



## **FOOD AND BEVERAGE SERVICE**

### CHAPTER 1

*For more notes, please do visit [tiny.cc/crmv](http://tiny.cc/crmv) or [crm12.netlify.app](http://crm12.netlify.app)*

# FOOD AND BEVERAGE SERVICE

## STD XII (THEORY)

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<ul style="list-style-type: none"><li>• Introduction to Function Catering, Organization, Duties</li><li>• Types of Functions</li><li>• Function Prospectus</li><li>• Types of Setups</li><li>• Out door Catering</li></ul>	
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- Liqueurs (Base, Flavour, Colour )

## **UNIT 1**

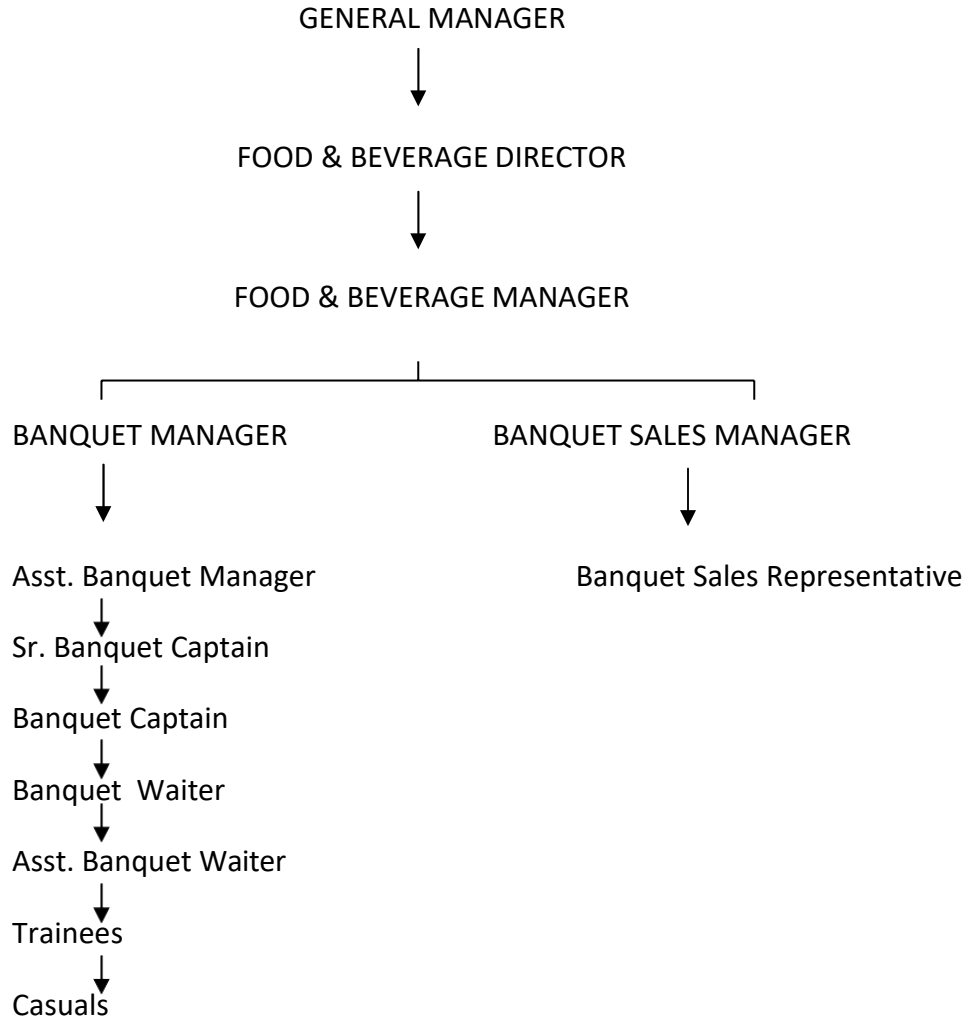
### **Function Catering**

- Introduction to Function Catering, Organization, Duties
- Types of Functions
- Equipments used in Banquets
- Service Procedures
- Function Prospectus
- Types of Setups
- Out door Catering

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 occasion or it is given to bring together people of the same tastes religion or political ideas or of the same social status or profession, the banqueting era began when large gatherings at the table became possible.

