

Banquets and Outdoor catering

A banquet is a FOOD AND BEVERAGE service at a specific time and place, to a given number of people, to an agreed menu and price. Banquets are special functions for social professional and state occasions.

EXAMPLES

SOCIAL OCCASIONS: Wedding Receptions, Birthday Parties, Cocktail parties, New Year parties etc.

PROFFESIONAL EVENTS: Conferences, Convention, Training programs, Board meetings etc.

STATE AFFAIRS: State banquets, Diplomatic cocktails and dinners etc.

Banqueting is a business of selling space to hold functions. Banquets require large halls with kitchens to provide quantity foods, Banquet halls are found in large hotels where banquet business is part of the overall revenue strategy

Banquet organization structure

DOCUMENT CENTER

Banquet manager.

Banquet Sales Coordinator

Banquet Secretary

Banquet Supervisor

Banquet Sommelier

Waiters

Waiters

Casual Staff

Casual Staff

Following are the principal members of banquets:

Banquet Manager is the overall in charge of meeting banquet sales targets, developing banquet business, customer contact, banquet administration and supervising all arrangements.

Banquet Sales coordinator prepares sales kits, fact sheets layouts and proposed menus, visits potential guests to solicit business, conducts FAM tours of facility

Banquet Supervisor coordinates the resources for functions including table layouts staff scheduling and banquet setup

Waiters and casual staff make the actual arrangement including carrying the furniture, setting table appointments and providing the service and clearance during and after the function.

Barman and sommelier run the mobile bar to provide alcoholic and non alcoholic beverages with wine service.

Porters There are generally two or three porters on the permanent banqueting staff. They are essential staff as there is a great deal of heavy work to be carried out

Banquet secretary handles all correspondence and filing take bookings on phone and assist in FAM tours.

Sub-Contractors are outsourced experts to prepare a variety of services like photography, music, sweets etc.

Banquet Booking

There are three documents to make banquet bookings. These are

The function book

The function book is a control register maintained in the banquet office. It records days and times and nature of events in various function rooms. It is a reservation dairy to commit dates and venues. The book is now computerised. It is maintained by the banquet secretary, and is accessible to the Banquet manager and the Sales coordinator. The objective is to maximize banquet sales as space not sold is revenue lost forever.

Contract of Agreement

A Contract of Agreement is signed between the banquet management and the client. It specifies the details required to make the function successful. A contract may use any format, even a simple letter; what matters is the information covered in it. Below is a checklist of information that should be included:

- Name and address of the organization
- Name of the contact person making the booking
- Contact person's title.
- Telephone contact numbers
- Date of function
- Start and end time of function
- Type of function
- Name of hall booked
- Minimum number of people guaranteed
- Details of menu
- Price per head for food and beverage
- Method of payment.
- Cancellation clause.
- Advances and deposit.
- Type of food service
- Bar service

- Additional service
- Charges for additional service
- Name of sales person making the booking
- Signatures of both the parties with date and time

Function sheet. (Function prospectus)

A function sheet also called a function prospectus announces a function in detail to all relevant department of the hotel. It is copied to the Chef, Concierge, Food controller, Accountant, Housekeeping, Engineering and to any other relevant department.

The information recorded in a Function Prospectus is

- Name of the booking party
- Name and address of the person to whom bill is to be sent

Mode of payment

- Nature of function
- Date of function
- Timings of function
- Number of people expected and guaranteed
- Menu details
- Price per menu per head
- Type of service
- Special arrangement

- Additional charges for special requests
- Seating plan.
- The name of the person making the booking.

