

Unit No.	Chapter No.	TOPIC	Marks
01	1	<p>1.1 F & B Outlet Planning</p> <p>1.1.1 Objective of a good layout</p> <p>1.1.2 Steps in planning of layout. (Specialty Restaurants, Coffee Shop, Room Service)</p> <p>1.1.3 Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform)</p> <p>1.2 Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service)</p> <p>1.2.1 Menu planning</p> <p>1.2.2 Constraints of Menu planning</p> <p>1.2.3 Planning of staff requirement</p> <p>1.2.4 Shifts (Panzer, Straight, Split & Reliever)</p> <p>1.2.5 Factors to be considered for selecting appropriate Crockery, Cutlery, Glassware, and Linen.</p> <p>1.3 Elements of cost</p> <p>1.3.1 Types of cost (Material, Labour & Overhead)</p> <p>1.3.2 Cost Groups (Fixed, semi-fixed & variable) & types of profit (gross & net)</p> <p>1.3.3 Breakeven / Cost volume profit analysis</p>	15

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Glossary

Audiovisual Equipment

Dais	Easel	Flip charts
Keystoning	Lavaliere microphone	Lectern
Monitor	Opaque projector	Overhead projector
Podium (rostrum)	Roving microphone	Table microphone
Teleconferencing		

Exhibitions

Area exhibit	Booth exhibit	Consumer show
Exhibition (Exposition)	Floor load	Floor plan
Gross square feet	Hospitality suite	Island booth
Move-In/Move-Out Dates	Peninsula booth	Perimeter booth
Pipe and drape	Tabletop exhibit	Trade show/fair

Meeting And Convention Marketing

Breakout room	Citywide convention	CMP (Complete Meeting Package)
Cut-off date	Destination management companies	DMP (Day Meeting Package)
Duo serve	Function rooms	Home run accounts
ICW – In Conjunction With	Incentive travel house	Lead time
Letter of agreement	Major close	MICE
MMP (Modified Meeting Package)	Proposal	Sales blitz
Set-up time	Slippage	Spouse program
Tentative booking	Second-tier cities	Shoulder period
SMERF groups	Tickler file	Trial Close
Uni serve	Yield management	

Types of Meetings

Assembly	Breakout sessions	Clinic
Colloquium	Concurrent sessions	Conference
Congress	Convention	Dealer meetings
Forum	Incentive meetings	Plenary session
Retreat	Sales meeting	Seminar
Summit	Symposium	Workshop

Misc Function Catering Terminology

Air walls	Cash bar	Corkage
Crash bar	Guaranteed and Expected number	Head count
Host bar	PDR	Pre-function area
Reader Board	Reception	Skirting
Theme party	Upstage	

Unit No.	Chapter No.	TOPIC	Marks
03	3	<p>3.1 Buffet.</p> <p>3.1.1 Definition & Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running)</p> <p>3.1.2 Points to be considered while planning a buffet.</p> <p>3.1.3 Buffet equipment</p> <p>3.1.4 Banquet layout (formal, informal & cabaret) & Space area calculation</p> <p>3.1.5 Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, 'T' Shape)</p> <p>3.2 Food and Beverage Management in various catering establishments</p> <p>3.2.1 Railway Catering & Airline catering</p> <p>3.2.2 Marine Catering (offshore & cruise liners)</p> <p>3.2.3 Industrial catering</p>	15

CHAPTER 1

PLANNING AND OPERATING VARIOUS FOOD AND BEVERAGE OUTLETS (SPECIALITY RESTAURANT, COFFEE SHOP, FAST FOOD, PUBS, DISCO, ROOM SERVICE ETC. FLIGHT KITCHEN AND INDUSTRIAL CANTEEN)

In any establishment a client's first impressions on entering the dining room are of great importance. The creation of atmosphere by the careful selection of items in terms of shape, design and colour enhances the overall décor or theme and contributes to the total harmony.

1.1 F & B outlet Planning

PHYSICAL LAYOUT

Good planning and physical layout are important keys to success in the food and beverage industry. An effectively planned and well-run restaurant is a highly lucrative business. If the nerve centres of the restaurant are not properly planned, it can result in chaos and inefficient service.

Layouts are plans of equipment placement for accomplishing work according to a specific operational programme. Good layout planning is well appreciated because it cuts on extra cost. It lends utility effectiveness and harmony to an enterprise. Good layout deals with the orderly and efficient arrangement of all work facilities and personnel. Work facilities mean the service areas, service points, maintenance points, storage area and so on.

1.1.1 OBJECTIVES OF GOOD LAYOUT

- 01)** Reduces production cost
- 02)** Increases employee safety
- 03)** Better quality product
- 04)** Reduces capital investment
- 05)** Better service to the customer
- 06)** Increases flexibility
- 07)** Reduces the work in process to the minimum
- 08)** Minimizes material handling and loss
- 09)** More effective utilization of the floor space

- 10)** Reduces work delays and stoppages
- 11)** Better work methods and utilization of labour
- 12)** Improves control and supervision
- 13)** Easier maintenance
- 14)** Better utilization of equipment and facilities
- 15)** Elimination of congestion points

DECISIONS TO BE TAKEN PRIOR TO THE ACTUAL PLAN ARE

- 1)** The objectives of the organization must be clearly defined and interpreted.
- 2)** A programme must be prepared to describe the needs. Location and some of the architectural features known.
- 3)** A flow plan developed compatible with the known desires and finance available.

1.1.2 STEPS IN PLANNING

- 1)** Deciding on the location and the type of operation.
- 2)** Space allocation.
- 3)** Planning the functional and supporting areas.
- 4)** Equipment selection.

1.1.3 FACTORS TO BE CONSIDERED WHEN PLANNING

- Décor – lighting and colour
- Furniture
- Chairs
- Tables
- Side boards
- Linen
- Crockery
- Glassware
- Tableware – flatware, cutlery and hollow ware.

DINING AREAS

Calculating space for dining areas can be difficult because of the many choices available. For example, final space required for a dining room is dependent upon the following variables:

1) Type of seating to be provided:

- Tables and chairs
- Booths
- Counters
- Banquettes
- Combination.

2) Table / sizes desired

3) Tables shape desired

4) Patterns of table arrangements

5) Aisle (walkway) space desired

6) Numbers of service stations needed.

TABLES AND CHAIRS

Tables, chairs and banquettes should be large enough to seat diners comfortably without crowding. Distances between tables are sized to enable waiters/waitresses to move through the area while serving and allow the guest to eat and converse without being distracted.

Selection of chairs is critical since the greatest body contact is made with them. Chairs must have suitable shape, angle of seat and back, size relationship to table to be comfortable. The shape of table should be considered in relation to the dining mood to be created. Round tables for example, tend to promote communication among diners.

Combination of tables, booths and banquettes are frequently planned to appeal to a variety of market segments. Cahiers should be placed for the ease of access and in consideration of flow patterns. Ideally they should be located outside the dining area i.e. in the pantry near the 'in' and 'out' doors. Their location in the restaurant detracts from the ambience created.

1.2 operational aspect of various F & B outlet

1.2.1 MENU PLANNING

The word menu means "bill of fare". In a restaurant, a menu is the list of dishes to be served or available for a diner to select from.

Menu is a French word which means a list of articles offered for sale which may also be called programme of a meal or silent salesman. Its objective is to present a list of dishes or courses, eatable and beverages.

Menu planning is the time consuming but very important finished product must fulfil the need of the test and give the people what they want, when they want.

1.2.2 CONSTRAINTS OF MENU PLANNING

Type

1. Asses the type of meal required.
2. Asses the type of kitchen and staff available in relation to equipment and skills.
3. Asses the type of food service area and its number of capacity in relation to the china, silver and glassware available, the skills of food service staff and number of courses to be served.

Supplies

1. Seasonal availability in market.
2. Local availability in market.

Food value

1. Use commodities and methods of cooking which will preserve the natural nutritive of the raw material.

Balance

1. Light to heavy, then heavy to light.
2. Vary the sequence of preparation of each course.
3. Change the seasonings, flavorings and presentation.
4. Ensure that garnishes are in harmony with the main dishes.

Color

1. Avoid either dishes of color or repetition of similar color.

Language

1. The menu should be written either in French or in English and should be easily understood by the guest.
2. Ensure proper spellings, correct terms, correct sequence within courses and where appropriate the correct accents.

Principle of menu planning

There are four factors considered planning of menu.

Practical aspect

1. Type of meal prepared and served.
2. Type of kitchen and equipment availability.
3. Skills and availability of kitchen staff.
4. Skills and capabilities of service skills.
5. Type of service, area and number of meals and covers to be served.

Gastronomical aspect

1. Contrast in color
2. Contrast in flavor
3. Contrast in texture
4. Contrast in style

Economical aspect

1. Standard recipes
2. Portion control
3. Menu pricing

Nutritional aspect

People are becoming more aware of relationship between food and health. They have to be aware of importance of diet relating to heart, cancer, hypertension, obesity, etc.

THREE SPECIFICATIONS

1. Planning

It simply refers to deciding in advance what is to be done and how it is to be done? For example, you decide in advance where to study (at NIOS or regular school) and what to study (to go in for Business Studies and Accountancy or Physics and Chemistry) etc. and plan for the admission, transport arrangement and purchase of books and stationeries etc. Thus, planning is a systematic way of deciding about and doing things in a purposeful manner. In the context of

business organisations and their management it may be defined as the process of setting future objectives and deciding on the ways and means of achieving them. In the words of M.E. Hurley "planning is deciding in advance what is to be done in future. It involves the selection of objectives, policies, procedures and programmes from among the alternatives".

2. Organising

The process of organisation culminates into an organisation structure which constitutes a network of job positions and the authority relationships among the various positions. The various factors that are usually taken into consideration for designing a good organisation are job specifications; departmentation, authority-responsibility relationships, etc. The whole structure takes the shape of a pyramid (look at the type of structure that follows) and broadly indicates the tasks assigned, the hierarchical relationships and the patterns of communication and coordination.

3. Controlling

Controlling involves ensuring that performance does not turn from standards. Controlling consists of three steps, which include

- (1) Establishing performance standards,
- (2) Comparing actual performance against standards, and
- (3) Taking corrective action when necessary.

1.2.3 PLANNING STAFF REQUIREMENTS

Staff organisation in food and beverage service revolves around having sufficient trained and competent staff on duty, to match the expected level of customer demand.

1. The first step in staff organisation is to determine the expected level of customer demand.
2. As most operations have limitations to the number of guests who can be served during a meal period it is necessary to calculate the potential number of covers that can be served.
3. There is a relationship between the volume of customers to be served and the length of time they stay on the premises.

4. The consumption time taken by guests in different types of operations varies.

Seating consumption time in various types of operations

Operation	Consumption time (in minutes)
Restaurant	60-120
Carvery	45-90
Popular catering	30-60
Cafeteria	15-40
Wine Bar	60-120
Pub(food)	30-60
Take away with seating	20-40
Fast food with seating	30-60

5. There is also a relationship between the volume of guests and the number of hours the establishment is operational.

The number of hours the establishment is operational can be determined by considering:

- i. Local competition
- ii. Local attractions
- iii. Location of the premises city/suburb/malls etc
- iv. Transport systems
- v. Staffing availability
- vi. Volume of business anticipated
- vii. Local tradition & laws

Determining Staff requirements in table and assisted service operations

For a new operation the number of guests to be served during a meal period must be estimated by the by the consumption time and the number of hours the establishment is operational. For existing operational sales records will provide a guide to expected level of customer demand.

Staffing for each service period can then be estimated and allocated to specific jobs. Staffing will also need to be estimated for mise-en-place

duties prior to the service period and for clearing following the service period. Thus, a restaurant that is open for two and half hours at lunchtime may require being on duty for upto five hours.

1.2.4 Shifts (Panzer, Straight, Split & Reliver)

DAY	MON	TUE	WE D	TH U	FRI	SA T	SU N	RMK
MORNING (7 TO 4)								
Captain A	Q	M	M	M	M	M	M	
Captain B	M	Q	M	M	M	M	M	
Steward 1	Q	M	M	M	M	M	M	
Steward 2	M	M	Q	M	M	M	M	
Steward 3	M	M	M	Q	M	M	M	
Runner (a)	M	Q	M	M	M	M	M	
Buffet boy (*)	Q	M	M	M	M	M	M	
Hostess (i)	M	M	Q	M	M	M	M	
AFTERNOON (3 TO 12)								
Captain C	AF	AF	Q	AF	AF	AF	AF	
Captain D	Q	AF	AF	AF	AF	AF	AF	
Steward 4	AF	AF	AF	AF	Q	AF	AF	
Steward 5	AF	Q	AF	AF	AF	AF	AF	
Hostess (ii)	AF	AF	AF	Q	AF	AF	AF	
PANZER (7 TO 4)								
Captain E	PR	PR	PR	PR	Q	PR	PR	
Captain F	Q	PR	PR	PR	PR	PR	PR	
Steward 6	PR	PR	PR	Q	PR	PR	PR	
Steward 7	Q	PR	PR	PR	PR	PR	PR	
Steward 8	PR	Q	PR	PR	PR	PR	PR	
Runner (b)	PR	PR	PR	Q	PR	PR	PR	
Buffet boy (*)	Q	PR	PR	PR	PR	PR	PR	
Hostess (iii)	PR	PR	Q	PR	PR	PR	PR	
NIGH (11 TO 8)								
Captain G	N	N	N	N	Q	N	N	
Steward 9	Q	N	N	N	N	N	N	

Steward 10	N	Q	N	N	N	N	N	
Steward 11	N	N	Q	N	N	N	N	

As per the above duty rota there are total 21 staff and their allocation are as follows

1. captain – 7
2. hostess – 2
3. steward – 11
4. buffet boy – 2
5. runner – 2

Note in this restaurant manager and supervisor duty is not maintained it is directly maintained by the HOD's of the department.

1.2.5 Factors to be Considered for Selecting Appropriate Crockery, Cutlery, Glassware, And Linen.

We must consider following points, whenever choosing furniture or fixtures for Restaurants:

- Standard of restaurant
- Décor and theme of restaurant
- Durability
- Standardization
- Type of service
- Type of customer
- Ease of maintenance

Chairs: The seating arrangements will depend on:

- The size and shape of the food service area
- The design of tables and chairs used
- The allowance made for clearing trolleys
- The type of establishment

The chairs used are usually of the stacking variety as this takes up less storage space when the area need to be cleared. The standard height of chair from the ground is 18 inches. The standard height from the ground

to top of the back is 39 inches. The depth from the front edge of the seat to the back of the chair is 18 inches.

Tables:

Tables come in three accepted shapes: round/oval, square and rectangular. An establishment or restaurant may have mixture of shapes to give variety, or tables of all one shape according to the shape of the room and the style of service being offered. The standard height of table top from ground is 30 inches. Besides that the tabletop area of various shapes of table is measured below:

Linen:

This is one of the more costly overheads and therefore its control is important. These are used to cover the table-top and to help the guest to keep themselves and the table neat and clean. The type of linen used would depend on the class of establishment, type of guest/customer, cost involved, and the style of menu and service to be offered. The main items of linen normally found are:

Restaurant- Tableware, flatware, chinaware and glassware

In a restaurant, we are using various types of plates, glasses, spoons, knives etc. for serving food to guest and for guest to have the food. The selection of these items depends on following factors:

- The type of menu and service offered
- The maximum and average seating capacity
- The rush-hour turn over
- The washing-up facilities and its turn-over

Glassware:

Glassware contributes to the appearance of the table and the overall attraction of the room. There are many standard patterns available to the caterer. Most manufacturers now supply hotel Glassware in standard sizes for convenience of ordering, availability and quick delivery. Glasses are measured in terms of capacity by 'fluid ounces(oz)' 'centiliter (cl).