The origin of banqueting goes to pre-historic times and the two great events of those times were birth and death. Banquets in the Middle Ages were known for the extraordinary number of people and vast quantities of food served. Over the years this has been diminishing and the long 12 course menus have now been reduced to simple 4 to 5 course menus. At banquet parties all the guests eat similar dishes at the same time.

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 not only within the hotel premises but outdoors as well.



### **JOB DESCRIPTIONS**

<b>1) Job Title</b>	<b>Banquet Manager</b>
<b>REPORTS TO</b>	F&B Manager
<b>JOB SUMMARY</b>	<ol style="list-style-type: none"> <li>1. Responsible for receiving information and scheduling functions for banquet staff and requisitioning of extra waiters when required.</li> <li>2. Supervisions of the function room layout and the post clearing of the room.</li> </ol>
<b>DUTIES</b>	<ol style="list-style-type: none"> <li>1. Preparing a function sheet from the information collected during discussions with the client and distributing them to the kitchen, H.K, F.O and other concerned departments.</li> <li>2. Requisitioning the required staff and instructing them of the work expectations of the function</li> </ol>

3. Supervising the laying for the function as well as other extra arrangements and the actual functions.
4. Co-ordinating with all other departments which are involved with the function arrangements
5. Meeting with clients and hosts to determine the requirements as well as last minute arrangements if necessary.

## **2) Job title**

REPORTS TO

JOB SUMMARY

DUTIES

### **Banquet Captain**

The Banquet Manager

Responsible for effective operations of service giving sound instruction to waiters and house men.

- 1) Ensuring an efficient standard of function service
- 2) Co-ordinating service between the waiter and the guest.
- 3) Setting up the correct layout according to functions requirements
- 4) Assisting the waiter if and when necessary for the efficient running of the functions

## **3) Job Title**

REPORTS TO

JOB SUMMARY

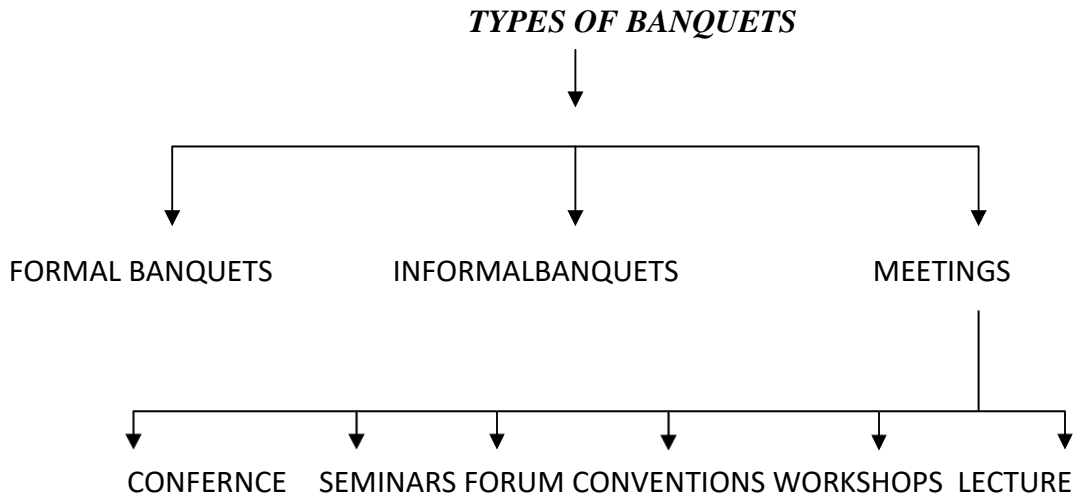
DUTIES

### **Banquet Waiter**

The Banquet Captain

Responsible for good service of food & beverage at functions.

- 1) Ensuring the mise-en-place of tables and covers are complete
- 2) Should be familiar with banquets, function menus and necessary mise-en-place
- 3) maintaining a good working relationship with other departments
- 4) serving at the functions in an efficient and responsible manner as an ambassador for the hotel
- 5) leaving the function room clean and tidy at the end of the service



### **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, with the host or top level delegates seated at the head table.