Banquet Menu

The Banquet Sales coordinator coordinates with the Chef to prepare a choice of two table d'hôte menus or give suggestions for a buffet. This makes it convenient for the customer who is always looking for suggestions, and the chef who plan meals keeping in mind factors such as availability of raw material, cost and preparation times. Atypical table d'hôte menu would include

APPETISER

SOUP

ENTRÉE

VEGETABLE

SWEET DISH

COFFEE

Sample banquet Table d'hôte menu

Mushroom with Tomato & asparagus salsa

**

Creme of Broccoli

**

Grilled salmon bois bourdon

Grilled mediterranean Vegetable Salad

Minted Cous Cous

Rolls and Butter

**

Mandarin Gauteau with Apricot coulis

**

Coffee

Sample Banquet Indian Table d'hôte Menu

Tandoori Chicken Tikka

Tandoori Paneer Tikka

**

Mulligatwany Soup

With wild rice garnish

**

Kadai Chicken

Mutton do piazza

Mixed Veg Jhalfrezi

AlooDum

Dal

**

Shahi Tukda

**

South Indian Coffee

Sample Banquet buffet Luncheon Menu

Appetizers

Terrine of grilled Salmon

Stuffed Tomatoes

Shrimp Salad

Soup

Consomme Florentine

Salad Buffet

Grilled and Marinated
vegetables Landmark

Caesar Salad

Curried Rice Salad with Pineapple

Farfalle with tomatoes, basil & ham

Spicy beef salad with sesame seeds

Main course in Silver Chaffing Dishes

Fillet of brille with herb crust, spinach and new
potatoes

Ragout of chicken and button mushrooms

Pearl onions and red wine sauce

Lentil and potato scented with turmeric and cumin

Desserts

Seasonal fruit tranche

Individual sherry trifle

Grangipaine tart



Freshly brewed coffee

Sample Banquet Dinner Buffet Menu

Cold Buffet

Scottish Salmon

Herrings and prawn Roll

Smoked trout fillets

Supreme of Chicken Jardinière

Honey glazed ham with asparagus

Salads

Flaked salmon with fine beans and lettuce

Pasta with pesto dressing

Artichoke and marinated peppers

Chef's green salad with vinaigrette dressing

Hot Buffets

Oriental beef with water chestnuts and cashew

Seafood fricassee

Corn fed chicken with red wine sauce

Roast Lamb with mint sauce

Desserts

Summer pudding with Drambuie cream



IHM NOTES

Seasonal fruits

Baked apple and sultana cheese cake

Filtered coffee

Banquet service & Layout

Traditionally banquet services are of two types—buffet and sit-down. In the buffet style guest serve themselves from a food display table. They stand or sit at tables preset with cutlery, glassware, linen. An alternative to this style is just chairs arranged along the wall of the hall. In sit down style guests are served by waiters done in formal occasions. The main feature in buffet service is buffet table, which is decorated with fruit displays ice sculpture or butter sculpture based on the price and occasion

Buffets are ideal when there are large numbers of people. We will find buffet service at weddings, large social occasions, dinner dances, etc . Buffet needs fewer service staff that replenishes food on the table and buss dirty plates. A common fault that must be avoided in large functions is to have only one buffet table. It is advised to have multi buffet tables of identical nature spread around the room for every 75 guests. This disperses people and prevents long queues at the buffet table. Another variation is to have the appetizers salads and soups at a separate buffet table, keeping the chafing dishes with hot food in another and finally the dessert buffet separated from the rest.

Sit down buffet is when tables are laid out formally with crockery, cutlery and linen. Banquet service personnel serve the guests at the table with either pre-plated food or brought in ornate salvers and served to the guest.

STATE BANQUET PROCEDURE

State banquets are distinguished from others because of protocol. A state banquet is sponsored by the head of states or other senior diplomatic luminaries. The seating has a head table where the host and chief guests sit.

It is customary for a state banquet to be preceded by a cocktail in a pre-lounge where waiters and waitresses move around with drinks in silver beverage salvers. They also take around canapés that are finger-picked items. The lounge displays a table seating plan with an alphabetical list of guests with assigned table numbers and seats. Often the invitation card would stipulate the table and seat number, otherwise this is shown in the seating display as mentioned. Great attention is given to the protocol of seating and is done officially by the foreign office.

At the given hour, the toastmaster who regulates the service procedure announces the lunch or dinner by ringing a gong or hammering a gavel saying “your excellencies, the dinner is served” , in a loud and clear voice. The toastmaster is a specialized person who conducts the proceedings of a state luncheon or dinner. He coordinates not only the timing of each service but also the speeches and toasts, The doors of the banquet hall are thrown open and guests are given time to find their tables and seats. The tables would have flagged stands at the centre with table numbers while the covers would have tent cards displaying the seat number or the guest’s name.