Chinaware:

The china must blend with the rest of the items on the table and also with the general décor of the establishment. While selecting or purchasing Chinaware, following points should be considered:

Every item of earthenware should have a complete cover of glaze to ensure a reasonable length of life.

China should have a rolled edge, which will give added reinforcement at the edge. Thus, if well done, means that chipping will only occur on the under edge, which is not visible to the customer. One word of caution here is that hygiene is most important- chipped china could harbour germs. The pattern should be under rather than on top of the glaze. This will increase the life of the chinaware. There is a wide range of items available and their exact sizes differ according to the manufacturer and the design produced or ordered.

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1.3.2 Cost Groups

The elements of cost

The cost of operating a catering unit or department is usually analysed under the three headings of:

1. *Material costs* - cost of food and beverage consumed and the cost of additional items such as tobacco. (Note: The cost of any food and beverage provided to staff in the form of meals is deducted from material costs and added to labour costs.) The food cost is then calculated by the formula:

opening stock + cost of purchases - closing stock - cost of staff meals
= material cost

2. *Labour costs* - wages and salaries paid to all employees, plus any employer contribution to government taxes, bonuses, staff meals, pension fund, etc.
3. *Overhead costs* - all costs other than material and labour costs, for example rent, rates, insurance, depreciation, repairs, printing and stationery, china and glassware, capital equipment.

Total cost = Materials + Labour + Overheads

As most catering operations are subject to changes in the volume of business done, it is normal to practice to express the elements of cost and net profit as a percentage of sales. A change in the volume of sales has an effect on the cost structure and on the net profit.

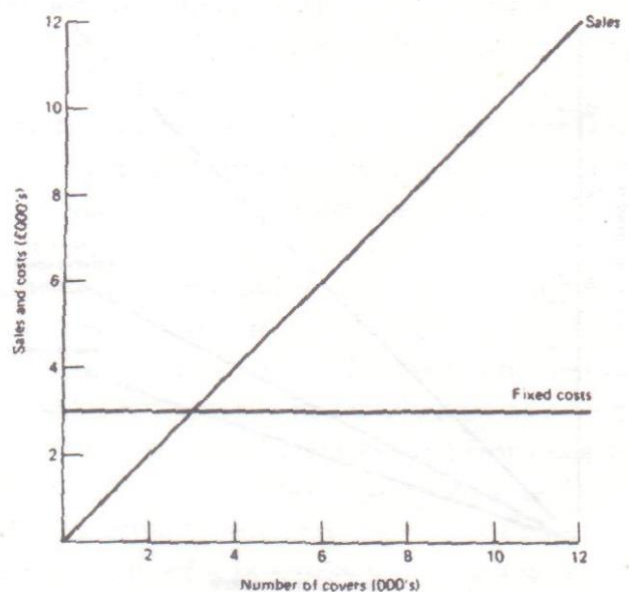
Materials	30%
Labour	30%
Overheads	30%
Net Profit	20%
Sales	100%

Cost groups

It is necessary to examine costs not only by their nature (material, labour, overheads) but also by their behaviour in relation to changes in the volume of sales. Using this criteria, costs may be identified as being of four kinds:

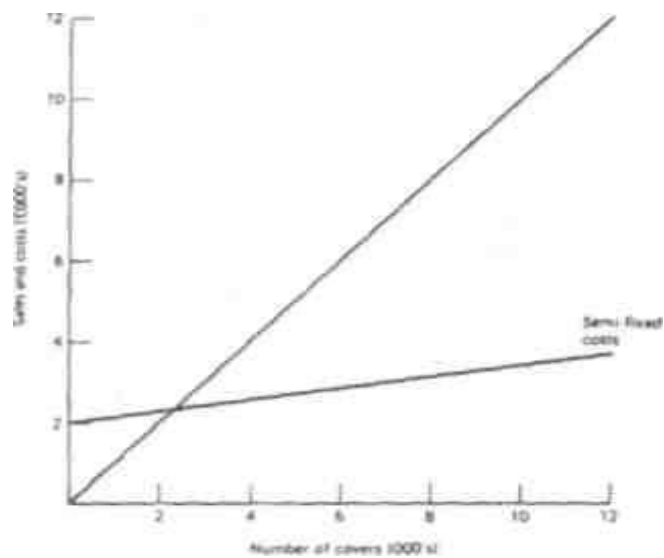
1. *Fixed costs.* These are costs which remain fixed irrespective of the volume of sales, for example rent, rates, insurance, the management element of labour costs.

Note: Fixed costs remain fixed, irrespective of the level of sales (for example £3,000). Typical examples of fixed costs are rent, rates, insurance, etc.



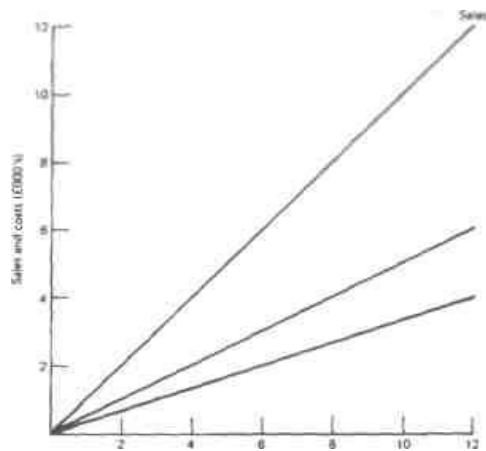
2. Semi-fixed costs.

These are costs which move in sympathy with, but not in direct proportion to the volume of sales, for example fuel costs, telephone, laundry.



Note: Semi-fixed costs do not increase proportionately to any increase in sales. Typical examples of semi-fixed costs are fuel costs, telephone, laundry.

3. *Variable costs.* These are costs which vary in proportion to the volume of sales, for example food and beverage.



Note: Variable costs vary in proportion to the sales of a unit. Typical examples of variable costs are the cost of food and beverages.

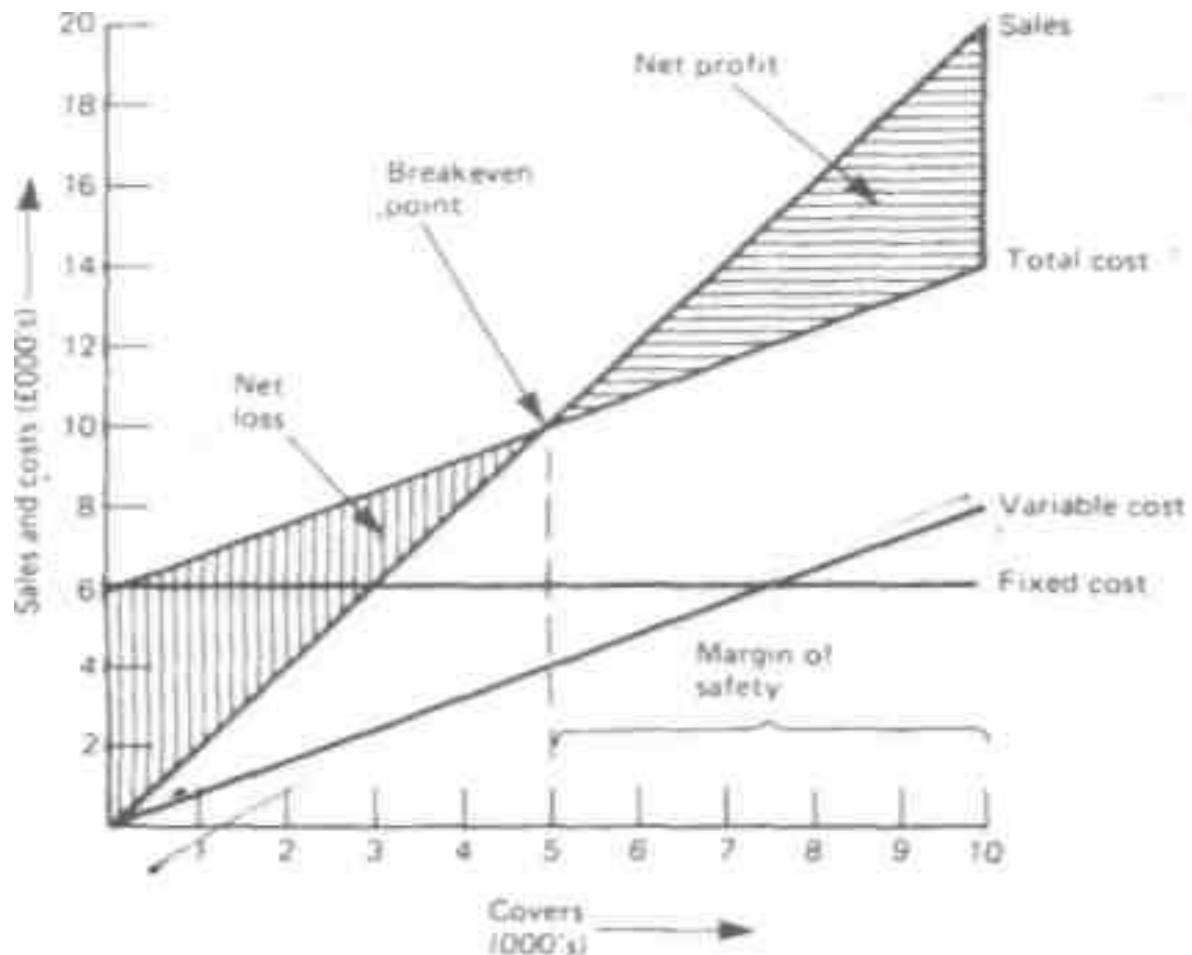
4. *Total costs.* This is the sum of the fixed, semi-fixed and variable costs.

1.3.3 Breakeven / Cost volume profit analysis:

Food and beverage management have to face problems concerning the level of food and beverage cost that can be afforded, the prices that need to be set for food and beverages, the level of profit required at departmental and unit level and the number of customers required to cover specific costs or to make a certain level of profit.

Breakeven analysis takes account of the fact that production incurs both fixed and variable costs. Fixed costs include machinery, factory real estate and, to some extent, marketing. Variable costs include labour and raw materials; more of these resources are used as more products are made. The break-even point is calculated as the fixed costs divided by the contribution per unit. The contribution per unit is the price the company sells the product at, minus the specific variable costs associated with producing that individual unit.

CPV analysis is a system used for checking how changes in the volume of production affect the costs and thus the profits. It is an expanded form of break-even analysis, which simply identifies the breakeven point. CVP analysis is somewhat simplified and relies on some assumptions that do not hold in reality, meaning it is best used for simple "big picture" analysis rather than detailed examination.



Three main kinds of profit are normally referred to in food and beverage operations

1. *Gross profit* = total sales - cost of *materials*

Note: The term gross profit is often referred to as 'kitchen profit' (food) or bar profit (beverages).

2. *After-wage profit* (or net margin) = total sales - (material + labour costs).

3. *Net profit* = total sales - total costs (material - labour + overhead costs).

All of the above are normally used as measures of performance against past results and budgeted targets.

UNIT II

CHAPTER – 2

Function Catering / Banquets

2.1 Definition, History & Importance

“Banquet is the business of selling space to hold the functions. It is also a space where food and beverages are served to an agreed menu and price. It also provides necessary accessories on request”.

Banquet may include functions like reunions, farewells, birthdays, weddings, anniversaries, breakfast, fund raising, honouring visiting dignitaries, product/movie/music launches, calendared events such as new year's eve, etc. movie silver and golden jubilee's.

A puritanical definition of banquets used includes the phrase “formal meal”. Indeed in earlier days a banquet was formal in nature with several strictly followed etiquettes and protocol. Today, we use the term more broadly describing the banquet as a meal function that has a menu that has been pre-selected by the client for all of the guest's attending the event and that takes place in a separate location with the client generally requesting special accessories (colour of table cloth, centre piece, different menu, etc.) to customize the occasion. Usually, the price of the function is also fixed in advance based on the number of persons, the menu is decided and the other services requested of course, beverages as per consumption would be charged plus any other last inclusions.

The number catered to may be as small as 10 but can easily go up to 10,000 or higher. The first by the constraint of space and other factors such as food preparation and service equipment, time and labour.

There are many reasons why clients hold banquets. They hold those for the purpose of personal entertaining, someone must conduct them for business, some clients hold banquets for other reasons. Regardless of the

reasons, the banquet serves one main purpose; it allows the client to invite a large group of people, without doing the planning, buying, cooking, serving of food or the clean up after the party is finished. Having a banquet allows the client to greet and make the guest feel at home rather than act as a person. Apart from the convenience aspects, the guest may not have the space time, capacity or equipment at his disposal to organize the banquet function individually.

Banquet can be described as a large gathering of people where arrangements are done for service of food and beverages. The word banquet means a sumptuous feast or meal. The need for its origination dates back to such era when it became mandatory to organize a different setup all together for large groups so that it can be separately looked on. The space constraint thus can be sorted out by engaging particular big halls meant for the purpose and therefore the concept of banqueting became popular.

The importance...

An efficient conference & banquet service is possible only with proper coordination between banquet office / operations & the kitchen. 80% of the guest who come for conferences are very particular about the fact that all the details which were mentioned by the catering sales office/banquet office are carried out effectively & no details are missed out. The guests get upset in case anything is not done the way requested.

The function categories

1. Banqueting functions include categories –
2. Formal meals – includes lunch, dinner and breakfast.
3. Buffet receptions – include functions such as wedding receptions, cocktail party, etc.
4. Conferences – include meetings.
5. Public relation parties – includes seminars, dealers meetings, exhibitions, product launch etc.
6. Social banquets – marriages, dinners, lunch, cocktail party etc.

The profit margin on sales for banquets often runs 35%, as opposed to 15% for hotel restaurants reasons for these differences are as follows:

1. banquet sales volume often exceeds restaurant volume at a large hotel (in small hotels 2 or 1).
2. Banquets allow flexibility in pricing, prime rib priced at Rs. 200 on the restaurant menu may bring Rs. 375 on the banquet menu. (part of the increase is due to the cost of erecting and tearing down the banquet set up)
3. Food cost are lower due to volume preparation, also, no longer inventory is needed for a banquet kitchen to function, since ordering can be done as needed.
4. Beverage cost can be controlled through pricing flexibility and volume purchasing.
5. Labour cost are lower, science, part time employees on an needed basis can supplement banquet serves, the regular banquet serving staff can be kept small. The cost of restaurant employees, in contrast, is largely fixed; restaurant operates on a continuous basis, and a regular staff must be maintained even during slow period

2.2 Organization of Banquet Dept., Duties and Responsibilities.

ORGANISATION CHART OF BANQUET DEPARTMENT



Banquet manager

He / she hold the full administrative responsibility. He meets the prospective clients to discuss and finalize the arrangements such as menus, table plans, wines, toast master, costs or any other special requirements. He then sends all the information in the form of a Memo or formatted structured Function Prospectus to all the concerned departments like kitchen, housekeeping, maintenance etc. He takes the overall responsibility for the successful conduction of the function.