The minimum space required for one person is 15 sq feet and on the table a space of 2 to 3 feet. Generally 8 persons are attended by one waiter. Dress regulations are strictly followed.

### **INFORMAL BANQUETS**

As compared to the above this type of banquet is very informal. The method of service is also very casual with all the tables being served at one time. Generally one waiter will serve approximately 16 to 20 people. The service of a toast master is very rarely needed.

In some hotels where the banquet revenue is not very high the banqueting dept. will be merged with one of the restaurants and all the banqueting functions will be looked after by the staff of that restaurant with additional help from the other outlet of the food and beverage department. But if banquets is the highest revenue producing outlet of the F&B department then the staff for banquets would be as follows:-

Today the conference industry is a big business. The growth of the conference centers and hotels equipped for meetings is a result of this world wide interest.. The word 'conference' is used today to describe an extremely wide variety of meetings which range from the UN conferences on matters of international importance to staff meetings within a company where ½ dozen people sit around a table to discuss various policies.

### **Types of Meetings**

#### **1. 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.

#### **2. 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.

#### **3. 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.

#### **4. Workshops**

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

#### **5. Forum**

A panel discussion taking opposite sides of an issue by experts in a given field with liberal opportunity for audience participation.

#### **6. Lecture**

A formal presentation by an expert, sometimes followed by a question and answer period. file from the computer is displayed on a screen to the audience through light.

### **POINTS TO BE KEPT IN MIND WHILE HANDLING BANQUETS**

1. Check the date and the number of pax
2. The menu chosen should be within the price the guest can afford.
3. Special points like number of vegetarians and non vegetarians to be noted down
4. The menu must posses banqueting facilities like easy to cook in bulk, easy to portion out and easy to keep hot till required for service.
5. A guarantee for minimum number should be taken
6. Finalize the drinks to be kept in the bar with regards to the budget of the guest



7. Check to see if there is going to be any live entertainment, dancing, fireworks etc and inform the guests the rules and regulations of the hotel
8. Check whether a master of ceremonies or MC or a toastmaster is required or not.
9. Check as to who will be responsible for the preparations of table plans (incase of formal banquets)
10. Make arrangements to regulate traffic by security personnel or police during the function.
11. See that the facilities are provided to the guests for example as they step out of their vehicle they should be directed to the banqueting area without much walking.
12. Adequate cloakroom facilities should be provided to the guest.
13. Check whether press should be invited or not.
14. Particulars for payment of bills to be checked with co-ordinator. - Example whether the guest will be paying by credit card, cash or will the bill have to be sent to the company.
15. Other services to be provided like:-
  - a. Cloak room attendants
  - b. Floral arrangements
  - c. Lighting arrangements

#### **SEQUENCE OF SERVICE IN FORMAL BANQUET SERVICE:-**

1. The stewards stand at their stations when the guest arrives in the banquet hall.
2. Each steward will move towards his table and pull the chair of cover no.1 and help the guest seat giving preference to the ladies first.
3. Once every body has been seated the wine waiter will take the order in a systematic order
4. On the signal given by the manager to the function captain, the captain moves towards his unit and everybody follows him in a straight line and in an orderly fashion. Timing is the most important element in the service and should be done with precision and grace.
5. Each steward will stand behind cover no 1 of their respective tables and will start serving when the signal is given. Usually the headwaiter will serve the Chairman first at the same time service will begin on other tables. A steward will normally move in a clockwise direction.
6. After serving everybody, the waiters will stand behind the chair where they finished serving.
7. On getting the signal, the function captain moves and leads the way.
8. Every time clearance is done, all soiled dishes and cutlery are removed.
9. Before the clearance is done remove all salt & pepper shakers, saucers, bread and butter along with the soiled dishes and cutlery.
10. The crumbing is now done. Starting from the left-hand side and moving anti-clock wise.
11. While crumbing bring the dessert cutlery down, dessert fork from the left hand side and dessert spoon from the right
12. The wine steward does not go out with other stewards but stays back and serves wine according to the courses and water is also served.
13. The wine steward serves the cognac and liquors.
14. Coffee is served by steward no. 1 from the right and the coffee cups are placed by steward no.2 right.