Each cover at the table is pre-set with the required silver cutlery and the glassware according to the number of courses. Attractive napkin folding completes the cover set-up. At the centre of the table are the bread baskets, butter dishes, salt and pepper and low flower arrangements, Spaces between covers can range from 20” – 32”. It is considered that 24” is ideal. The space between tables should be a minimum 4 1/2 ft and ideally 6 ft to permit waiters to walk around freely. Two waiters are allotted to 8-10 covers. The sommelier may serve up to 35 covers. The toastmaster stands behind the chief host while the banquet supervisor stands opposite him to receive signals.

The waiters stand at attention at the allotted tables and help the guests to sit, assisting ladies first. After all the guests are seated, the toastmaster announces the national anthem of both the countries when all guests stands. After the

anthem are over the guests sits. The toastmaster announces the start of the service. Timing is important and the banquet supervisor receives the cue from the toastmaster. He conveys the signal to start service together. The appetizer round starts with waiter 1 serving the first guest and waiter 2 the second; the alternate the numbers from left to right or in a clockwise direction in the case of round tables. After the first course service the waiters stand behind the chairs at attention.

When the toastmaster removes the dish from the chief guest, it is the cue to the banquet supervisor to signal the rest of the crew to do likewise . Waiter 1 removes plates with a napkin while waiter 2 holds a large tray behind waiter 1. Waiter 1 deposits the soiled dishes onto the tray. The relevant cutlery is removed in preparation for the next course and if required cutlery is replenished. The procedure remains the same for all the remaining courses. Normally, the menu is a four course menu with coffee to make service simple. It would consist of an appetizer or soup, fish course, meat course and dessert followed by coffee. Vegetarians are listed in advance at the time of invitation and confirmation. It is necessary to ensure the service of red wines with red meats and white wines with white meats.

At the time of dessert service, all the bread baskets, butter dishes, salt and pepper shakers are removed. The dessert spoon is placed to the right of each guest and the dessert fork to the left. Waiter 1 does the crumbing before the dessert service and removes red wine glasses.

The sommelier provides the bandy and additional wine as per guest request after the dessert course. At the end waiter number 2 places demitasse cups from the right and waiter 1 pours coffee into the cups.

The toastmaster announces that the host wishes to present a toast. Toasting is a formal act done for the health and well-being of the chief guest. It is a ritual that starts from the Greeks and Romans to their Gods several centuries BC. Toasts were adapted to the valiant warriors of the dead by the knights and lords

and by the seventeenth century by speeches by both the host and chief guest. At the toasting stage the waiters place ashtrays at the tables because this is also the cue that guests can smoke. It also indicates that the formal part of the meal is over.

The speeches continue and the sommelier keeps replenishing the bandy and liqueurs. Glasses should never be empty during speeches. Ashtrays are frequently exchanged for fresh ones during the speeches.

BANQUET BEVERAGE SERVICE

Beverages at a function are served from a mobile dispensing bar that can be moved to suit the layout. While hotels have a blanket permit to serve alcohol, independent banquet halls may need to get a special permit from the appropriate authorities for each function. This may be made known to the client when booking the function. Beverages must be procured from licensed sources and must be dispensed by a qualified bartender who knows the local laws such as minimum age of consumption of liquor and the limits to which a person can consume liquor. Beverage service can be in many ways:

Cash Bar Guest have to pay for each drink they consume. Cash bars are found in college reunions and fraternities get together etc. Guest either buys coupons for the value of the drink or pays the cashier who gives them a bill acknowledging payment before they can get their drinks from the bartender. The drink prices are specified in the Contracts of Agreement and may be discounted from regular bar prices.

Host Bar is where the drink charges are borne by the host who would like to track the consumption of liquor by the bottle or glass. Sometimes a host wishes to put a cap on the number of drinks. Coupons with price caps are distributed to the guests who can only consume to that limit

Open/Close Bars Some hosts permit an open bar which would then make available a large choice of brands. Closed bars are those where the host will specify limited brands to control costs

Corkage Permits the host to bring his own stock of liquor for the function. He would be charged corkage (a price for each bottle opened). The establishment would need to obtain a permit to serve drinks on corkage

Wine Service This is done at sit down dinners where the sommelier will replenish the wine as per guest request.