Banquet head waiter

Banquet head waiter is in charge of the banquet suits and there organization for various forms of functions. He is also responsible for arranging and engaging the casual staff to perform the various bulk jobs of a function. He ensures a proper co-ordination among the staff and the management so that a good team work can be generated and a perfect service can be delivered to the guest.

Dispense barman

He is responsible for the proper dispensing of the liquor during the function. He is also responsible for the allocation of bar stock for various functions, the setting up of the bar, the organization of the bar, control of stock, stock taking and restocking of the bar.

Permanent waiting staff

These are the people who perform all hands on jobs and do practically the service in the banquets. They do the mis -en- place well before the

function like laying of tables etc. and perform an effective service during the function.

Casual staff

These are the staff usually hired by the banquet department on a daily basis. They should be picked up carefully as the nature of the job is casual. Normally such staff reports one hour before the service. They are briefed and then are allotted the respective job. After the service they are dismissed after paying the daily wages.

Porters

There are always two or three porters employed in the banquet as a great deal of heavy work is to be carried out in banquets. Heavy items like chairs, tables etc. are to be shifted every day for the purpose of set. These porters are good enough to take the rigors of hard & laborious work.

Secretary

Works with the banquet manager and is responsible for handling all incoming and outgoing mail, for seeing to it that all memos dictated are sent to the appropriate departments and for the correct filling of all correspondence. The secretary handles all telephone calls and in the absence of the banquet manager may take provisional bookings for functions ensuring that the details are entered on the correct form (banquet memorandum). Bookings are generally made in one of the three ways that is telephone, by letter or by interview. All enquiries, however made, should be confirmed by a letter.

Duties and Responsibilities:

1. Oversee all banquet functions from origination to execution including the delegation of responsibilities
2. Supervise, direct and train all banquet personnel
3. Ensure the proper set up of the banquet rooms in accordance with event diagrams including tables, chairs, linens, audio-visual, food, and any additional needs specific to the event
4. Hands on approach to all aspects of an event
5. Assist in the coordination of additional arrangements in planning such as rental of tables, video, audio equipment, event equipment and linen
6. Responsible for all food, beverage and service procedures

7. Coordinates and supervises the execution of all banquet functions to ensure clients' specifications are adhered to and that the function runs smoothly
8. Oversee the proper uniform appearance of the catering team
9. Responsible for the efficiency and productivity of the catering team
10. Review and understand all necessary information prior to the event with the Banquet Manager on the most up-to-date Banquet Event Orders (BEO) and execute accordingly
11. Confirm all event information on the BEO with the client prior to the event
12. Monitor the client's needs throughout the event and communicate any changes to the proper departments including but not limited to the culinary, beverage, security, house management, and catering sales.
13. Develop a sense of accuracy and urgency with the catering team
14. Understand the function of all departments
15. Understand how the events outside of Food and Beverage (F&B) function and their impact F&B operations

2.3 Types of Banquets: Formal, Semiformal & Informal

1. Informal
2. Semi-Formal
3. Formal

1. Informal Banquets:

In this no set plan of seating is followed. Apart from this no formality is expected from the guest side in terms of maintaining the protocols. The best examples are the marriage parties, birthday bash, launch parties etc.

2. Semi-Formal Banquets:

In this a part of the function is formal whereas the rest can be informal in its own sense. For example in a company board meeting the top table can be arranged maintaining the protocols and ranking whereas the rest of the table could be at ease with no such arrangement.

3. Formal Banquets:

In this all degrees of formalities and protocols are maintained and therefore elaborate arrangements are required to be made. Normally formal banquets are witnessed in case of Head of states hosting function in honour of visiting dignitaries. These elaborate arrangements are in

advance and everything is pre-planned to the last details. Elaborate seating arrangements are made with predetermined and marked seat numbers. Seating plans may be given in advance to the guest along with the menu or may be send with the invitation. The actual plan is as per the ranking and during the final show one may find tent cards mentioning names of the guest placed in the particular seating position.

2.4 Banquet Sales

The Banquet department

Therefore the Banquet department can be grossly categorized into –

I. The Banquet sales office

II. The Banquet operations

I. The Banquet sales office -This mainly deals with –

1. Inquiries of the various halls, dates and rates.
2. Reservations and cancellations of the functions.
3. Finalizing the details.
4. Follow ups of the bookings.
5. Filling the correspondence.

II. The Banquet Operations- This mainly deals with –

1. Making the Function Prospectus or the FP
2. Hall setup
3. Planning and execution of the functions
4. Maintenance of the area and equipment
5. Coordinating with the chef for the formulation of regular as well as the special menus as requested by the guest
6. Coordinating with the host of the function
7. Controlling the operating cost
8. Ordering supplies via indenting
9. Manpower planning and briefing of the staff
10. Monitoring the function
11. The final bill making and settlement.

Banquet Office Operations

Inquiries are noted in the computer & the halls are blocked tentatively according to the timings & the date. The unconfirmed function is blocked in green colour & the confirmed function is blocked in red colour. These

bookings are then followed up with the concerned sales office or the guest directly till it gets confirmed. When the office personnel is confirming a function, details are noted in a plain sheet. All questions are asked to the guest as per the Banquet Information Form that nothing is missed out. Inquiries can be received in the Banquet Office through – email, fax, telephone or personally the guest coming for a booking or by any of the sales offices. A Banquet Information Form is mailed to the sales office. This is a checklist of the questions to ask for a Banquet Function, so that nothing is missed out.

2.5 Banquet Reservation Diary and Booking Procedure.

Banquet Policies

1. Deposit

Based on the date and/or size of event, a non-refundable deposit of amount is required at the time a reservation is made. Without this deposit, there is no guarantee that a space will be held for function. This deposit will be applied as a credit to the final cost of function.

2. Payment

All banquet charges will be billed to the account of the function organiser hosting or sponsoring the event. A detailed invoice will be sent to the event contact for payment. Duplicate copies of the invoice will be provided upon request. Payment in full is due immediately upon receipt of the invoice. The sponsor's account will be credited only upon receipt of payment.

3. Booking Procedure

To ensure the accurate communication of information necessary in making a function as successful as possible, it is preferred to work with one person in the planning of the event. The Catering Department must be notified of meal selection, estimated number of guests, room arrangement, equipment requests and all other details no less than three weeks prior to the event.

4. Guarantee Policy

The function organiser must be notified of the exact number of guests attending a function as per the decided time, two business days prior to the event. This number will be considered as guarantee, and may not be reduced after this time. If no guarantee is received by the Catering Department prior to this deadline, the function organiser will consider as last indication of expected guests to be the guarantee. The guaranteed number is the established minimum number for billing purposes on all functions. If fewer guests attend than the number guaranteed, amount will be charged for 100% of the guaranteed number. The function organiser will set up and prepare for 5% above the guaranteed number of guests. If the number of guests attending exceeds the guarantee plus 5% allowance, will be charged at 1.5 times the per-person cost of the event for the "extra" guests. The function organiser reserves the right to substitute other available food and services if necessary in the event the number of guests exceeds 105% of the guaranteed number of guests, or when the guaranteed number is received less than two business days prior to the event.

5. Cancellation Policy

If an event is cancelled between 21 and 8 days prior to the event, it will be assessed a full room charge; between 7 and 3 days prior to the event it will be assessed 50% of estimated number of guests; within 48 hours of the event it will be assessed 100% of estimated contract or guarantee.

6. Private Property

The function organiser does not allow anything to be affixed to any walls, floors, ceilings, or room furnishings with nails, tape, staples, or any other substances. The Club member host or sponsor of an event assumes responsibility and will be billed for any and all damages to or loss of property from the function room or other areas of the Club caused by the guests, invitees, staff, independent contractors, or any others affiliated with the sponsored function. No fireworks, fire hazards, glitter, rice, birdseed, or confetti is allowed on the function organiser premises.

7. Personal Property

The function organiser does not have space available to store personal property, equipment or supplies belonging to or rented by the member before or after scheduled functions. All such items must be removed from the venue immediately following the function. The function organiser will

not assume or accept responsibility for damage to or loss of personal articles or rented equipment left in the venue prior to, during, or following any function.

8. Business Hours

The function organiser is open for private event service as per the hotels. Please consult with the Catering Department.

9. Price Quotations

Price quotations, verbal or written, are subject to change due to changeability in food costs or increased costs of operation. Confirmed prices will be quoted 30 days in advance of the function. All food and beverages served are subject to a 20% service charge tax. Groups requesting tax exemption must complete a tax exemption form prior to the date of the function.

10. Food And Beverages

All federal, state, and local laws pertaining to food and beverage purchases or consumption are strictly adhered to. All food and beverages must be purchased from the function organiser by pre-arrangement with its Catering Department. No food or beverages of any kind, with the exception of pre-approved specialty items (such as wedding cakes), may be brought into the venue by club members, guests, or others. In these cases, plating charges may apply. The function organiser prepares the quantities of food and beverages based on the guaranteed number of guests, in ample amounts to ensure that all guests at the event enjoy an attractive selection of food. Leftover food or beverages may not be taken from the premises due to state health regulations. All alcoholic beverages must be served by a function organiser employee and consumed on venue premises; open beverage containers or glasses may not be taken out of the venue. In accordance with the General Rules of the Liquor Control Commission, all beer, wine and liquor served on the premises of the venue and must be purchased from the function organiser. No alcoholic beverages will be served to persons under the age of 25. The function organiser reserves the right to discontinue service of alcoholic beverages to any group or individual guest, without refund of packaged pricing, should function organiser personnel determine that to continue such service would not be in the best interest of the guest or of the Club.

11. Multiple Entrée Selections & Substitutions

The event host will select one entrée to be served to all guests attending the event. If multiple entrée selections are ordered, a multiple entrée charge of extra per person will be assessed for two selections; and an extra per person for a three-selection menu. Substitutions may be made for guests with special dietary needs or religious restrictions at no additional charge.

12. Smoking Policy

The function organiser and Centre for Executive Development are smoke-free facilities. Smoking is permitted outside of the building's front entrance only. Smoking is allowed on the pool deck when the pool is open for member use.

13. Closing

All bands or other entertainers must finish their last set by specified time. All banquet rooms must be vacated by deadline time. Last call will be given on all cocktail service no later than 1 hour. The function organiser reserves the right to control all functions held on venue premises and to discontinue service of alcoholic beverages at any time if, in the judgment of Club management, it would be in the best interest of the Club and the guests to do so.

14. Room Assignment And Changes

The function organiser private meeting rooms are reserved for members at the discretion of the Catering Department based on other bookings and attendance estimates given at the time of the initial booking. The function organiser reserves the right to relocate any function to an alternate room within the complex, including rooms in the Centre for Executive Development. An amount change fee will be charged for room setup changes requested less than two business days prior to the event.

15. Audio-Visual Services

A complete line of Audio-Visual (A/V) equipment is available, but must be ordered at least 48 hours in advance. Please discuss your needs with the Catering Department. An amount change fee will be charged for A/V setup changes requested less than two business days prior to the event.

2.6 Function Contract & Function Prospectus

Booking Procedure

Banquet Booking

There are three documents to make banquet bookings. These are:

- The function book
- Contract agreement
- Function Sheet

Function Book

The function book is a control register maintained in the banquet office. It records days, times, and nature of events in various function rooms. It is a reservations diary to commit dates and venues. The book is now computerized. It is maintained by the banquet Secretary who takes reservations during office hours on phone, and is accessible to the Banquet Manager and the Sales Coordinator.

Time must be given between functions for clearance of the previous function and the set-up of the new one if the same hall is used. Zealous sales coordinators may make back-to-back bookings without this precaution, leading to chaos.

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 the checklist of information that should be included:

1. Name and address of the organization
2. Name of the contact person making the banquet booking
3. Contact person's title
4. Telephone contact numbers
5. Date of the functions
6. Start and end time of the function
7. Type of function
8. Name of hall booked
9. Minimum number of people guaranteed
10. Price per head for food and beverage
11. Method of payment
12. Service charges and taxes
13. Hall charges
14. Guest room bookings
15. Advances and deposits
16. Cancellation clause
17. Details of menu

18. Type of food service
19. Bar service
20. Additional services

- Physical Layout – bandstand, stage, ramps, partitions, break-out rooms, table lay-outs, buffet set-up, red carpet and bars.
- Entertainment – deejay, band, microphones, sound system, special lighting, dance floor, floor shows, entertainers and musical instruments.
- Education and Meetings – projection equipment, screens, lecterns, lecturers table, photocopying facilities, faxing facilities, flip chart boards, white boards, stationary, writing kits, reception/registration desk, coffee breaks with menu, table for training kits and hand-outs, country flags, mineral water and mints.
- Wedding Receptions – floral arrangement, stage for bride and bridegroom, photographers, video camera, dance floor, music, priest, etc.
- Décor – flower arrangement, butter sculpture, ice sculpture, special decoration for them and parties.
- Special staff – hostess, registration clerks, musicians, master of ceremonies, security, traffic attendants, valet parking service, florist, audio-visual engineers, housekeeping staff, porters, drivers and coaches, police arrangement etc.

21. Charges for each additional service
22. Name of sales person making the booking
23. Signatures of both parties with date and time

Function Sheet

Function sheet is also known as banquet prospectus, function prospectus or banquet event order. This sheet helps banquet department to run the function in a smooth manner. The function sheet records all details which is required to run the event.

In hospitality industry banquet department says this as a “blueprint” which helps each and every department.

Whenever the event is been taken place copies of function sheet is forwarded to the concerned departments for their reference.

Following are the areas where the function sheet is been forwarded

1. Food And Beverage Office.
2. Housekeeping.
3. Food And Beverage Control.
4. Banquet Office File Copy.
5. Kitchen.

6. Bell Desk.
7. Accounts.
8. Security.
9. Engineering.
10. Kitchen Stewarding.
11. Telephone Operators.
12. Banquet Operations.

