

Banquet Events

Objectives :-

1. To be get familiar with Banquet Events.
2. To understand the types of events.
3. To understand and remember the Conference Handling Procedures.
4. To understand the calculation procedures.

Product Launch:

This type of a function mainly is for company who has just launched a new product in the market. This will mainly consist of a presentation regarding the product to the dealers. May it be a medical product, toothpaste or a computer or a new toffee. The presentation will be done by a single person who knows the product well & is confident of handling the questions which may come up by the dealers.

The seating will necessarily be a theatre style with a visual aid. After explaining the product, the product is displayed for the guests to see. Spotlights will highlight the product. The dealers can go see the product & take samples & ask the company representatives questions regarding the product. A cocktail & dinner will follow this. This is a very prestigious function for any company. No compromises are generally made on the quality of the hotel & the food. Usually the best is chosen, as this is a time for the company to create an image about itself. Bigger the product , the bigger the type of function & the greater the product awareness in the market.

Seminar:

These are basically lectures given regarding a subject. After the researchers do research on a particular subject, they present the results & what they have found during the research to the other people in the same field. For example a seminar on “Cancer” will necessarily have doctors, journalist & druggists attending it. Doctors & druggists for sharing the knowledge & the journalist for bringing it to the rest of the world.

This also involves a lot of visual aids & the seating will be either theatre style or classroom style. In this sort of a conference, there will be a panel of guests who will be pioneers in the subject & will sit on a stage waiting or present their papers regarding the subject. Each one of them will present what their views are on the same subject & then answer to the question asked by the audience.

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management

Press Meet:

This is done if a company is making its shares public or a new company is being launched, so that the press can be called & the vital statistics of the company can be discussed so that the company is projected through newspapers to the public.

This is a very food way of advertising. To call the press & let the press spread the word around through newspapers to the other residents of the country. This is a theatre style of seating , but very small gathering. This might involve a visual presentation to the press & followed by question answer session by the press directed to the board of directors of the company.

Political Parliamentary Delegation Meet:

This happens when a parliamentary delegation meets the tip officials of a Government concern or of a company. For example- Parliamentary Delegation of Railways will necessarily have the Railway Minister of state & the other Cabinet Ministers & the members working for the railway.

Name of the Faculty: Rohit Jaswal

Program Name: Bsc. HM/ BHM

They usually meet for a tea meeting or a luncheon meeting.

The seating is usually two I shapes facing each other. One I shape for the ministers & the other one for the railways. Each member of the ministry will have a mike & the proceeding will be recorded. It is a very high profile function with name cards for each members present in the I shape. The hotel coordinates with organizers regarding the names & the itinerary of the entire function.

HANDLING A CONFERENCE:

REQUIREMENTS FOR A CONFERENCE

The following should be kept in mind while handling conferences:

- The exact seating arrangement. If possible insist on a seating plan drawing with the exact head table requirement.
- The stationery requirement.

- The audio / visual requirement. What is the equipment, which the guests are bringing, or what do they want us to organize. The type of markers they require.
- We must be very clear about the break timings / lunch / dinner etc.....
- We must know whether they require extra cords / pointer / laser pointer / podium etc...
- We must be clear regarding the nature of the function, whether it is a road show / exhibition / display / seminar as the requirement for each is different.
- For e.g. For a seminar, a stage & a podium might be required, for an exhibition spotlights might be required etc.
- It should be clear whether flip chart / white board etc. is required, whether recording is required etc.
- All arrangements should be in the F.P & before the conference it should be re looked.

CONFERENCE KITS:

These are also called conference friends. They are very important conference aids & add on to the quality of conferencing. These are kept on the registration table in the hall or on the tables depending on the size of the conference & can be passed onto whoever requires them. These may include: -

- Staplers
- Gem clips
- Bell pins
- A4 paper
- Pencil
- Marker pen
- Cello tape
- Pads

GALGOTIAS
UNIVERSITY

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management

- Sharpener
- Ruler
- Eraser
- Rubber
- O.H.P marker pens
- Scissors
- Tape dispenser
- Punch machine
- Gum bottle

The above mentioned conference aids should be neatly kept at the regn table or the head table in a neat conference kit pack.