SPACE AREA CALCULATION

Here is an example of banquet seating plan for 350 guests. 31 guests on the top table.

SOME CONSTANTS

Size of the table: 6 Feet X 3 feet and 3 Feet X 3 feet

Size of the Banquet cover: 27 inches X 15 inches

Work aisle (space) between two sprigs is: 6 feet (minimum).

The distance between top table and sprig is: 3 feet (minimum)

Distance of sprigs and the top table from the walls of the banquet hall: 5 feet (minimum)

The top table should be raised from the ground by minimum 6 inches to 1 foot, so that every can see the guests who are seated on the top table.

Calculation:

Total number of guests = 350

Guests on top table = 31

To know the length of the top table multiply no of guests on the top table by 27 inches.

So 31×27 inches = 837 inches, divide by 12 to convert into feet.

So $837 / 12 = 69.75$ feet (rounded off to: 72 feet (we can have 12 tables of 6'X3').

So length of Top table is =72 feet.

To know the number of sprigs, divide the length by 9 feet (6 feet is the aisle+3 feet is the table width)

So number of sprigs = 72 divide by 9 = 8 sprigs

Number of guests to be seated on sprig: $350 - 31 = 319$ guests.

To know the how many guests will be sitting on each sprig = 319 divide by 8 = 40 guests that means 20 guests on each side of the sprig

To know the length of the sprig multiply the number of guests on each side of the sprig by 27 inches i.e.

$20 \times 27 = 540$ inches or 540 divide 12 = 45 feet. (We can have 7 tables of 6'x3' and one table of 3'X3').

So the length of the sprig table will be =45 feet.

When one calculates how the sprig will fit within the length of top table the calculation will be:

Number of sprigs = 8 Numbers

Working aisle(space) = 6 feet

Width of table = 3 feet.

So the number of work aisles are =7 because the number of sprigs are=8.

The size of the room will be

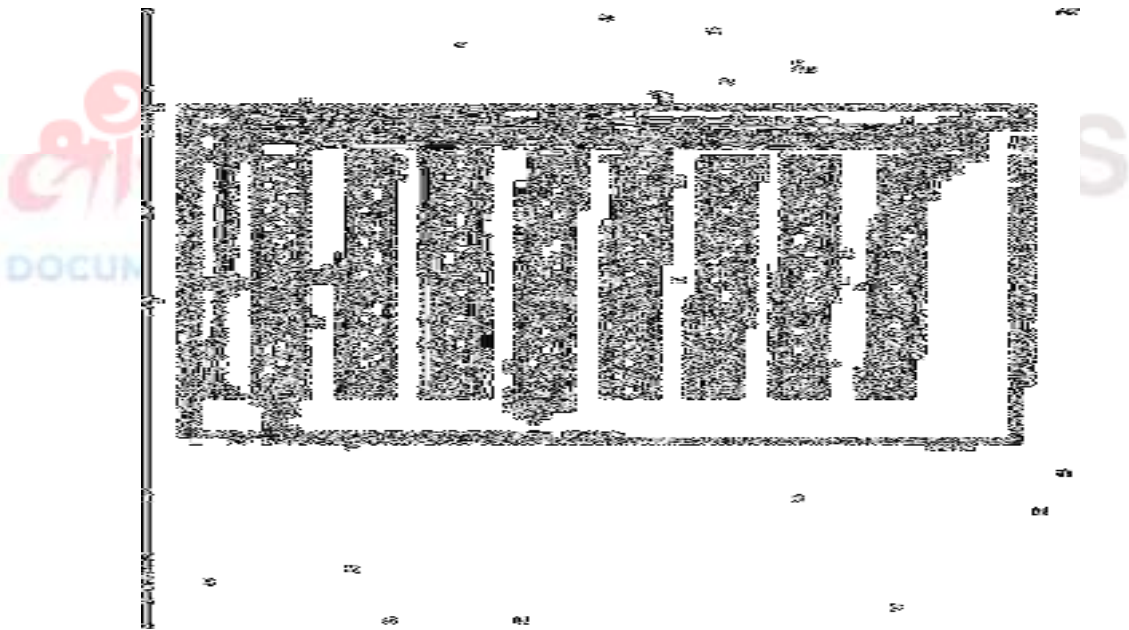
LENGTH= 45 feet (size of sprig table)+3 feet(distance between top table and sprig table)+3feet(width of top table)+ 10 feet allowance (5 feet on top and bottom)= 61 feet, say = 65 feet.