2.7 Banquet Menus:

WEL COME DRINKS

Soft Drinks	Juices	Mocktails
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SNACKS

Vegetarian	Non Vegetarian
ASSORTED COOKIES	ASSORTED KEBAB PLATTER
ASSORTED PASTRIES	BARBEQUE CHICKEN TOAST
CHEESE CROISSANT	CHICKEN & CHEESE TOAST
CHEESE ROLL	CHICKEN & CHEESE SANDWICH
PANEER ROLL	CHICKEN & LETTUCE SANDWICH
VEG SPRING ROLL	CHICKEN JUNGLI SANDWICH
VEG ROLL	CHICKEN TIKKA SANDWICH

CHEESE SANDWICH	CHICKEN & CHEESE QUICHE
VEG CHUTNEY SANDWICH	CHICKEN CROISSANTS
CHILLY CHEESE TOAST	CHICKEN PAKODA
COCKTAIL SAMOSA	EGG PAKODA
VEG SAMOSA	CHICKEN SPRING ROLL
DHOKLA	CHICKEN VOL-AU-VENT
MINI TOMATO & CHEESE PIZZA	CHICKEN BASIL TARTS
MINI VEG CUTLET	MINI CHICKEN BURGERS
VEG CUTLETS	MINI CHICKEN PIZZA
MINI VEG BURGERS	
MUSHROOM MINI TARTS	
MUSHROOM QUICHE	
SPINACH CHEESE QUICHE	
MUSHROOM VOL-AU-VENT	
PANEER PAKODA	
POTATO PATTICE	
VEG PATTIES	
VEG PAKODA	

STARTERS

Vegetarian	Non Vegetarian
ALOO TIKKI	BOMBIL FRY
PANEER ACHARI TIKKA	CHICKEN CHILLY DRY
PANEER PAHADI TIKKA	CHICKEN & CHEESE CROQUETTE
PANEER MALAI TIKKA	CHICKEN ROLL
BABY CORN AMRITSARI	CHICKEN SPRING ROLL
CHANG'S BABY CORN	MUTTON ROLL
CHEESE CHERRY PINEAPPLE	CHICKEN SALT & PEPPER
CHILLY CHEESE TOAST	CHIN WING CHICKEN
COCKTAIL STUFF PATRA	FISH FINGERS WITH TARTARE SAUCE
CORN CUTLET	GHOST KATHI KEBAB
GREEN PEAS CUTLETS	JHINGA KATHI KEBAB
CORN CROQUETTES	SHAMMI KEBAB
CORN & CHEESE CROQUETTE	MACHLI AMRITSARI
COTTAGE CHEESE CROQUETTE	MACHLI HARIYALI FRY
VEG CROQUETTE	MACHLI KOLIWADA

FALLAFEL	MEXICAN CHICKEN TART
HARA BHARA KEBAB	MURG ACHARI TIKKA
PANEER KATHI KEBAB	MURG KESARI TIKKA
SUBZI KATHI KEBAB	MURG MALAI TIKKA
VEG. SHAMMI KEBAB	MURG PAHADI TIKKA
MINI IDLIS	MURG TIKKA
MINI MEDU VADA	SESAME SHRIMP TOAST
NYLON RESHMI KHAMAN	TANDOORI JHINGA
PANEER CHILLY DRY	
SABUDANA VADA	
VEG MEXICAN TARTS	
VEG MANCHURIAN DRY	
VEG SPRING ROLL	

SOUPS

Vegetarian	Non Vegetarian
CLEAR VEG. SOUP	HOT & SOUR CHICKEN SOUP
CREAM OF ASPARAGUS	CHICKEN & LEEK SOUP
CREAM OF BROCCOLI	CHICKEN BROTH SOUP
CREAM OF CELERY	CHICKEN MULLIGATAWNY SOUP
CREAM OF CORN	CHICKEN SAUSAGE AND SPINACH SOUP
CREAM OF GREEN PEAS	CHICKEN MANCHOW SOUP
CREAM OF MUSHROOM	CREAM OF CHICKEN SOUP
CREAM OF SPINACH	SWEET CORN CHICKEN SOUP
CREAM OF TOMATO	TOM YUM CHICKEN SOUP
CREAM OF VEG.	
DAL SHORBA	
LEEK & POTATO SOUP	
MANCHOW (CHINESE)	
MULLIGATAWNY SOUP	
PALAK SHORBA	
SWEET CORN VEG SOUP	
TAMATAR SHORBA	
TOM YUM SOUP	
TOMATO & OKRA SOUP	

VEG & NOODLE SOUP	
VEG HOT & SOUR SOUP	
VEG SCOTCH BROTH	
VEG SOUP	

SALADS

COLD POTATO SALAD	PASTA SALAD
ALOO PAPDI CHAAT	PICKED VEG SALAD
BEAN SPROUTS SALAD	POTATO & CELERY SALAD
CABBAGE KIMCHI	RUSSIAN SALAD
CHANA CHAAT	TOMATO & HERBS SALAD
CHANNA SALAD	TOSSED GREEN SALAD
COLE SLAW SALAD	WALDROF SALAD
CORN & COTTAGE CHEESE SALAD	GREEK SALAD
COTTAGE CHEESE & PINEAPPLE	GREEN SALAD
CUCUMBER WITH DILL	HUMMOUS
CUCUMBER WITH YOGHURT	MOUTABEL
FRUIT CHAAT	OKRA & POTATO SALAD
PASTA & VEG SALAD	

RAITA

ALOO PUDINA RAITA	ONION RAITA
BHOONDI RAITA	PINEAPPLE RAITA
CUCUMBER RATIA	POTATO RAITA
MINT RAITA	TOMATO RAITA
MIX RAITA	

ENTRÉE

Vegetarian

INDIAN	CONTINENTAL	CHINESE
ALOO BHINDI	CORN DIANA	CAULIFLOWER MANCHURIAN
ALOO CAPSICUM MASALA	LYONNAISE POTATO	GOBI MANCHURIAN
ALOO GOBI	MACARONI WITH TOMATO & BASIL	PANEER CHILLI
ALOO JEERA	SPAGHETTI CORN AU GRATIN	PANEER SCHEZWAN
ALOO METHI	SPINACH CANNELLONI	PLANTATION NOODLES
ALOO MUTTER RASSEDAR	VEG & MUSHROOM PAPRIKA	STIR FRIED VEGETABLES
ALOO PALAK	VEG. AU GRATIN	SWEET & SOUR VEG
ALOO RASELI	VEG. BURGUNDY	VEG BALLS IN GARLIC SAUCE
AVIAL SOUTH INDIAN STYLE	VEG. CANNELLONI	VEG HOT GARLIC
BABY CORN SIMLA	VEG. LASAGNE	VEG MANCHURIAN
BHARELI VANGI	VEG. MOUSSAKA	VEG. CHOWMEIN
BHINDI CHURCHURI	VEG. RAVIOLI	VEG. HAKKA NOODLES
BHINDI DAHIWALA		
BHINDI DO-PYAZZA		
BHINDI MASALA		

BHINDI SOUTH INDIAN STYLE		
CABBAGE SOUTH INDIAN STYLE		
CHANA MASALA		
CORN & MUSHROOM PYAZZA		
CORN CAPSICUM MASALA		
CORN PALAK		
DAHI KADI (GUJARATHI DISH)		
DAHI PAKODI KADI		
DAL MAKHANI		
DHINGRI PALAK		
DHINGRI KAJU MUTTER		
DUM ALOO BANARSI		
DUM ALOO KASHMIRI		
DUM ALOO STUFFED CURRY		
GOBI MUSALLAM		
GOBI MUTTER		
METHI MALAI MUTTER		
MUSHROOM PALAK		
NAVRATAN CURRY		
PANEER BHURJI		
PANEER BUTTER MASALA		
PANEER MAKHANI		
PANEER MUSHROOM PEAS MASALA		
PANEER MUTTER		
PANEER MUTTER TOMATO CURRY		
PANEER PALAK		
PANEER SAGWALA		
PANEER SHAHI KORMA		

PANEER TIKKA MASALA		
SARSON KA SAAG		
USAL		
VALACHI AMTI		
VEG CROQUETTES		
VEG DO-PYAZZA		
VEG GREEN MASALA		
VEG HYDERABADI		
VEG JALFRAIZI		
VEG KACHORI		
VEG KOLHAPURI		
VEG MAKHANI		
YELLOW DAL FRIED		
YELLOW DAL PALAK		

Non – Vegetarian (Chicken)

INDIAN	CONTINENTAL	CHINESE
CHICKEN CHETTINAD	CHICKEN CECILIA	CHICKEN CHILLI
CHICKEN CURRY	CHICKEN FINE HERBS	CHICKEN IN HOT BEAN SAUCE
CHICKEN DO PYAZZA	CHICKEN MEXICAN	CHICKEN MANCHURIAN
CHICKEN HYDERABADI	CHICKEN STROGANOFF	CHICKEN NOODLES
CHICKEN JALFRAIZI	POLLO PEPPERY WITH PASTA	CHICKEN SPRING ROLLS
CHICKEN KASHMIRI	ROAST CHICKEN WITH PEPPER SAUCE	GINGER CHICKEN
CHICKEN KORMA		HOT BEAN CHICKEN
CHICKEN MAHARAJA		SCHEZWAN CHICKEN
CHICKEN MALAI KORMA		
CHICKEN MASALA		
CHICKEN METHI		
CHICKEN MOGHLAI		
CHICKEN RADA		
CHICKEN SAGWALA		

CHICKEN TANDOORI MASALA		
KADAI CHICKEN		
MURG ACHARI		
MURG HARA PYAZZA		
MURG METHI		
MURG ROGAN JOSH		

Non – Vegetarian (Mutton)

INDIAN	CONTINENTAL
ACHARI GHOST	GREEK MOUUSAKA
BHUNA GHOST	IRISH LAMB STEW
DAL GHOST	ROAST MUTTON WITH MINT SAUCE
KADAI MUTTON	SPAGHETTI BOLOGNAISE
MUTTON BHOONA KALIMIRI	
MUTTON DO PYAZZA	
MUTTON HYDERABADI	
MUTTON KESARI	
MUTTON RADA MASALA	
MUTTON ROGAN JOSH	
MUTTON SAGWALA	
MUTTON SHAHI KORMA	
MUTTON VINDALOO	
SUKHA MUTTON	

Non – Vegetarian (Fish)

INDIAN	CONTINENTAL	CHINESE
BENGALI FISH CURRY	FISH GEORGETTE	HOT BEAN FISH

DAHI MACHI	FISH MEUNIERE	OYSTER & GINGER FISH
FISH AMRITSARI	FISH ORLY	SCHEZWAN FRIED FISH
FISH GOAN CURRY	FRIED FISH (TARTARE SAUCE)	
FISH GREEN MASALA	GRILLED FISH WITH ORANGE SAUCE	
FISH KOLIWADA		
FISH MASALA		
FISH SOUTH INDIAN FRIED		

RICE & NOODLES

Vegetarian	Non Vegetarian
BIRYANI RICE	CHICKEN BIRYANI
VEG BIRYANI	MUTTON BIRYANI
CORN AND GINGER RICE	PRAWN BIRYANI
JEERA PULAO	
KASHMIRI PULAO	
PEAS PULAO	
SABNAM PULAO	
SPINACH PULAO	
MUSHROOM PULAO	
VEG PULAO	
LEMON RICE	
MASALA RICE	
BURNT PEPPER & GARLIC RICE	
MONGOLIAN RICE	
TOMATO RICE	
VEGETABLE FRIED RICE	
CANTONESE NOODLES	
CHILLY GARLIC NOODLES	
MALAYSIAN NOODLES	
STIR FRY NOODLES	
VEG HAKKA NOODLES	
VEG SCHEZWAN NOODLES	

BREADS

PARATHA	PANEER KULCHA	ASSORTED BREAD ROLLS
AJWAIN ROTIS	LACHA PARATHA	PUDINA PARATHA
ASSORTED ROTIS	METHI PARATHA	STUFFED PARATHA
BUTTER NAAN	MASALA KULCHA	KULCHA
NAAN		

DESSERTS

CHERRY BLOSSOM	FRUIT SALAD	JALEBI
ASSORTED PASTRY	FRUIT TRIFFLE PUDDING	KALA JAMUN
BANANARAMA	DUDHI HALWA	MOONG DAL HALWA
BREAD PUDDING	GAJAR HALWA	RABRI
BROWNIE	GULAB JAMUN	RAS MALAI
CHINA TOAST	MANGO MOUSSE	RASGULLAA
CHOCOLATE PUDDING	PINEAPPLE SOUFFLE	MALAI KULFI
RICE KHEER	COFFEE MERINGUE	PISTA KULFI
ICE CREAM (DIFFERENT FLAVOURS)	SEMIYA KHEER	

2.8 Types of Service in the Banquets

Reception

All ground arrangements connected with the delivery and nature of air or sea drops. Includes selection and preparation of site, signals for warning and approach, facilitation of secure departure of agents, speedy collection of delivered articles, and their prompt removal to storage places having maximum security. When a group is involved, it may be called a reception committee.

Arrangements to welcome and provide secure quarters or transportation for turncoats, runaways, or incoming agents.

The process of receiving, offloading, arranging, and transporting of personnel, equipment, and material from the strategic & / or intra-

theatre deployment phase to a sea, air, or surface transportation point of disembarkation to the arranging area.

Cocktail Parties

A party is a gathering of people who have been invited by a host for the purposes of socializing, conversation, or recreation. A party will typically feature food and beverages, and often music and dancing as well.

Seminar

These are basically lectures given regarding a subject. After the researcher's 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.

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. Spotlight will highlights 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.

Road Shows/ Exhibition

This is basically a display of a particular product. This may be from the same company- different types for example range of Akai TV's or may be different company TV's displaying their range of products. The set up for all road shows or exhibitions will differ from product to product. In this sort of an event a hall hire is charged to the concerned as guests keep coming and going. There will be an ad. in the newspaper regarding the timing of the road show & guests will choose a convenient time to visit. The hotel organizes a high coffee tea service for all the guests who come in.

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 good 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 top 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. 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.

1. Guests get assembled in the Ante room.
2. Small welcome drink or mocktail may be served to the guest in the ante room
3. Seating plan is displayed or announced for the guest. Tables are numbered avoiding the number 13.
4. Stewards/ waiters line up behind the head table and other tables.
5. Guests are seated and serviettes placed across the leg
6. First course is served to the head table followed by the other tables.
7. Clearance also follows the same order.
8. The subsequent courses take the same procedure.
9. Toast may be raised in a break between the courses or it may even be raised at the beginning or the end of the party.
10. Whenever toast is raised it is to be announced by the ***Toast Master.***
11. The Toast master is only responsible for the raising of Toast, the rest of all announcement and are normally carried out by the MOC.
12. The service could be a pre-plated service or silver service at times, but strict observance of the codes is followed.
13. All the guest seated at the head table are given the honor of name cards whereas the guest in the other tables are either numbered or named as per the choice of the party.
14. To facilitate the service system different systems are used which can vary from hand gestures to light signals.

2.9 Staffing & Duty Allocation

Calculating the Requirement of Tables for Setting up The Buffet

SALAD BAR	SOUP & STARTERS	BREADS	NON VEG	VEG	RICE & GRAM	DESSERT
Green Salad, Russian Salad Papad, Pickle Dahi	Cream of Tomato Naan Vegetable cutlets	Roti Naan	mutton Vindaloo chicken Kohinoor	Paneer Do Pyaza Bhindi Fry	Peas Pulao Steamed Rice Dal Makhani	Fruit Salad Ice Cream

Pax-200

One of the important points to be noted during the outer door catering is to carry the items that are required and at the same time not to carry more than required. If carried more, it may lead to breakages, loss, and above all increased transportation cost. If the number of tables required for counter set-up is 7, take just 7, if you take 11, it is going to occupy more space of the vehicle and increased labour on loading and unloading. Therefore, it is necessary to visualize the various counters from the customer position and identify the items required.

The area allowance for a dish on the buffet counter is 1 1/2'. As per the menu, the non-vegetarian counter has 9 items and multiplying 9 x 1 1/2', one gets 13 1/2' and the vegetarian counter has the same number of dishes resulting in the same area requirement on the table. The head of the buffet table should have plates and napkins.