In case the conference is for a 2nd day: -

- The tables / chairs are rearranged.

Name of the Faculty: Rohit Jaswal

Program Name: Bsc. HM/ BHM

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management

- The glasses are cleared, washed & wiped.
- The tablecloths are checked, dusted, if dirty changed.
- The glasses are relayed.
- The champagne saucer is refilled.
- The white board is rubbed & cleaned & ready for the next day.
- House keeping is called for & the hall is brought back to normal.
- Bulbs are checked, fused ones are changed.
- Lights are switched off & the hall is locked & ready for the next day.

DAY –2 Winding OFF

Day –2 is very easy. Usually all the problems are sorted out on day 1. But all the guest demands need to be kept in mind before the day 2 starts.

- Nevertheless coordination has to be done with the host as for the break timings etc.
- Guest preferences are to be kept in mind. In case a guest has lemon tea, serve it before he asks

Name of the Faculty: Rohit Jaswal

Program Name: Bsc. HM/ BHM

for it. Warm water instead of cold water etc.

- The same procedure is followed in the first day.
- The supervisor should be there when the guest / host walks in so as to form an impression that “**WE ARE READY**”.

Function Staff Working in the banquet is very interesting and challenging as the staff gets experience of serving large gathering of people of different temperaments, likes and dislikes. It is also an opportunity extend services to celebrities. Most hotels operate the banquet business with very limited staff, avails the assistance of service staff from other food service departments of the hotel, such as room service, coffee shop, restaurant, etc. or hires people on casual basis from outside as and when required. This system of staffing was traditional during the period when the banquet business was mostly seasonal but today the banquet business trend is totally different. Now, the banquet department is busy all 365 days, most of the times managing three to four functions in one day, demands continuous supply of staff. The quality of casual labour outsourced

may not be good or may not have the same level of commitment of the regular employees. Students of catering and hotel management course are not available all the time particularly during the examination time. Therefore, it is advisable to man the banquet department permanently with adequate staff considering the volume of sales so as to ensure better customer relations, and staff satisfaction.

The Requirement Calculation:

The number of staff required for a function is determined by many factors, such as

- Number of people to attend
- Type of function
- Type of food service
- Number of dishes offered
- Provision of alcoholic beverages—if provided, cash or inclusive

In a formal banquet, one food waiter is for every 10 covers.

One wine waiter for every 15 covers, if beverages are served on cash basis; for every 25 covers, if drinks are inclusive and limited.

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management

One waiter for every 30 covers for buffet service, in general, however, it cannot be calculated by applying this norm as it depends on the number of food stations and other counters to be manned, number of dishes to be served by the waiters, etc.

One supervisor for every 30 covers for a formal function and 75 covers for a buffet. One head wine waiter for every four to five wine waiters.

The banqueting in-charge must ensure that the duty allocation is done properly in such a way that everyone is distributed with adequate tasks and no waiter remains ideal. The wine waiter engaged for the service may assist in the mise en place and in food service. Briefing the staff on the service procedure is the most essential part for the successful service which should be done just before the function.

References :-

1. **Food and Beverage Service-** 2nd Edition in Oxford Higher Education by [R. Singaravelavan](#).
2. **Food and Beverage Service-** A Training Manual by [Sudhir Andrews](#).
3. **Food and Beverage Service-** 9th edition by [Dennis Lilicrap](#).
4. www.ihmnotessite.net
5. www.slideshare.net

GALGOTIAS
UNIVERSITY

School of Hospitality

Course Code : BSCH3002

Course Name: Food and Beverage Service Management



**Thank
You**

Name of the Faculty: Rohit Jaswal

Program Name: Bsc. HM/ BHM