WIDTH = 72 feet (Length of top table) + 10allowance feet (5 feet on top and bottom) = 82 feet, say= 85 feet.

The ideal size required for the above banquet is :

65 feet x 85 feet.

THE LAYOUT PLAN WILL BE:



BANQUET SALES KIT The sales coordinator is responsible to prepare a sales kit to show to potential customers. The sales coordinator is required to connect with the target segment by making active calls. If the banquet policy is to aim at the local business community for business related functions like meeting, seminar, training programs, etc, the sales coordinator will visit this segment and

vigorously sell the function facilities. Customers like to see some physical evidence behind the words of the sales coordinator. This physical evidence is banquet sales kit. This kit is an attractive folder comprising of the following

- A personal letter from the banquet manager inviting the customer to the facility
- A list of function rooms with their dimensions and capacity. For example the Rose room can seat 350 persons in theatre style or classroom style.
- A list of functions with reference list of customers who have used facility in the past.
- Reference letters from past customers
- Plans of function rooms
- List of audio visual equipments. This list should also include equipment provided from suppliers
- Accommodation facilities and special rates if any.
- List of special services like flower arrangement, deejay photographer etc.
- Traffic Maps leading to the banquet hall including parking areas
- Coloured brochure of the property.
- Choice of two table d'hôte menus or menu selection.

These sales kits are attractively designed by the marketing department to ensure the getup and visuals create an impact on the customer who has yet not seen the property. The sales coordinator would invite the customer on a site visit. The sales coordinator must personally escort the customer on the tour.

Banquet booking Procedure.

Enquiry

Negotiate

Check diary

For availability

If acceptable

Pencil date in diary

Send reply to enquiry

If response is negative cancel and send cancellation letter.

If fully booked offer alternative.

If not regret

Letter fax

If confirmed note down in the diary write function prospectus.

Banquet menu Selection from where guest chooses:

LUNCH OR DINNER.

Salad-

Aloo achari

Achari lachha

Pasta salad

Dakshini rice salad

Aloo channa papri chaat

Fish

Machli hara masala

Fish Amritsari

Goan fish curry

Grilled fish with lemon

Fish orly

Sorse maach

Bhapa ilish

Chicken

Tandoori chicken

Kadhai murg

Murg do piyaza

Murg dhanial korma

Roast chicken

Lamb

Nahari gosth

Gosth rogan josh

Gosth do piyaza

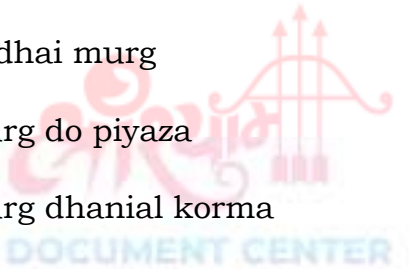
Kasha mangsho

Lamb roast

Lamb chops Handi gosth masala

Vegetable

Paneer makhani



IHM NOTES

Palak paneer

Matar paneer

Malai kofta

Kadhai paneer Achari subz jhalfarezi

Vegetable lasagne

Haider chamun

Jeera pulao

Sahi paneer korma

Subz miloni

Veg au gratin

Indian bread

Butter naan

Til naan

Garlic naan

Masala kulcha

Laacha parantha

Roomali roti

Rice

Veg biriyani Peas pulao Jeera rice

Moti pulao

Kashmiri pulao

Steamed rice



IHM NOTES

Dessert

Hot gulab jamun

Rashmalai

Rasgulla

Chum chum

Sandesh

Kulfi

Rabri

Ice-cream

Fruit gateaux

Mousse

Soufflé

Trifle

Baked Alaska

Assorted ice cream

Cony island parfait

Long island sundae

Assorted tarts

Hot malpua

Hi -tea menu veg

Assorted chat

Assorted veg cheese



IHM NOTES

Sandwiches

Chole batura

Club kachoori with aloo kali mirch

Croissant sandwiches

Idli with sambhar and chutney

Kathi roll

Mushroom rissoles Pakora

Pao bhaji

Rag

da

patti

es

Sam

osa

Uttapam with sambhar

Veg patties

Veg burgers

Veg wantons

Vol au vent spinach and corn.