Papad, pickle, curds, salads will be kept in the centre of both the counters so that the guests can help themselves,

These can be neatly arranged on a half round table:

For water station, we need two round tables

For soup station, one buffet table

For sweet station, one buffet table

For clearance, one buffet table

Plastic bins lined with disposable bag for dirties and disposables 4 no.
Size of a buffet table is 8' x 2 1/2'

Number of buffet tables required:

Soup's section	1
Vegetarian counter	2
Non-vegetarian counter	2
Sweet counter	2
Clearance	1
Total buffet table	7nos

Number of round tables required (3' dia):

Water station	2
Round table	2
Half round table	1

The function also needs chairs especially for old people to sit and eat. Plastic or garden chairs may be taken which are light and convenient to carry. The number of chairs to be taken may be equal to approximately 50 % of the expected covers. However, if it is formal dining, all the covers should be provided with the chairs.

Staff Calculations

Number of staff required depends on the number of buffet stations to be manned, number of dishes to be served, and for other activities, such as replenishing and clearance

Service supervisor Total staff required

Soup station	2
Vegetarian counter	2
Non-vegetarian counter	2
Replenishing	2
Water	1
Clearance	2
Sweet	
Service supervisor	1
Total staff required	12

NOTE:

One member from the replenishing and one member from the soup counter will do the service in the beginning. After sometime when almost 3/4th of the guests finish their food, the soup counter will be closed and joins the sweet service. Ice cream will be served by the representative from the supplier.

The staff requirement is often fulfilled by the local agents.

The climate, the unpredictable element, may pose the problem during the outdoor function and the caterer should be able to manage any such situations.

The caterer must analyze the menu in detail and survey the function venue to organize the function to the satisfaction of the guests. If any of the items is forgotten, the caterer has to do the function without it which may result in guest dissatisfaction.

Departmental Affair

Before The Function Starts

Kitchen

- A few ingredients are not available and the dish needs to be changed.
- The chef has not received the FP.

Housekeeping

- The flowers don't come in time.
- The hall is not cleaned and the toilets are opened in time.

Maintenance

- The audio/ visuals are not working properly.
- The hall is leaking very badly due to the excessive rains in the city.
- The air conditioning plant has blown off.
- The power supply is not coming in the hall.
- The extension cords are not in proper order are not enough in number.
- The dimmers are not working.

Front Office

- The front office has not been informed about the change of venue for the conference. All the guests are diverted into another hall where another conference is scheduled to start.

- The guest tells the front office the change in sign board matter, which is not communicated to the banquet captain.
- The guest asks the bell boy to take the stationery up to the hall and takes it to some other hall.
- The guest had handed over the banner to front office who has not handed it over to the banquets.

During The Function

Kitchen

- The food is not ready in time. The change in time has not been communicated to the chef by the banquet staff.
- The food runs short and a particular dish has to be replaced with another.
- Delay in picking up the food from the counter.
- The guest asks for an eggless cake but the chef has forgotten to pass on this information to the bakery staff.

Housekeeping

- The napkins for the function are not ready in time.
- There is a guest who has vomited in the toilet. The housekeeping hasn't sent anyone to clean the same after getting repeated reminders.
- The toilets are not cleaned after every session of service.

Maintenance

- The temperature is too cold in the hall and there is no regulator to control the temperature.
- The power supply suddenly goes off.
- The electrician responsible for recording is suddenly missing.
- The mikes make a cooing sound.
- Renovation sounds coming from outside the hall, thus disturbing the function.

After The Function

Kitchen

- Banquet office has sent an amendment form for the reduction of the number of persons for the function. The chef hasn't received it. Hence the food has been prepared for the original amount. Thus leading to wastage and increase in food cost.

- After the function, the guest comments that the food was not up to the mark.

The food has fallen short and one dish was changed.

- The food is not cleared in time and the waiters are eating food from the buffet.

Housekeeping

- The napkins are just thrown without making bundles of 10.
- The table cloth has been bundled with all the food particles and has been stained very badly.
- The tablecloth is burnt due to the solid fuel falling on it.
- The frills are sent for wash as they were dirty but with pins in it.

Maintenance

- The banquet staffs forgets to inform the maintenance that the function is over and air-conditioning has to be switched off. Or it is informed, but the maintenance staff doesn't switch off.
- The mikes and visual aids are not cleared in time.
- Maintenance staff eating the food remains after the function is over from the buffet. The manager catches them and raises the bill.

Security

- One of the guests is high on liquor and is misbehaving in the lobby. Is taken into the custody of the Security Officer
- There is a theft in the hall and the guest, bring it to the notice of Duty Manager before leaving.
- Staffs are consuming liquor after the function. The guest has given the liquor but the staffs are not supposed to consume it in the hotel premises.

2.10 Toast Procedure at Wedding Reception & Protocol

Toasting

Toastmaster is a general term, referring to a person in charge of the proceedings of a public speaking event. Toastmaster remaining sober in order to conduct events, he may have had a special cup, called the TOASTMASTER'S GLASS which, although of the same size and shape as others at the event. The toastmaster is typically charged with organization of the event, arranging the order of speakers, introducing one or more of the speakers, and keeping the event on schedule. Such meetings typically include civic events, service organization meetings, and banquets of various purposes. In many meetings, a toastmaster typically addresses the audience from behind a dais or from a podium. At stage entertainment events, especially ones broadcast on live television, the toastmaster often takes the form of a master of ceremonies, introducing the entertainment acts. The term has fallen out of use to a large degree.

Rituals

A **toast** is a ritual in which a drink is taken as an expression of honour or goodwill. The term may be applied to the person or thing so honoured, the drink taken, or the verbal expression accompanying the drink. Thus, a person could be "the toast of the evening," for whom someone "proposes a toast" to congratulate and for whom a third person "toasts" in agreement. The ritual forms the basis of the fictional and performance genre.

The toast as described here is rooted in Western culture, but certain cultures outside that scope have their own traditions in which consuming a drink is connected with ideas of celebration and honour. While the physical and verbal ritual of the toast may be elaborate and formal, merely raising one's glass towards someone or something and then drinking is essentially a toast as well, the message being one of goodwill towards the person or thing indicated.

Guidelines

There are no hard-fast rules to toast-making and giving. What follows are guidelines to give you a starting point

- **Be Expressive, Original, and Humorous.** Make sure that the toast you are delivering is appropriate to the intended audience and occasion.
- **Be Simple.** Keep your toast short and to the point. Avoid use of big words. The simplest words often sound the most sincere.
- **Be Yourself.** Give it from the heart.
- **Be Brief.** Avoid more than just a few sentences. Don't use the toast as a soapbox.
- **Be Prepared.** A good toast is a speech in miniature. Any good orator will tell you, it takes far more work to craft a short message, than a long speech. It takes practice to sound spontaneous. It's not a bad idea to have two or three short toasts memorized for when the opportunity presents itself. If you're quoting a well known work, know the context of the lines so as not to leave people reading something else in, between them.
- **Be Done.** End on a positive note. Clearly define the end by saying "Cheers!" asking your audience to "Raise your glass," or some other accepted gesture.

Tone

POSITIVE	NEGATIVE	HUMOROUS/ IRONIC/ SARCASTIC	SORROWFUL/ FEARFUL/ WORRISOME
Loving	Angry	Scornful	Sombre
Elevated	Disgusted	Critical	Melancholy
Jubilant	Condemnato ry	Contemptuous	Serious
Soothing	Wrathful	Wry	Mournful
Enthusiastic	Bitter	Ironic	Despairing
Relaxed	Disgruntled	Mock-Serious	Fearful
Reverent	Obnoxious	Mocking	Concerned
Jovial	Outraged	Droll	Pessimistic
Calm	Brash	Satiric	Grave

Romantic	Aggravated	Ridiculing	Poignant
Exuberant	choleric	Quizzical	Horror
Encouraging	Surly	Insolent	Disturbed
Ecstatic	Agitated	Disdainful	Sad
Optimistic	Irritated	Bantering	Hopeless
Consoling	Indignant	Sarcastic	Remorseful
Energetic	Insulting	Taunting	Regretful
Amiable	Quarrelsome	Cynical	Ominous
Complimentary	Belligerent	Teasing	Gloomy
Amused	Furious	Pompous	
Confident	Threatening	Facetious	
Whimsical	Accusing	Flippant	
Passionate		Mock-heroic	
Elated		Condescending	
Light-hearted		Malicious	
Appreciative		Caustic	
Joyful		Ribald	
Fanciful		Irreverent	
Proud		Patronizing	
Cheery		Comical	
Hopeful			
Brave			
Pleasantly			
Sympathetic			
Optimistic			
Friendly			
Compassionate			

Banquet Protocol

Protocol is a balance of sitting arrangement. The head table should be allocated to the rank and prominence of the guest. These guest should be assigned to seats by going from right and the left of the host out from the centre of the head table.

10	8	6	4	2	1	3	5	7	9
----	---	---	---	---	---	---	---	---	---


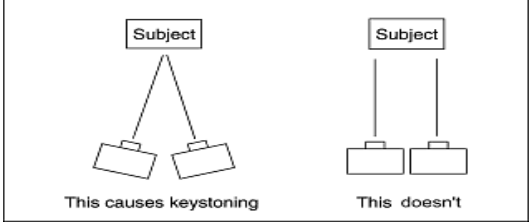


Set-Up

The organizer should arrive at the function venue well in advance of the anticipated time of arrival of guests. The organizer's first task is to check any set-up and layout requirements requested during the preliminary venue inspection. Matters that should be checked prior to the arrival of guests will differ for each type of function but may include checking that doors have been unlocked; the PA system is functional; there is a table for laying out the name tags for guests; jugs of water have been appropriately placed; flowers are not lifeless; the room is clean; tables have been set; there are sufficient glasses; place cards and menus have been appropriately set; banners or other decorations are straight; the band is set up; and the toilets are clean and unlocked

2.11 Outdoor Catering

This catering includes the provision (condition) of food and drink away from home base and suppliers. The venue is decided by the host. Price will be charged according to the type of food and beverage ordered. Outdoor catering will take care of party in a full-fledged manner. Outdoor catering includes catering for functions such as marriages, parties etc.

Glossary AUDIO VISUAL EQUIPMENTS

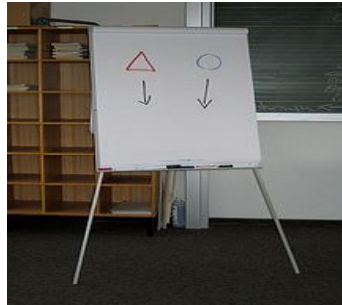
TERM	FIGURE
<p>Dais:</p> <p>It is raised platform on which headtable is placed .</p>	
<p>Keystoning:</p> <p>This type of distortion is caused by the lens not being directly aligned with the center of the screen when projecting an image.</p>	
<p>Lavalier Microphone:</p> <p>A small microphone that attaches to clothing, allowing the speaker to have a hands-free presentation.</p>	
<p>Lectern:</p> <p>A stand with a slanted top, used to hold a book, speech, manuscript, etc... at the proper height for a reader or speaker. Sometimes referred to as a podium.</p>	
<p>Easel:</p>	

An easel is a portable three legged stand with a rack that is used to hold signs, boards, posters, charts, cork boards , magnetic boards or other objects .



Flip charts:

A flip chart is a stationery item consisting of a pad of large paper sheets. It is typically fixed to the upper edge of a whiteboard, typically supported on a tripod or four-legged easel. Such charts are commonly used for presentations.



Monitor:

A monitor or a display is an electronic visual display for computers. The display device in modern monitors is typically a thin film transistor liquid crystal display (TFT-LCD) thin panel, while older monitors use a cathode ray tube (CRT) about as deep as the screen size.



Opaque projector:

An optical device that uses reflected light to project an enlarged image of an opaque object such as a photograph or printed page onto a screen



Overhead Projector:

An overhead projector is a variant of slide projector that is used to display images to an audience.



Podium (rostrum):

Rostrum may refer to a piece of furniture suitable for holding papers used by a person who is addressing a group, a lectern.



Roving Microphone:

A small microphone, with or without a wire, which can be moved easily through an audience for questions or comments.



Table Microphone:

A microphone, with or without a wire, which can be easily fixed on table, so that speaker can speak freely without holding microphone.






Teleconferencing:

A conference held among people in different locations by means of telecommunications equipment, such as closed-circuit television.



EXHIBITIONS

TERM	FIGURE
<p>Area Exhibit:</p> <p>A large room for gatherings or entertainment; "lecture hall"; "pool hall"</p>	
<p>Booth exhibit:</p> <p>An area made up of one or more standard units of exhibit space</p>	
<p>Consumer Show:</p> <p>An explanation, of what are generally known as consumer products, that is open to the public. Typically, an admission fee is</p>	

charged. Also known as PUBLIC SHOW or GATE SHOW.

Exhibition (exposition):

Preferred term which refers to an event at which products and services are displayed. ALSO KNOWN AS EXPOSITION, TRADE SHOW.



Floor Load:

Maximum amount of weight per square foot a floor can support. May also refer to the maximum amount of power available from floor outlets and ports.



Floor Plan:

A map showing layout of exhibit spaces, lounges, concession areas, restrooms, electrical/plumbing accessibility, etc.



Gross Square Feet:

Total space available in exhibit hall as compared to net square feet, which is usable exhibit space.



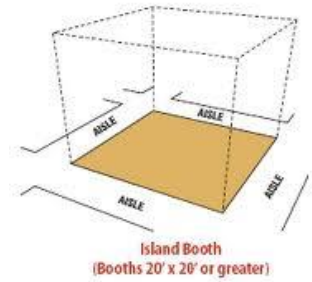
Hospitality Suite/Event:

An event usually separate from the exhibit, in which refreshments are served and exhibitor personnel and visitors socialize. Most shows require hospitality events to be opened only after exhibit hours.



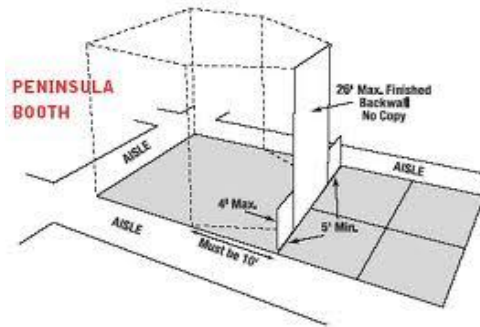
Island booth (Exhibit):

A three-dimensional display exposed to aisles on all four sides.



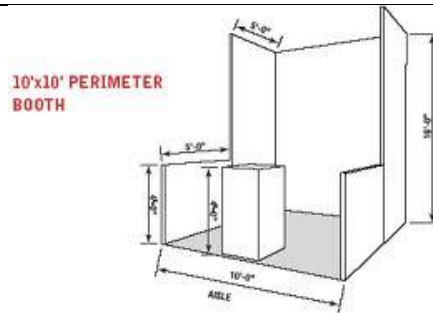
Peninsula booth:

An exhibit or area with aisles on three sides.



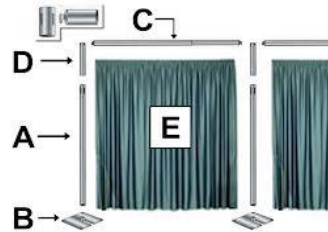
Perimeter Booth:

Exhibit space located on an outside wall of an exhibit hall.