## **POST BANQUET ORGANISATION**

After the function is over the function area should be stripped down and re-arranged for the next function. Do not start stripping the room when the guests are present. The clearing up of the function area would include the following duties:-

### **1) FUNCTION FURNITURE**

The tables and chairs should be stacked neatly and taken back to the place from where it has been brought. They should be stacked systematically so that at any given time the count of your function furniture can be taken.

### **2) BAR**

Once the party is over and the co-ordinator has agreed to close down the bar, the unused or unsold items along with the glassware and further miscellaneous items can be taken back and stacked whenever designated. The empties should not be cleared until the guest have checked and signed the bill. After this the empties can be taken and stacked neatly in a place, designated for hotel empties.

### **3) BUFFET**

Before clearing the buffet ,check with the co-ordinator and only after receiving a “go ahead” should the banquet staff start clearing the buffet counter. All the remaining food should be sent back to the kitchen. If the guest are still sitting in the function area put a clean tablecloth on top of the dirty buffet table top. Unfrill the tables only when all the guests have left.

### **4) LINEN**

All the banquet linen should be folded neatly, counted and bundled separately ie. Napkins in bundles of 10, buffet linen separate, frills and satin separate etc. It will be then sent to the H.K and fresh linen will be collected as per the next functions requirement.

### **5) BACK AREA**

This is the most critical point in the post banquet organisation. Proper planning is of uttermost importance. The plates, cutleries glassware and other miscellaneous item such as chaffing dishes, platters, bowls etc. should be washed, wiped and stacked systematically. The kitchen stewarding should be briefed as to what is expected from them.

## **FUNCTION SHEET / EVENT ORDER ( BEO ) IN BANQUETS**

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. Normally the banquet coordinator prepare and distribute the same in advance for the coming week and also 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 equipments, 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 of the number of expected attendants or in timing do not need a revised function sheet.

# BANQUET EVENT ORDER

**BEO No :**

<b>Booker / Contact :</b>	<b>Day &amp; Date :</b>
<b>Address :</b>	<b>Time :</b>
<b>Email :</b>	<b>No. of Pax :</b>
<b>Phone Number :</b>	<b>Venue :</b>
<b>Mobile Number :</b>	<b>Function Type :</b>
	<b>Account Manager :</b>

Notes to Departments	
<b>BANQUET OPERATION</b>	<b>HOUSE KEEPING</b>
	<b>TECHNICIAN/ ENGINEERING</b>
<b>SIGN BOARD</b>	<b>HR</b>
<b>MENU</b>	<b>BILLING INSTRUCTION</b>
<b>APPETIZER:</b>  <b>SOUP :</b>  <b>MAIN COURSE:</b>  <b>DESSERT:</b>	

**DISTRIBUTION LIST:**

☐ General Manager
 ☐ Resident Manager
 ☐ FB Manager
 ☐ FO Manager
 ☐ Executive Chef
 ☐ Banquet
 ☐ Pastry
 ☐ Accounting  
☐ Cost Control
 ☐ Credit
 ☐ Store
 ☐ House Keeping
 ☐ GRO
 ☐ Concierge
 ☐ Restaurant Manager
 ☐ Banquet Operation
 ☐ Bar  
☐ Room Service
 ☐ Reservation
 ☐ Steward
 ☐ Engineering
 ☐ Purchasing
 ☐ HR

## **FUNCTION MENUS**

There should be a varied choice of menu within a wide price range, with special menus available for occasions such as weddings, twenty-first birthday parties and New Year's Eve. The number of courses at a banquet is normally four, plus beverages, but can be many more, and often include:

1 hors-d'oeuvre or other appetizers

2 soup or fish

3 meat - with a selection of seasonal vegetables

4 sweet

5 coffee or tea – with a selection of petits fours.

This approach is generally popular, but extra or alternative courses such as entrees, cheese or savouries may be added.

