

Banquet service & Layout

Objectives :-

1. To be get familiar with all the Banquet Layouts.
2. To understand the state banquet procedures.
3. To understand the same on the base of case study
4. To understand the banquet beverage service procedures.

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

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

keeping the chafing dishes with hot food in another and finally the dessert buffet separated from the rest.

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

STATE BANQUET PROCEDURE

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

It is customary for a state banquet to be preceded by a cocktail in a pre-lounge where waiters and waitresses move around with drinks in silver beverage salvers. They also take around canapés that

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are finger-picked items. The lounge displays a table seating plan with an alphabetical list of guests with assigned table numbers and seats. Often the invitation card would stipulate the table and seat number, otherwise this is shown in the seating display as mentioned. Great attention is given to the protocol of seating and is done officially by the foreign office.

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

Each cover at the table is pre-set with the required silver cutlery and the glassware according to

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the number of courses. Attractive napkin folding completes the cover set-up. At the centre of the table are the bread baskets, butter dishes, salt and pepper and low flower arrangements, Spaces between covers can range from 20” – 32”. It is considered that 24” is ideal. The space between tables should be a minimum 4 1/2 ft and ideally 6 ft to permit waiters to walk around freely. Two waiters are allotted to 8-10 covers. The sommelier may serve up to 35 covers. The toastmaster stands behind the chief host while the banquet supervisor stands opposite him to receive signals. The waiters stand at attention at the allotted tables and help the guests to sit, assisting ladies first. After all the guests are seated, the toastmaster announces the national anthem of both the countries when all guests stands. After the anthem are over the guests sits. The toastmaster announces the start of the service. Timing is important and the banquet supervisor receives the cue from the toastmaster. He conveys the signal to start service together. The appetizer round starts with waiter 1 serving the first guest and waiter 2 the second; the alternate the numbers from left to right or in a

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clockwise direction in the case of round tables. After the first course service the waiters stand behind the chairs at attention.

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

At the time of dessert service, all the bread baskets, butter dishes, salt and pepper shakers are removed. The dessert spoon is placed to the right of each guest and the dessert fork to the left.

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Waiter 1 does the crumbing before the dessert service and removes red wine glasses.

Case Studies

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

The toastmaster announces that the host wishes to present a toast. Toasting is a formal act done for the health and well-being of the chief guest. It is a ritual that starts from the Greeks and Romans to their Gods several centuries BC. Toasts were adapted to the valiant warriors of the dead by the knights and lords and by the seventeenth century by speeches by both the host and chief guest. At the toasting stage the waiters place ashtrays as the tables because this is also the cue that guests can smoke. It also indicates that the formal part of the meal is over. The speeches continue and the sommelier keeps replenishing the bandy and liqueurs. Glasses should never be empty during

speeches. Ashtrays are frequently exchanged for fresh ones during the speeches.

BANQUET BEVERAGE SERVICE:

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

Beverage service can be in many ways:

Cash Bar Guest have to pay for each drink they consume. Cash bars are found in college reunions and fraternities get together etc. Guest either buys coupons for the value of the drink or pays the cashier who gives them a bill acknowledging payment before they can get their drinks

from the bartender. The drink prices are specified in the Contracts of Agreement and may be discounted from regular bar prices.

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

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

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

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

SPACE AREA CALCULATION :

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

SOME CONSTANTS:

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

Size of the Banquet cover: 27 inches X 15 inches

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

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

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

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

Calculation:

Total number of guests = 350

Guests on top table = 31

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

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

So $837 / 12 = 69.75$ feet (rounded off to: 72 feet (we can have 12 tables of 6' X 3')).

So length of Top table is = 72 feet.

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

So number of sprigs = $72 / 9 = 8$ sprigs

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

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

To know the length of the sprig multiply the number of guests on each side of the sprig by

27 inches i.e.

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

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

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

Number of sprigs=8

Working aisle(space)=6 feet

Width of table=3 feet.

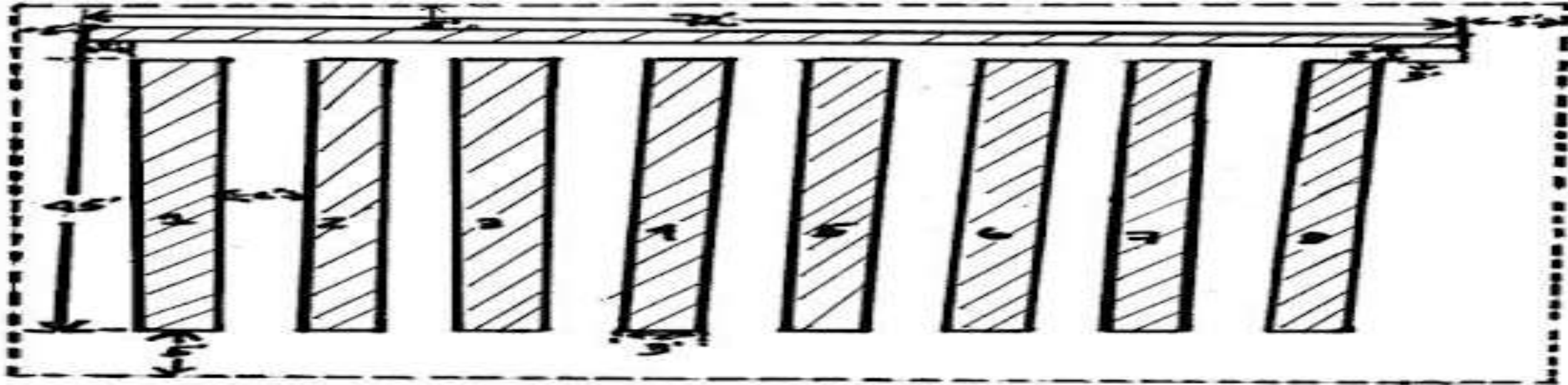
So the number of work aisles are =7 because the number of sprigs are=8.

The size of the room will be

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

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

THE LAYOUT PLAN WILL BE:



BANQUET SALES KIT:

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

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

- A personal letter from the banquet manager inviting the customer to the facility
- A list of function rooms with their dimensions and capacity. For example the Rose room can seat 350 persons in theatre style or classroom style.
- A list of functions with reference list of customers who have used facility in the past.
- Reference letters from past customers
- Plans of function rooms
- List of audio visual equipment's. This list should also include equipment provided from suppliers

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- Accommodation facilities and special rates if any.
- List of special services like flower arrangement, deejay photographer etc.
- Traffic Maps leading to the banquet hall including parking areas
- Coloured brochure of the property.
- Choice of two table d'hôte menus or menu selection.

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

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