Pipe and Drape:

Pipe material with fabric draped from it to make up side RAILS and BACKWALL of a trade show.



Trade show :

An exposition related to a particular industry or group, and open only to the members of that group



Trade fair:

Broadly, international term of an exhibition



Move-In dates:

Dates set for installation. ALSO KNOWN AS SET-UP.

Move-Out dates:

Dates set for dismantling. ALSO KNOWN AS TEAR DOWN.

Card Key # _____ (if applicable) **Move-In/Move-Out Worksheet**

Building: _____ **Apt:** _____ **Tenant:** _____

Move-In Date: _____ **Move-Out Date:** _____ **New Home Tel#:** _____

Please complete the Move-In Checklist with the Resident Manager the day you move in. He will go over it, sign it and schedule/do needed **(C)**leaning/**(R)**epairs. When you move out, the cost to clean, repair or replace anything found dirty or damaged will be withheld from your security deposit. Note "**(B)**lemishes" so you are not charged for them when you move out.

	Item	B/C/R	Move-in Description	B/C/R	Move-Out Description	Chg ?
	KITCHEN					
1	Stove/Range					
2	Oven/Hood & Fan					
3	Refrigerator					
4	Garbage Disposal					
5	Dishwasher					
6	Counters					
7	Sink					
8	Faucet					
9	Cabinets					
10	Light Fixtures/ Outlets					
11	Walls/Ceiling					
12	Windows/ Windowlocks					
13	Blinds					
14	Floor/ Molding					
15	Drains					
16	Other:					

Tenant Signature

Date

Tenant Signature

By signing move-in checklist Tenant(s) agrees that other than noted on the checklist, at the time of the move-in walkthrough there are no items in need of maintenance or repair attention, and agrees to accept the unit "as is," in its current condition.

Resident Manager Signature

Date

ALL REPAIRS & CLEANING HAVE BEEN COMPLETED.

Resident Manager Signature

FORWARDING ADDRESS AND TEL#:

Tenant Signature

Date

MEETINGS AND CONVENTIONS MARKETING

TERM	FIGURE
<p>Break-Out Room:</p> <p>A smaller room used when a larger group breaks into sub-groups</p>	
<p>Citywide Event:</p> <p>An event that requires the use of a convention center or event complex, as well as multiple hotels in the host city.</p>	
<p>CMP (Certified Meeting Professional):</p> <p>Convention Industry Council certification program for professionals in the meeting, convention and exhibition industries</p>	
<p>Cut-Off Date:</p> <p>The day when a facility releases a block of rooms or space</p>	

Destination Management Company:

A company that specializes in the organization and logistics of meetings and events in a specific location or destination



Day meeting package (DMP):

A per person plan which typically includes conference rooms, lunch, continuous refreshment service, conference services and certain conference technology (A/V). No sleeping rooms are utilized under a DMP.



Duo Serve:

A hotel property in which logistics are handled by the convention services manager (CSM), with catering handled by a separate manager.



Function Rooms:

Any of a group of related organized occasions that contribute to a larger event.



Home run accounts:

ICW - In conjunction with:

Standard terminology for sub-group holding events or a room block directly affiliated with a larger meeting convention



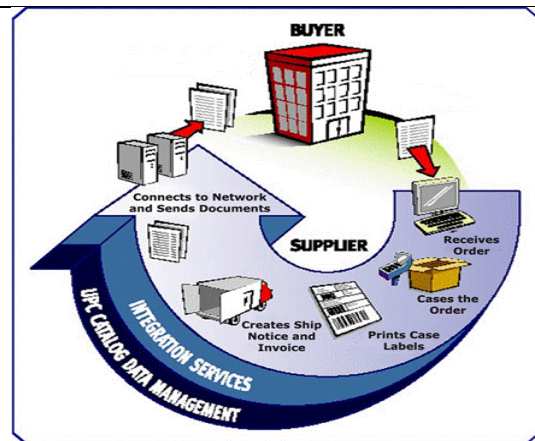
Incentive travel house:

A vacation awarded to employees as a bonus in order to motivate them.



Lead time:

The amount of time between the placing of an order and the receipt of the goods ordered.



Letter of agreement:

Contract. Document outlining proposed services, space, or products which becomes binding upon signature by authorized representatives of both parties. It lists services, foods, beverages, and so forth.



Major close:

MICE:

Meeting, Incentive, Conference/Congress, & Exhibition. An internationally used term for the events industry.



MMP (modified meeting package):

Proposal:
1) Plan put forth for consideration or acceptance.
2) Communication sent by a supplier to a potential customer detailing the supplier's offerings and prices.



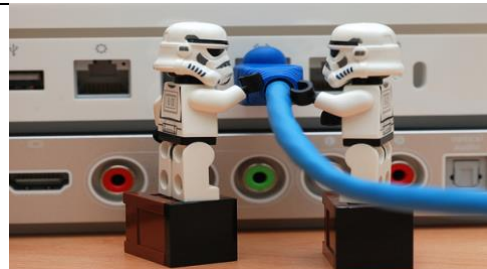
Sales Blitz:

Intense selling effort in a particular locality; cold calling to qualify leads. Usually performed by a group of people from one organization who may or may not all be in a sales capacity.



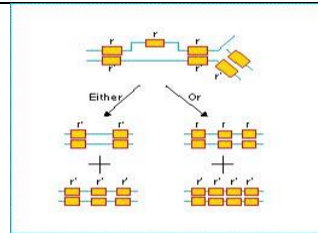
Set Up Time

Window of time to erect an exhibit or prepare for an event before guests arrive



Slippage:

Reduction in the number of rooms used from the original reserved block.



Spouse Programs

Activities planned for any guests of meeting participants



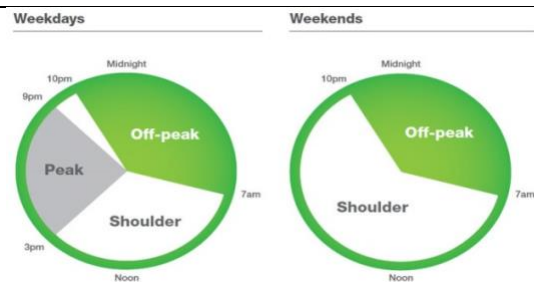
Second-tier cities:

A city where the space limitations of the convention center, the hotels, or the air lift, make the city more appropriate for smaller meetings and events.



Shoulder Period:

When the demand for a supplier's product or service is neither high nor low.



SMERF

In the hospitality industry, an acronym for Social, Military, Educational, Religious, Fraternal, indicating a market segment for the sales of banqueting rooms and meeting facilities



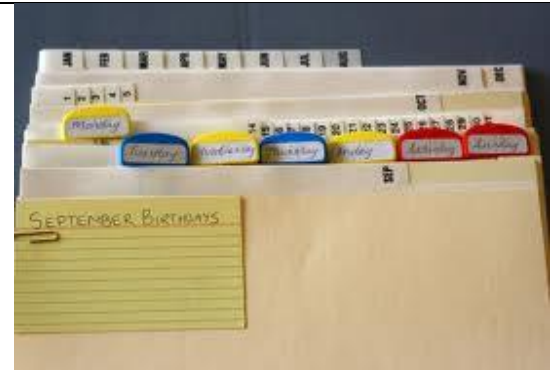
Tentative Booking:

A space temporarily held by a facility or venue for a specific date pending a definite booking. There are no consequences for cancellation.



Tickler file:

A file of memoranda or notices that remind of things to be done



Trial Close:

A technique used in selling to measure the buyer's readiness to make a purchase decision. A trial close usually takes the form of questions that ask for decisions on minor selling points; if the salesperson gets favorable responses to these questions, he or she can more confidently attempt to close the sale.



Uni serve:

Yield management:

Computer program that uses variable pricing models to maximize the return on a fixed (perishable) inventory, such as hotel rooms, based on supply-and-demand theory.



(Uni serve: Major close: Home run accounts:)

TYPES OF MEETINGS

TERM	FIGURE
<p>Assembly:</p> <p>1) A general or formal meeting of an organization attended by representatives of its members for the purpose of deciding legislative direction, policy matters, holding elections, or conducting governance business of the organization. Consequently, an assembly usually observes certain rules of procedure for its meetings; generally prescribed in its Articles & By-laws.</p>	<p>The photograph shows a large, formal assembly or legislative session. The room is grand and ornate, with high ceilings and wood paneling. Numerous people are seated at long desks arranged in a semi-circle, facing a central area where a speaker or presiding officer is likely seated. The atmosphere appears serious and official.</p>

2) The process of creating display component parts into a complete exhibit.

Breakout sessions:

Small group sessions, panels, workshops or presentations, offered concurrently within an event. Break-Out Sessions occur apart from the general session



Clinic:

Workshop-type educational experience where participants learn by doing.



Colloquium:

An informal meeting for the purpose of discussion; usually of an academic or research nature and in order to discover areas of mutual interest through exchange of ideas. Conducted as and when convenient, but with little regularity.



Concurrent sessions:

Multiple sessions scheduled at the same time. Programs on different themes or subjects offered simultaneously.



Conference:

- 1) Participatory meeting designed for discussion, fact-finding, problem solving and consultation.
- 2) An event used by any organization to meet and exchange views, convey a message, open a debate or give publicity to some area of opinion on a specific issue. No tradition, continuity or timing is required to convene a conference. Conferences are usually of short duration with specific objectives, and are generally on a smaller scale than congresses or conventions.



Congress:

- 1) The regular coming together of large groups of individuals, generally to discuss a particular subject. A congress will often last several days and have several simultaneous sessions. The length of time between congresses is usually annual, although some are on a less frequent basis. Most international or world congresses are latter type; national congresses are more frequently held annually.



2) European term for convention.

Convention:

Gathering of delegates, representatives, and members of a membership or industry organization convened for a common purpose. Common features include educational sessions, committee meetings, social functions, and meetings to conduct the governance business of the organization. Conventions are typically recurring events with specific, established timing.



Dealer meeting:

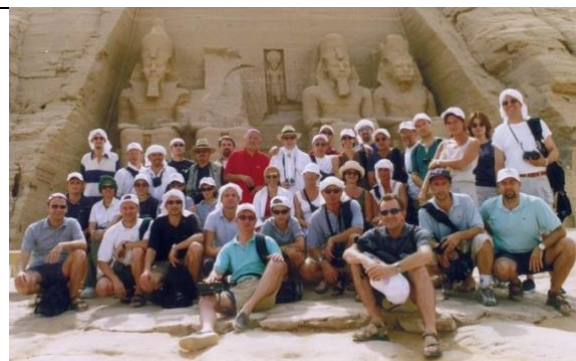
Forum:

Open discussion with audience, panel, and moderator. A meeting or part of a meeting set aside for an open discussion by recognized participants on subjects of public interest.



Incentive meeting:

companies and organizations use to reward employee achievement, effort and contribution



Plenary session:

General assembly for all participants



Retreat:

The act or process of withdrawing, especially from something hazardous, formidable, or unpleasant.



Sales meeting:

A gathering in which a product or service is being discussed, and the benefits are outlined to the potential buyer. The sales meeting is not always a presentation format, it can sometimes be an informal conversation, phone call or online affair. The parties involved have this meeting between the initial contact and final purchase, in order to entice the customer.



Seminar:

1) Lecture and dialogue allowing participants to share experiences in a particular field under the guidance of an expert discussion leader.



2) A meeting or series of meetings of a small group of specialists who have different skills but have a specific common interest and come together for training or learning purposes.



Summit:

A conference or meeting of high-level leaders usually called to shape a program of action.

Symposium:

A meeting of a number of experts in a particular field, at which papers are presented and discussed by specialists on particular subjects with a view to making recommendations concerning the problems under discussion.



Workshop:

1) Meeting of several persons for intensive discussion. The workshop concept has been developed to compensate for diverging views in a particular discipline or on a particular subject.

2) Informal and public session of free discussion organized to take place between formal plenary sessions or commissions of a




congress or of a conference, either on a subject chosen by the participants themselves or else on a special problem suggested by the organizers.

3) Training session in which participants, often through exercises, develop skills and knowledge in a given field.

(Dealer meeting)

FUNCTION CATERING TERMINOLOGY

TERM	FIGURE
<p>Air Walls:</p> <p>Moveable barriers that partition large meeting rooms into several smaller meeting rooms. May be sound resistant, but not totally sound proof.</p>	 A photograph showing several vertical, wood-paneled air walls in a meeting room, used for partitioning space. The walls are made of dark wood and are arranged in a row, creating a series of smaller meeting rooms. The room has a carpeted floor and a window on the left side.

Cash Bar:

A counter at a large party where you can purchase drinks by the glass



Corkage:

A fee charged, as in a restaurant or banquet, for serving alcohol brought in by the guest.



Crash Bar:

A crash bar is a form of lever tumbler lock for unlocking a door during emergency conditions



Guaranteed and Expected Number:

Guaranteed Number:

A minimum guaranteed number of guests attending the function. This is the minimum number of guests who will be catered and charged for. If this number exceeds, it will be charged accordingly.

Expected Number:

A minimum guaranteed number of guests exceeded the function. This is the extra number of



guests who are been catered and will be charged for.

Head Count:

Number of people attending at an event



Host Bar:

Bar service is offered to guests at an event free of charge, it is known as a "host bar."



PDR:

Pre-Function Area:

Grouping of activities or processes on the basis of their need in accomplishing one or more tasks.






Pre-function Area

Reader Board:

A reader board is a visual display board that conveys information about a wide variety of subjects, including advertising for products or services, travel, news or event information.



<p>Reception:</p> <p>Social gathering usually before an event</p>	
<p>Skirting:</p> <p>Attractive fabric placed around a table to conceal the area.</p>	
<p>Theme Party:</p> <p>A party where everyone has to dress in a particular way connected with a particular subject</p> <p>(E.g.: Halloween Theme)</p>	
<p><u>Upstage:</u></p>	

(PDR Upstage)

UNIT III

CHAPTER – 3

3.1 Buffet

3.1.1 Definition & Types of Buffets. (Meal Period, Manner of Consumption, Food Served & Other Types – Display, Gourmet & Running)

A buffet is a system of serving meals in which food is placed in a public area where the diners generally serve themselves. It is a popular method for feeding a large number of people with minimal staff. Buffets are offered at various places including hotels and many social events. Sideboards are also known as buffets as they may be used to offer the dishes of a buffet meal to guests.

Types of Buffet

Meals	Manner Of Consumption	Nature Of Food Served	Others
Breakfast	Stand-Up	Dessert	display
Brunch	Fork	Salad	gourmet
Lunch	Finger	Smorgasbord	running
Tea	Sit-Down		
Supper	Modified		
Dinner	Simple		
	Deluxe		

1. Meals

A meal is an instance of eating, specifically one that takes place at a specific time and includes specific, prepared food.

Meals occur primarily at homes, restaurants, and cafeterias, but may occur anywhere. Regular meals occur on a daily basis, typically several times a day. Special meals are usually held in conjunction with such occasions as birthdays, weddings, anniversaries and holidays.