Hi-tea non veg

Creole fish finger

Fish cutlets

Chicken wonton Chicken nuggets

Chilli chicken dry



IHM NOTES

Chicken drumstick Chicken kathi roll

Chicken burger

Keema pao

Lamb cutlets

Mutton galauti kebab

Seekh kebab

Murg reshmi kebab

Shammi kebab

Croissant sandwiches

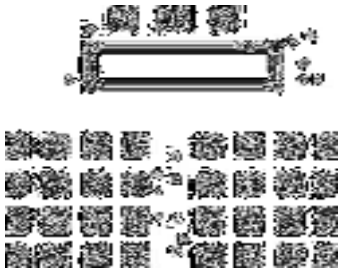
Non veg(egg/tuna/chicken)

Seating plan

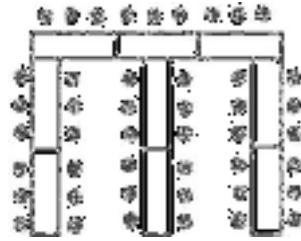
- Theatre style
- E- shape
- Board room style
- Herring bone pattern/fish bone
- Class room style
- Lounge style
- Cluster pattern

IHM NOTES

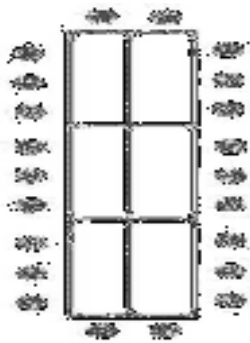
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Theatre Style



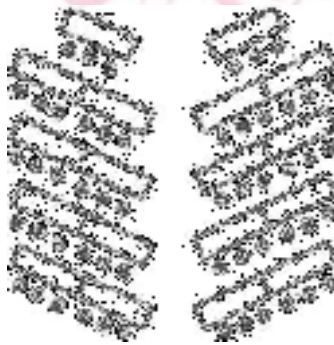
E Shaped



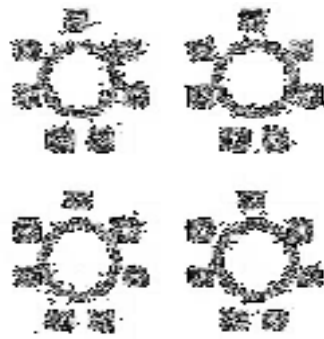
Board Room



Fish Bone or Herring Bone.



Class room style



Cluster pattern



IHM NOTES

OUTDOOR CATERING

Outdoor catering refers to extending catering service to a specific group outside the premises in the venue chosen by the host. The success of the ODC Largely depends on the efficient planning and careful attention to details. It is essential to take the following step to ensure successful outdoor catering

- Preliminary survey of the function place
- Analysis of menu for identifying the requirement of cooking and service equipment

Preliminary Survey

- The distance from Hotel or base
- The availability of water, power, gas supply
- The size and shape of area
- Identifying areas for storage and facilities of garbage disposal.

Analysis of menu

- The menu should form a basis for identifying the requirement of kitchen and service equipments
- Number of work tables
- Number of trash cans
- Style of service.(Whether Buffet Or sit down)
- Setting up of a bar.
- Number of counters depending upon number of guest
- The number of gas cylinders.

Specimen Menu of Outdoor catering.

Green Salad, Russian salad

**

Cream of tomato

**

Roti & nan

Vegetable cutlets

Mutton Vindaloo

Paneer dopiaza

Chicken Kashmir

Bhindi fry

Peas Pulao

Steamed Rice

Dal Makhani

Dahi

Papad, Pickle.

**

Fruit Salad

Ice cream



WIM NOTES