### **Service methods in function catering**

For functions the service method may take any of the following forms

- Silver
- Plate
- Self – service
- Family
- Assisted service

The type of service method chosen is usually determined by the:

- Host's wishes
- Equipment available
- Type of function
- Foods and beverages to be served
- Time available for the function
- Skills of the service staff available

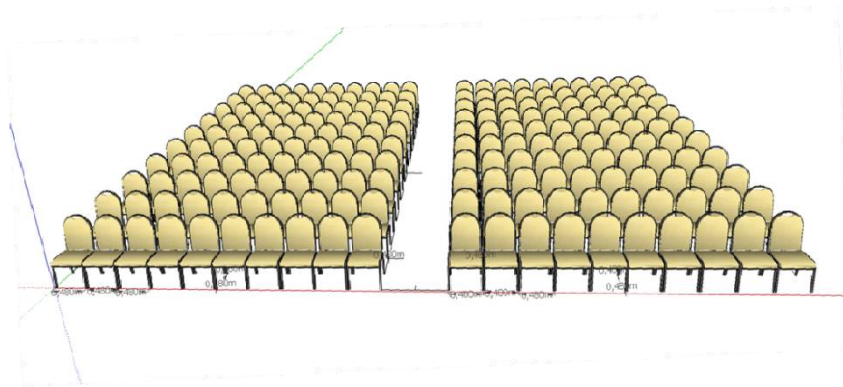
## ***TYPES OF BANQUET SETUPS***

### ***1. Theater Style***

Is a meeting setup that use a chair only

Theater style is use for the seminar or meeting that 1 way communication only, it's mean the participant of the meeting is only receive information with a little time interaction with the organization.

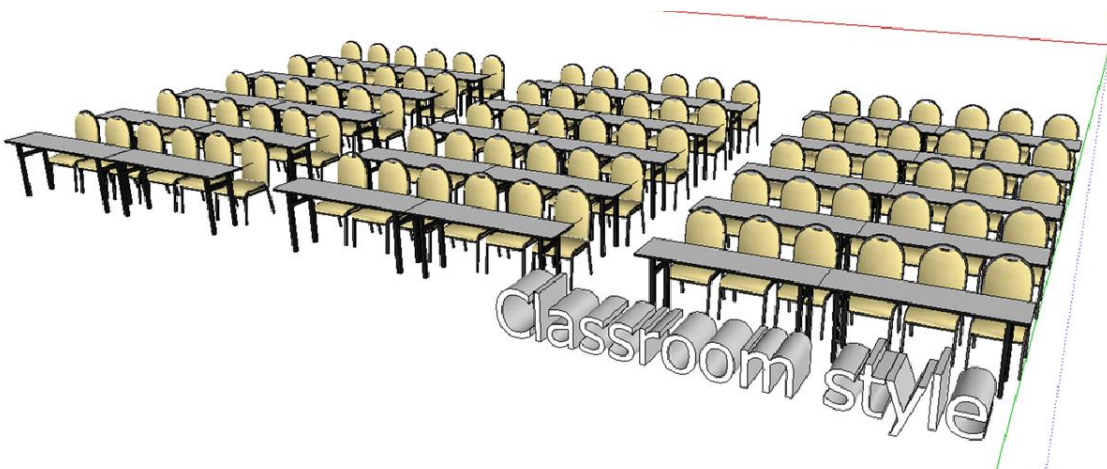
This meeting setup is suitable for half day meeting or meeting not more than 4 hours



### ***2. Classroom Style***

Classroom style is using IBM Table

Classroom style is use for the seminar or meeting that 1 way communication only, it's mean the participant of the meeting is only receive information with a little time interaction with the organization.