A meal is different from a snack in that meals are larger, more varied, and more filling, while snacks are more likely to be small, high-calorie affairs; however, any food eaten in small amounts at an unscheduled time can be classified as a snack.

A picnic is an outdoor meal where one brings one's food, such as a sandwich or a prepared meal (sometimes in a picnic basket). It often takes place in a natural or re-creative area, such as a park, forest, beach,

or grassy lawn. On long drives a picnic may take place at a road-side stop such as a rest area.

a Breakfast

Breakfast (literally meaning "breaking the fast" of the night) is the first meal taken after rising from a night's sleep, most often eaten in the early morning before undertaking the day's work. Among English speakers, "breakfast" can be used to refer to this meal, or, less commonly, to refer to a meal composed of traditional breakfast foods (eggs, oatmeal, sausages, etc.) served at any time of day.

Breakfast foods vary widely from place to place, but often include a carbohydrate such as grains, fruit and/or vegetable, protein, dairy, and beverage. Coffee, tea, juice, breakfast cereals, pancakes, sausages, bacon, sweet breads, fresh fruit, vegetables, eggs, baked beans, muffins, crumpets and toast with butter and/or jam are common examples of breakfast foods, though a large range of preparations and ingredients are associated with breakfast globally.

Nutritional experts have referred to breakfast as the most important meal of the day; citing studies find that people who skip breakfast are disproportionately likely to have problems with concentration, metabolism, and weight.

b. Brunch

Brunch is a combination of breakfast and lunch. The term is a portmanteau of breakfast and lunch.

A meal is not usually considered brunch if it is started before 10 am; such meals would still be considered breakfast. Typically brunch is had between 11 am and 1 pm, close to lunch time but still before. Brunch is usually eaten in the late morning. However on Sunday, anytime is acceptable for Brunch.

c. Lunch

Luncheon, commonly abbreviated to lunch, is a mid-day meal.

In English-speaking countries during the eighteenth century, lunch was originally called "dinner"— a word still used regularly to mean a noontime meal in Scotland, Ireland, Wales and some parts of England, and also in some parts of Canada and the United States. Typically,

businesses will use the standard word "Lunch" when referring to the noon meal to avoid confusion due to the cultural domination of Standard English.

The mid-day meal on Sunday and the festival meals on Christmas, Easter, and thanksgiving (in the U.S. and Canada) are still often eaten at the old hours, usually either at noon or between two and four in the afternoon, and called dinner. Traditional farming communities also may still commonly have the largest meal of the day at mid-day and refer to this meal as "dinner".

d. Tea

Tea can refer to any of several different meals or mealtimes, depending on a country's customs and its history of drinking tea. However, in those countries where the term's use is common, the influences are generally those of the former British Empire (now the Commonwealth of Nations). The tea meal can be small or large and used, for example in the phrase, "to take tea".

Afternoon tea

Afternoon tea also known as low tea is a light meal typically eaten between 3pm and 5pm.

Traditionally, loose tea is brewed in a teapot and served in teacups with milk and sugar. This is accompanied by sandwiches (customarily cucumber, egg and cress, fish paste, ham, and smoked salmon), scones (with clotted cream and jam, see cream tea) and usually cakes and pastries (such as Battenberg, fruit cake or Victoria sponge). In hotels and tea shops the food is often served on a tiered stand; there may be no sandwiches, but bread or scones with butter or margarine and optional jam or other spread, or toast, muffins or crumpets.

Nowadays, a formal afternoon tea is usually taken as a treat in a hotel, café or tea shop. In everyday life, many Britons take much simpler refreshment consisting of tea and biscuits at teatime

High tea

High tea (also known as meat tea) is an early evening meal, typically eaten between 5pm and 6pm. It is now largely followed by a later lighter evening meal.

High tea would usually consist of cold meats, eggs or fish, cakes and sandwiches.

In its origin, the term "high tea" was used as a way to distinguish it from "low tea" or afternoon tea. The words 'low' and 'high' refer to the tables from which either tea meal was eaten. Low tea was served in a sitting room where low tables (like a coffee table) were placed near sofas or chairs generally. The word high referred to a table, this one on a dining room table, and it would be loaded with substantial dinner dishes - meats, cheese, breads, perhaps the classic shepherd's pie or steak and kidney pie.

e. Supper

Supper is the name for the evening meal in some dialects of English - ordinarily the last meal of the day. Originally, in the middle Ages, it referred to the lighter meal following dinner, which until the 18th century was invariably eaten as the midday meal.

f. Dinner

Dinner used to be the name of the main meal of the day. Depending upon culture, this may now be the second, third or fourth meal of the day. But originally, it referred to the first meal of the day, eaten about noon, and is still occasionally used in this fashion if it refers to a large or main meal.

2. Manner of Consumption

a. Stand-Up

As the name suggests the guest have their food standing. Stand-up buffet makes guest mingle and is considered most suitable for rolling crowd.

(i) Fork Buffet

Here the meal is consumed standing with plate in one hand and fork in other. Few tables are provided for convenience of old people and children. Food chosen for such a meal should be easily eaten with the help of a fork and anything that would need a knife should be avoided. Hence, meat, fish, salads, curry, sautés, casseroles with rice and noodles etc. are preferred,

(ii) Finger Buffet

Finger buffet are comparatively relaxed, highly informal affairs. Here the food is consumed by using fingers only which include sandwiches, canapés, chips fried munchies etc.

b. Sit-Down

As name suggests, consumption of food is done at the arranged table and chairs.

(i) Modified

Here the guest moves through buffet line picking up food from buffet according to his consumption. Service staff serves beverages, assorted bread rolls and butter. Required cutleries and flatware are placed on the buffet and some are provided at the table if requested by guest. Clearance is done by the stewards.

(ii) Simple

Here the guest move through buffet line picking up plates, bowls spoons etc. water goblets, cruet sets are placed on the table. Service staff will only clear soiled plates.

(iii) Deluxe

Here the guest is offered maximum service as well as variety of courses including beverages. But, for the consumption of main course guest have to help themselves. covers are laid on the table and clearance is done by the steward.

3. Nature of Food Served

a. Dessert

A successful dessert buffet will offer a main dessert such as cake with many side nibbles. Cookies, candies, pies, tarts and fresh fruits are all dependable buffet offerings. While sauces, crèmes and toppings are easy to incorporate, weigh the feasibility of soufflés or frozen concoctions.

A table, sideboard or even a surfboard may be suitable to the occasion and treats. Create different heights with pedestals or tiered dishes. Use a mix of colours and textures, both in your menu items and table enhancements. Rehearse your buffet by placing plates, platters and other serving pieces on the table. Offer flatware at either end of the table.

b. Salad

A salad bar is a buffet-style table or counter at a restaurant on which salad components are provided for customers to assemble their own salad plates. Most salad bars provide lettuce, chopped tomatoes, assorted raw, sliced vegetables (such as cucumbers, carrots, celery and green or red bell peppers), dried bread croutons, bacon bits, shredded cheese, and various types of salad dressing. Some salad bars also have additional food items such as cooked cold meats (e.g., chicken and ham), cooked beans (e.g., chick peas or kidney beans), devilled, cold pasta salads, corn chips, bread rolls, soup, and fresh cut fruit slices.

c. Smorgasbord

A smorgasbord is a buffet that consists of a variety of cold and hot foods. The word smorgasbord means bread and butter and open sandwich. It also means an extensive array or variety.

The purpose of the site is to present a variety of historical and cultural food topics that explore the social and political impact of food in the world.

Smörgåsbord (Swedish) is a type of Scandinavian meal served buffet-style with multiple dishes of various foods on a table, originating in Sweden.

In Norway it is called "*Koldtbord*"

In Denmark it is called "*Det Kolde Bord*"

In Finland it is called "*seisova Pöytä*"

In Estonia it is called "*Rootsi Laud*"

1. Others

Display

3.1.2 Points to be Considered While Planning a Buffet

First, a word about the budget; decide how much you want to spend, then reduce that amount by 15% to create a budget buffer. Treat this 85% number as your operating budget. The buffer will be used up by taxes, tips, or other miscellaneous emergencies later on.

People Space

Limit your guest list to the number of people that can be accommodated in your space. At a standing reception, you will need to allocate about 6 to 10 square feet of floor space per guest IN ADDITION TO THE SERVING SPACE and any dance area.

Standing reception and seated reception guest space:

- With 6 square feet, guests will feel a bit close and they will have a bit less ease getting to the food and beverage stations. As a result, they may eat and drink less. Six square feet per person is also the minimum for events with seating in rows.
- Seven and a half square feet per person is considered “comfortably crowded.”
- Eight square feet per person allows some seating, and is also good for tea parties, cocktail parties, and the minimum for dinner seating at the standard 8 foot rectangular tables.
- Ten square feet provides more than ample space for guests to mingle and easily visit the food and beverage stations. It is an appropriate amount of floor space for a luxury-type standing reception and is the necessary amount for dinner seating at the large 10 foot round tables.
- The dance floor should allow 2-4 square feet per guest, depending on dance styles.

Serving Space

To estimate serving space for a buffet, you have to figure out how much space for one line (service for the full menu) and then how many lines. So, you look at both the menu and the number of people to be served.

- Plan to set up separate table(s) for drinks/ beverages, or have cups and glasses and pitchers and thermal carafes filled with drinks already at the tables. Unless it is a small group, setting up desserts separate from the main table is also wise.
- An 8-foot-by-3-foot banquet table is 24 square feet; it requires about 60 square feet for aisle space if the table is against the wall, and

about 100 square feet for aisle space if the table is accessible from all sides. One 8 foot buffet table services only 20 to 30 people. If a service area is set up so people can go down both sides at the same time with the same menu, it can count as 2 lines. Setting up a double line to quickly serve 50-60 people requires at least 3 standard tables (24 feet of line, maximum 12 items.)

- The menu affects the serving space required! You must allow approximately 2 running feet of buffet table for each food container. For example, every 3 chafers require one 8 foot table. So, if you want to display three hot offerings, three cold offerings, and a bread basket, you should plan to set up a buffet table 14 feet to 16 feet long.
- If you set up two standard 8-foot rectangular banquet tables as the serving area, you will need about 48 square feet of floor space for the buffet tables and approximately 150 square feet of standard 3-foot aisle space surrounding the buffet table. The total allocation for each of these setups, then, is about 200 square feet. For example with 200 people, you need 4 serving lines, that is 800 square feet for the serving area.
- If you are going to have more than twenty people, set up the serving tables so that people can serve themselves from both sides of the table. Also, each fifty people require their own double serving line; 200 people, means 4 separate 2-sided serving lines. Remember, set up separate table(s) for drinks/ beverages, or have cups and glasses and pitchers and thermal carafes filled with drinks already at the tables.

Arranging the buffet

- A few days before the party, lay out the table with every one of the serving dishes and utensils. Place a card showing what is in each dish. This helps you see if the arrangement is workable and if you have all the equipment you need.
- Flat tables are not interesting. If you are using platters instead of chafing dishes, use books, wooden boxes, milk crates, and so on under the table cloth to create raised platforms for some of the dishes.
- Prepare the menu card(s) and dish labels for the event, for each serving line.
- The day of service, place the beautifully printed menu on a stand or next to the plates at the start of each buffet line, so people know what is offered and can decide what they want. Show the complete

menu with vegetarian options, common allergens and any other important information clearly indicated, so the diners can make good choices. Placing small labeled signs at each dish allows guests to quickly identify foods.

- Put plates at the beginning of the table and napkins and silverware at the end. Wrapping the silverware in a napkin and tying it with a ribbon helps people serving themselves. For a sit-down event, smaller (9 inch) plates rather than 10 or 12 inch plates are easier to handle, and people take less food. For a standing event, 6 inch plates are best.
- **Arrange the courses on the table sensibly.** There are many ways to order these foods, but this is probably the most economical: start with breads, appetizers, salads, soups, starches and other side dishes, then main courses, unless you have servers for the meats. In that case the meats can be placed at or near the front of the line.
- Exception: If serving sandwich, the breads and condiments go with the meat platters.
- Group all the vegetable choices together. If you have both hot and cold dishes for a course, group the hot next to the hot, and the cold next to the cold. Most caterers put the most costly entree last in line if there are several entrees, since plates are full and people take less.
- Always cut any food that needs it into individual servings in the kitchen, so it is easy to take from the serving dishes. This also helps with portion control.
- Have chafing dishes, roasters, crock pots or plate warmers for hot food. Use ice baths (large bowls of ice to hold the smaller serving bowl) for food that must be cold, and change out trays of un-iced cold foods **every hour**. This is especially critical in outdoors or in hot weather.
- NO item can be left on the line for more than 2 hours. If you are serving all day, you MUST change out the trays and dishes at least every two hours.
- Set out small saucers on both sides of the table in front of each serving dish for the serving spoons, so the table cloth stays clean.
- Beverages slow the line. Set up a separate table with drinks on it for each 50-100 people, or have cups or glasses and pitchers filled with drinks already at the tables if it is table service. Provide a trash can near the beverages, to collect empty bottles and cans. It's also a good idea to place some bar towels at the beverage centre, to wipe up any spills.

- Have a separate table for desserts, with small dishes at the beginning and napkins plus any needed silverware at the end of the table.
- Set up a place where your guests can put their plates when they're finished eating, especially if it is a stand up event. It looks very unattractive to have plates filled with food scraps intermingled with the serving dishes.

Decorations for the buffet

- Once you have laid out the serving dishes as described above, you can decide where and what decorations you want to place on the table. Remember, the food itself should be the primary attraction.
- Tall dishes and centre-pieces are OK when decorating a buffet, because they will not block people. Make the buffet table more interesting by arranging foods on cake stands, tall platters and large bowls. Tall decorations can be placed down the centre of the table if using a 2 sided arrangement, or against the wall for a one-sided arrangement.
- Stick to a small colour palette for added decorations. Pick at the most three colours, and stick to them. For example, a simple but striking arrangement is to drape tables with red tablecloths and use white candles of varying heights to set off the food. Using masses of candles is customary in Sweden, and also allows you to add any flowers that your guests may bring. Think about the purpose of the get together. If you are celebrating a specific holiday, a birthday, or other special occasion, you can decorate with colours that complement the event.

Traditional Colours for Party Decorations

- New Year's- silver, deep blue, gold and black
- Valentine's Day- red, white, pink and purple are all great colors
- Madrigals- green, gold and deep purple
- St. Patrick's Day- green, white, and gold
- Easter- pastel green, yellow, pink, purple or lavender, and blue
- Fourth of July- red, White and blue
- Halloween- orange, black and White. Yellow for accents.
- Thanksgiving-brown, gold, yellow, orange, maroon, and deep greens
- Christmas- red, green and gold or silver, white
- Birthdays- the person's favorite colours
- Baby showers- pastel blue, pink, lime green or yellow
- Fiesta or Italian- red, green, white, yellow

- Anniversaries- many already have traditional colours. 10 and 25 years, silver; 40 years, ruby red; 50 years, gold; 70 years, platinum; and 75 years, diamond white
- Weddings- white, silver and/or gold, with accents of the bouquet or bridesmaids' colour

Here are other tips for setting and decorating the table

If your buffet is informal, and requires few utensils, you can place a crock or basket filled with forks on the table next to the plates. Stack the plates with napkins next to them in one corner of the table; otherwise, they distract from the food.

