEAD TABLE

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This is an alternative style of seating arrangement used for Weddings and other formal / informal dining functions.
• This type of round table arrangement is usually seen for Wedding receptions.
Informal sit-down seating arrangements

HEAD TABLE
SEATING ARRANGEMENTS FOR CONFERENCES etc.

- HEAD TABLE
- DIAS
- PODIUM

“THEATRE” STYLE

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CLASSROOM STYLE

- Screen
- Projector
- Table
- Seating

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“U” Shaped

HEAD TABLE
FISH - BONE / HERRING - BONE STYLE

Diagram is not to scale

Note:
PARTY SETUP
CONFERENCE SETUP
References

➢ Text book of Food and Beverage Service by, Dennis R. Lillicrap and John A. Cousins

➢ Food and Beverage Service by M. K. Yadav

➢ Food and Beverage Service by Sudhir Andrews
THANK YOU

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