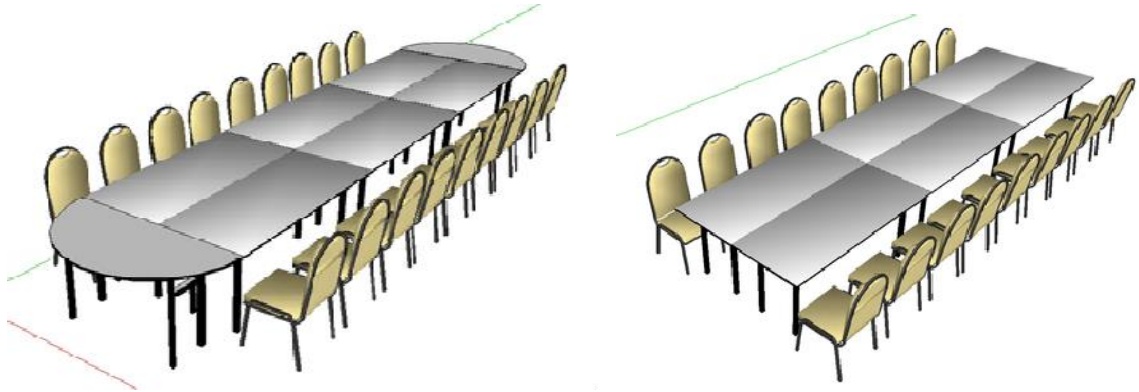


### ***3. Boardroom style***

Boardroom style use for formal meeting,

the standard is using 2 Oblong table and use 2 halfmoon table at the edge.

The meaning of round edge is the meeting participant are under one organization, the head of organization can be place at the round edge.

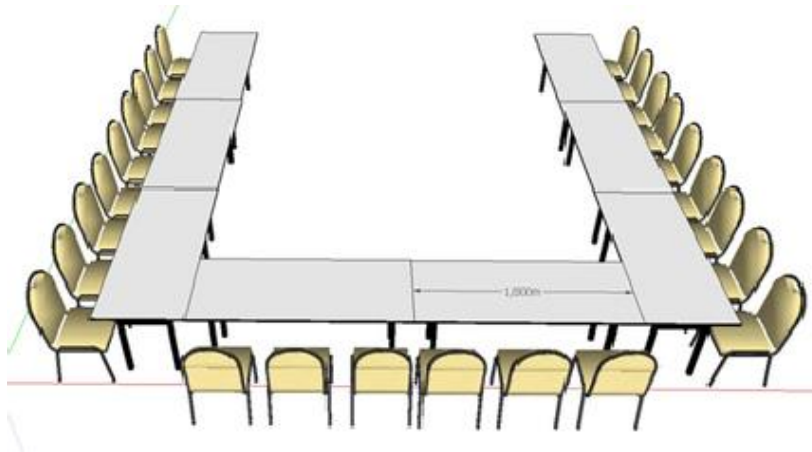


### ***1. U-shape Style***

U-shape style for formal meeting. The Standard is using Oblong Table

This type of setup is for tripartite meeting, 3 side of space is for 3 different organization.

You cannot setup chair in the corner of oblong table for the comfort of the guest due to leg of the table.

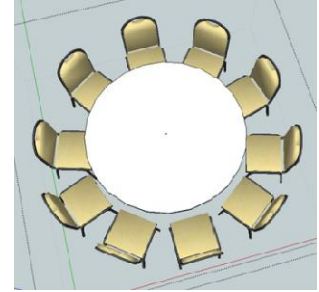


### ***1. Round Table Style***

Round table style for informal meeting

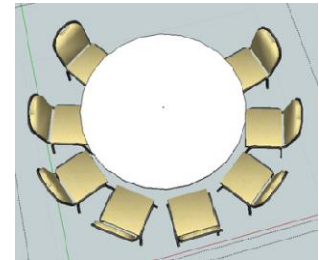
You can use 180cm or 150cm Diameter roundtable depend on the participant.

It's suitable for workshop seminar that need discussion and interaction between the speaker and among participant.



### ***2. Round Table Cabaret Style***

Round Table Cabaret Style is same as round table style, you just giving the space in the head (as picture attach) for giving more vision for the participant and space for speakers to interaction with each table participant.



## **OUTDOOR CATERING**

**Off-premise catering** is serving food at a location away from the caterer's food production facility. The business of an outdoor catering firm should, as far as possible, continue throughout the year to ensure the plant (equipment provided for a particular function) and staffs are used to the full. At each function carried out the organiser should aim give a fully comprehensive sales service, covering not only meals and drinks but also such things as confectionery and snack kiosks. As in function catering the organisation must be planned to the last detail and an initial survey should be exact and thorough.

The majority of the staff employed at outdoor catering functions are take as casual staff. This involves a high administration load for the organisers and also the scrutiny checks of the staff must be very thorough to ensure the quality of the personnel.

The organisation of outdoor catering functions must be very thorough too, because once on site it is often virtually impossible to rectify errors. Any items forgotten or not packed on the transport will have to be gone without. This can affect the success of the function and can also damage the reputation of the service provider.