Place decorations (candles, flowers) in the centre of the table if it is a two-sided service, or along the wall if it is a one-sided service; the food should be the star on the buffet table. Reserve the most prominent spot for the feature dish.

If you are serving deluxe items, such as smoked salmon or shrimp, your guests will tend to station themselves near these foods and eat them up first. Be sure you order enough, then make smaller trays and replace them at intervals throughout the party so that everyone has the opportunity to have some.

Baskets filled with an assortment of dark and white breads and rolls, with plenty of real butter, are a treat for most party goers and reduce the amounts of other foods taken. Slice them at the last minute (or freeze them sliced and arrange while still frozen, so they don't dry out. It is attractive and convenient to place baskets on the individual tables or at the head of the line. If serving sandwich makings, place the breads alongside the meats, with mustard, mayonnaise and condiments.

3.1.3 Buffet equipment

1. Chaffing Dish

This consists of a frame, a heat source, a deep water pan, insert pan and a cover. Their main job is to keep food hot and presentable on buffet. Chaffing dish is also available in electrical now a days to avoid petroleum fuel usages.

2. Burners

Burners are available in tins with appropriate quantity of fuel in it. previously there were cups which used to fill from can and time consuming which are kept under the chaffing pan to keep food hot.

3. Carving Station

A carving trolley is provided with infrared lamp or mini gas. carving of meat is done on buffet as a live counter.

4. Display Stands

This acts as an elevation for the buffet set-up which gives an attraction and an eye appalling combination of food and colour.

5. Platters

Here mirrors, marble, granite are used as platters. The desired size is cut and is decorated with colour and combination of cold kitchen foods.

6. Lighting

Lighting plays an important role. According to the buffet, theme it is arranged.

7. Plants

Small miniature plants, flowers are arranged which gibes freshness to the atmosphere, positivity and attraction.

8. Props, Centre-Piece, Back Drops

Acts as a decoration to the buffet.

9. Serving Tool And Others

Includes ladles, spoons, knives, glassware, etc.

10. Chairs And Table

Size and length is been ordered as per the size of the venue. Foldable light, weight, are been in the operation.

11. Linen


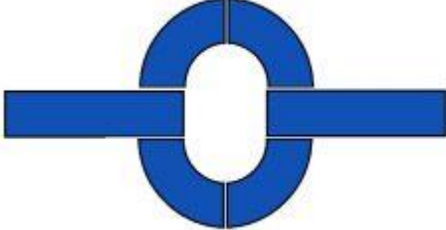
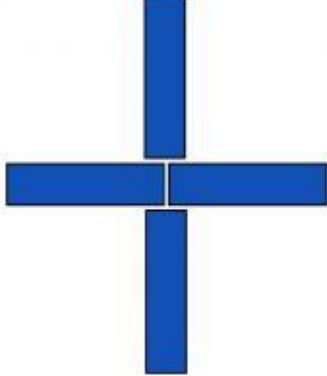


Required materials is been ordered from the supplier and according to that stock is maintained and used in operations.

12. Other Supplies

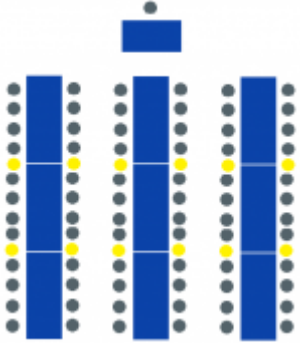
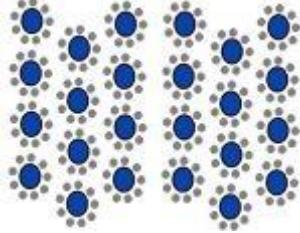
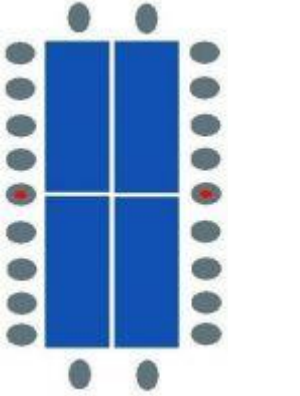
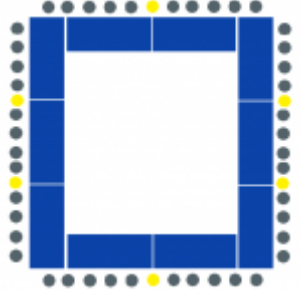
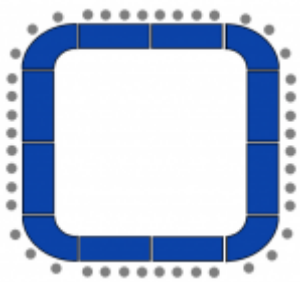
Tissue papers, doilies, drawing pins, etc.

3.13 Banquet Layout (Formal, Informal & Cabaret) & Space Calculation

<p>H Shaped Buffet (Center Room)</p> <p>This H shaped buffet design uses 12 60"ID serpentine tables, 2 6 foot tables, and 2 4 foot tables. The layout is 20 feet wide x 25 feet long. Please leave 30" on each side for a walkway. These are for large receptions.</p>	
<p>Figure 8 Buffet Setup (Center Room)</p> <p>Design a figure 8 shaped buffet with 8 60" ID serpentine tables. This design is 32.5 feet x 10 feet. You may place a small table inside the open areas of the figure 8 for decorations etc.</p>	
<p>The Super Center Room Buffet</p> <p>The super buffet setup to the right is great for very large weddings, and buffet receptions. It can be used as a double sided buffet, or "round trip". It uses 8 60"ID serpentine tables, and 4 8 foot tables.</p>	

<p>1 Sided Buffet (by The Wall)</p> <p>The buffet illustration to the right can be used parallel to a wall. It uses 2 serpentine tables, and 2 8 foot tables. You can place the buffet 24" from the wall to leave an aisle for food replenishing. The hollow part of the circle can be used as a carving station and the like.</p>	
<p>Double Sided</p> <p>This layout uses 4 serpentine tables, and 2 eight foot tables. You can substitute the 4 serpentine tables for 2 half rounds.</p>	
<p>T Shaped Buffet</p> <p>The T shaped buffet is very simple. Its 4 rectangular tables in the shape of a "T". These can be used in the center of the room, and have 4 entry points</p>	
<p>X Shaped Buffet</p> <p>The diagram to the right creates an X shaped buffet. You can use any size rectangular table you like as long as they are the same size.</p>	
<p>Simple & Easy</p> <p>The straight line buffet to the right will save the most space. It's just 2 rectangular tables.</p>	

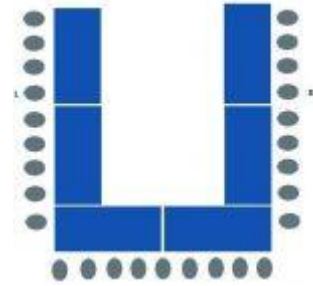
3.1.5 Meeting Room Setups:

<p style="text-align: center;">Classic banquet style placement</p> <p>Classic banquet style table placement consist of long rows of rectangle banquet tables with seats on both sides. This setup will allow for the most seats in a room. Notice in the picture to the right an extra person is added at the "joint" of each table. The setup allows for a head table to be placed at the front of the room, like shown in the illustration.</p>	
<p style="text-align: center;">Round Banquet Style</p> <p>The picture to the right illustrates banquet style with round tables. Notice the rows are off center in order to maximize seating.</p>	
<p style="text-align: center;">Conference Banquet Style</p> <p>Conference style is great for critical thinking discussions. This is the most productive setup when decisions need to be made. You finally have the board of directors all in one place, so develop your action plan in great time. Common setup includes 4 eight foot tables. Conference style is NOT ideal for groups of more than 30 people. For groups of more than 30 and discussion/interaction needs to be made, U shaped is ideal.</p>	
<p style="text-align: center;">Hallow Banquet Style</p> <p>Hollow square setup is much like conference style, except the inside of the square is hollow. The illustration to the right shows a hollow square setup for 50 people using 10 30x96 tables. Dimensions are 21 ft. x 24 foot.</p>	
<p style="text-align: center;">Hallow W Banquet Style/ Serpentine Tables</p> <p>The hollow square diagram to the right utilizes serpentine tables at the corners. The illustration is setup for 44 people. It uses 4 serpentine tables, and 8 30x96 rectangle tables.</p>	

U Shaped Banquet Style

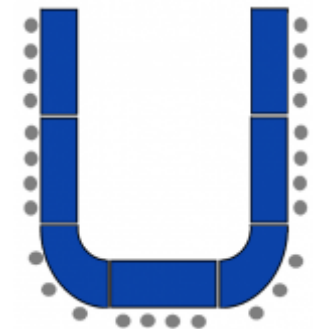
The U shaped setup works well for presentations where there will be interaction between the guests, and the speaker. The speaker can walk up and down the hollow box inside the "U" interacting with the guests. This style setup can be used for meetings, dinners, or watching films.

When setting up "U" shaped, you may place a video projector etc. at the front of the hollow part of the "U".



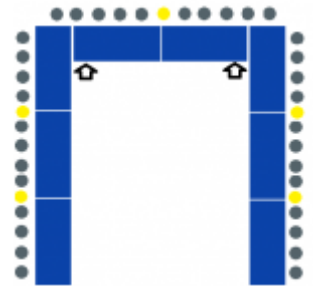
U Shaped W Banquet Style/ Serpentine Tables

The U Shaped diagram to the right utilizes serpentine tables at the corners. The diagram is setup for 26 people. It uses 8 8 foot tables, and 2 serpentine tables.



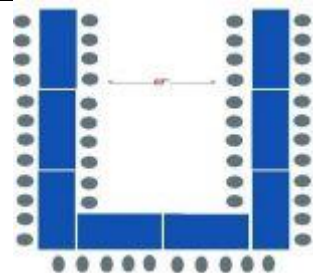
U Shaped W Banquet Style/ Head Table Inside U

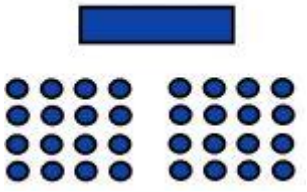



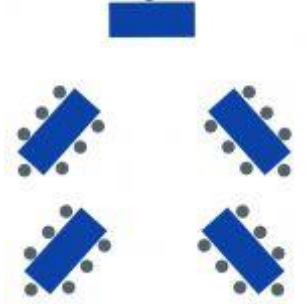
You may also place the head table inside the legs of the "U" like shown in the picture to the right. This table placement adds 3 seats to the head table.


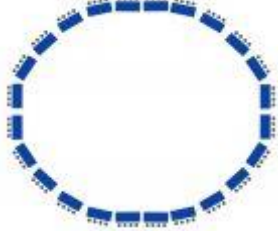


U Shaped Plus Banquet Style

The U shaped plus style can be used when space is limited. Chairs are placed in the "hollow" part of the U. This takes away some of the advantages of the hollow part of the U. **IMPORTANT!** In order to setup like this, you need to have either the head table inside the "U" or more than 2 8 foot tables for the head table. Otherwise there will not be enough room for the chairs inside the "U"



<p style="text-align: center;">Theatre Style Setup</p> <p>Theatre style banquet setup is the most space saving design. If your event is a speech or lecture, this is the setup for you. You may administer this setup for watching films, or performances. Banquet chairs are faced towards the head table in front of the room.</p>	
<p style="text-align: center;">Classroom Style Setup</p> <p>The classroom style setup is great for orientations or any other presentation when the guest will need to be writing /eating while observing. Our seminar tables are most suitable for saving space with this setup. Seminar tables have a smaller width than standard banquet tables.</p>	
<p style="text-align: center;">V Shaped Setup</p> <p>V shaped setup is much like classroom style, except for the tables are tilted toward the speaker.</p>	
<p style="text-align: center;">Auditorium Style setup</p> <p>Auditorium style setup is very similar to theatre style. The chairs in the outer area are angled toward the speaker more so than the inner.</p>	
<p style="text-align: center;">Herringbone "Fishbone" Style Setup</p> <p>Herringbone style setup is for dinners that will involve a speaker. The alignment of the tables allows for most guests to be comfortable while facing the speaker. The tables are turned at an angle toward the head/speaker's table. Chairs are placed on both sides of the tables. If using your standard 8 foot banquet tables, it is recommended to place 3 chairs on each side due to some guest wanting to turn their chair a little more. Placing 4 chairs on each side is perfectly fine if needing be.</p>	

<p style="text-align: center;">Semi-Circle Style Setup</p> <p>Semi-circle setup is great for meeting when interaction is needed with the speaker. The setup to the right is an illustration of semi-circle setup using 8 foot rectangle tables. The tables have seats only on 1 side. There is a head table, or podium at the front of the open part of the circle. The illustration is a semi-circle diagram for 48 people, and uses 12 8 foot tables.</p>	
<p style="text-align: center;">Circle Style Setup</p> <p>Circle style is much like semi-circle except the circle is completely closed off. The illustration to the right is for 96 people, and utilizes 24 8 foot tables.</p>	

3.2 Food and Beverage Management in Various Catering Establishments

3.2.1 Railway Catering & Airline Catering

Railway

Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Railway catering services is offered by the government also were the food and beverage sloppy (slack) will be done in the journey itself. Even the catering is given to the contractors were they follow the quality and the standards of the food.

Airline

Air catering has come into being due to rapid (fast) progress of our traffic which made travel so far reaching and convenient. The evolution of the type of catering was started by LUFTHANSA in 1920, who introduced meal service on board its flight.

Airline catering is categorized under two catering at airport terminals and in-flight catering

Catering at airport terminals: this type of catering involves (occupy)self service or table service restaurants and bars. It is open to the general public also and is located in non-restricted area. This is being located inside the airport also and so the passengers are only allowed to utilize the service. Menu will have fewer options. These outlets are contracted out or run by the authority in-charge of airport administration.

In-flight catering service: this requires airline to contract with a caterer to provide meals for consumption by passengers on board their flights. A detailed inspection is carried out by the airline authorities for the quality check and to meet the standards which are provided by the caterer. The price quoted (estimated) by the caterer is found reasonable as far the airline is concerned an agreement is signed between two parties.

3.2.2 Marine Catering (Offshore & Cruise liners)

Marine catering is catering to cargo (goods) crew passenger and ship passengers. Ships have kitchens and restaurants onboard. The quality of service and facilities offered depends on the class of the ship and the price the passengers are willing to pay. There are cruises to suit every pocket. They range from room service and cocktail bars to specialty dining restaurants.

Cargo crew passengers are those who work for the militant forces and are run on a small scale. The food prepared will not be in elaborated form. The menu maybe in cyclic form.

Passenger's ship's main motive (aim) is to provide services to the passengers on board. The number of food items served are varied and is priced accordingly. Here luxury tax is charged.

Offshore comparatively flat region of submerged land extending seaward from beyond the region where breakers form to the edge of the continental shelf.

3.2.3 Industrial Catering

Industrial catering is that which caters to industries. These caterers are skilled at working with large crowds and the needs of corporate clients. Events such as company picnics, holiday celebrations or functions held to

entertain clients all might be handled by a corporate caterer. The main motive is to provide good food so that they are well satisfied to show their performance and give best output to the organization as said "Better Feed Employees Results Highly Positives".