

# Final Submission - Review 3

*By Sarthak Singh*

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Research topic:

**A COMPARATIVE STUDY OF BANQUET OPERATION  
POST COVID-19 IN HOTEL CROWNEE PLAZA,  
GREATER NOIDA.**

8  
Project report submitted in partial fulfillment for the

Award of the degree of

**B.S.C HOTEL MANAGEMENT**

**Submitted by**

Sarthak Singh

(Enrollment number- 18021010341)

(Admission number- 18GSOH1010052)

IN BRANCH OF STUDY

SCHOOL OF HOSPITALITY

Under the supervision of

**Supervisor name - Mr. Rohit Jaswal**

**Designation- Assistant professor**

**SCHOOL OF HOSPITALITY**  
**BONAFIDE CERTIFICATE**

Certified that this project report “**A Comparative study of banquet Operation Post COVID-19 in Hotel Crowne Plaza, Greater Noida.**” is a bonified work of Sarthak Singh who carried out the project under my supervision.

**SIGNATURE**

Dr. Rajiv Mishra.

**DEAN OF SCHOOL**

School of hospitality

**SIGNATURE**

Mr. Rohit Jaswal

**SUPERVISOR**

Assistant professor

School of hospitality

## APPROVAL SHEET

This thesis/dissertation/report entitled “A **RESEARCH TOPIC OF BANQUET OPERATION POST COVID-19 IN HOTEL CROWNE PLAZA, GREATER NOIDA.**” by Sarthak Singh approved for the degree B.S.C Hotel Management (School of Hospitality).

Examiner

**Mr. Rohit Jaswal**

Supervisor

Chairman

**Date-**

**Place- Galgotias University, Greater Noida (U.P.)**

## **STATEMENT OF PROJECT REPORT PREPARATION**

1. Thesis title “**A COMPARATIVE STUDY OF BANQUET OPERATION POST COVID-19 IN HOTEL CROWNE PLAZA GREATER NOIDA.**”
2. Degree for which the report is submitted B.S.C (Hotel Management)
3. Project supervisor <sup>1</sup> was referred to for preparing the project.
4. Specifications regarding thesis format have been closely followed.
5. The contents of thesis have been organized based on the guidelines.
6. The report has been prepared without resorting to plagiarism.
7. All sources used have been cited appropriately.
8. The report has not been submitted elsewhere for a degree.

**Name- Sarthak Singh**

**Admission No-18GSOH1010052**

## **ABSTRACT**

The Corona virus disease spread across the world and it also affect on the hospitality industry also government closes all the restaurants and banquets to slow down the spread of COVID-19.

So, the government tries to accomplish all the standards required to fulfill those things need in this crisis most. Government has also issued some national guidelines to be followed in post COVID-19. In this COVID-19 people are getting frightened to going out to there homes or going out for dining in the restaurants.

Hence, In this research I have done a survey of guest that are coming for dining or coming for to attend the events in the banquets in Hotel Crowne Plaza Greater Noida by asking them that in this COVID -19 situation would they like to book a event in hotel ore not and they have properly implemented all the COVID 19 rules or regulations and the national guidelines that are issued by the government.

In this research some guests also have some few suggestions and ideas that there should be a sanitizer bottle kept on each and every table when the guest is dining in the restaurants. Proper hygiene must be there and cleanliness also which attract the guest to come in the hotel and have dining in the restaurant.

**Keywords:** - Pandemic, Hospitality, Banquet, Revenue, COVID-19.

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## ACKNOWLEDGEMENT

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I would like to express my special thanks to almighty God and gratitude to my teacher “**Mr. Rohit Jaswal** for their guidance and support to complete this research on “**A comparative study of banquet operation post Covid 19 in Hotel Crowne Plaza Greater Noida.**”

I came to know about so many new things while making this project and I am thankful to them who helped in this. I would like to thank my friends (**Pushpendra Kumar, Gaurav**) and hotel staff of Crowne Plaza Greater Noida who helped me a lot in finalizing this project. We owe a special debt of gratitude to our hotel **Mr. Sayandeep (Assistant Manager, Department of Food and Beverages)**, Noida for his constant support and guidance throughout the training

We do not want to miss the opportunity to acknowledge the contribution of all members of the department for their kind assistance and cooperation throughout our project work.

Hence, I would like to thank every single person my friends, my family, my teacher, my managers and staff of hotel Crowne Plaza Greater Noida who helped me in this project and make this project successful.



## INTRODUCTION

A comparative study of banquet operation post covid-19 in hotel Crowne Plaza Greater Noida. In this research I have taken down the points of the industry that firstly we have to follow the protocols or national guidance for the dining in banquets. Now a days people are restricted to come in the hotels or doing events during this pandemic and which cause a great loss in revenue for the hotels.

Many changes have come in hotel Crowne Plaza Greater Noida like Table setting <sup>10</sup> have a maximum of 4 persons for 10 square metres indoors according to national guidance. Only 50 persons are allowed to attend the functions in hotel Crowne Plaza Greater Noida.

In the month of April, no event has come in the banquet in hotel Crowne Plaza, Greater Noida. Hotel is not generating the revenue through banquets since April. Covid 19 cause a great impact on hotel Crowne Plaza, Greater Noida as no revenue is coming through banquets, no events are coming, and the challenges that come in this pandemic like that only 50% seating capacity to be permitted, contactless menu through QR code recommended, Buffet service should follow social distancing norms among guests.

Hand sanitizers/pedal sanitizers are placed at the entrance of the banquet halls. Every table must have a sanitization bottle so that guest can easily sanitize their hands, these are the challenges that come in post COVID 19 in Hotel Crowne Plaza Greater Noida.

Now these days revenue is coming through banquets and the banquets are also not making there monthly budget before this COVID-19 the monthly budget of banquet is approx. 1 crore and after this pandemic banquets are not setting their monthly budget also. This COVID-19 creates a great impact on the hotel industry because of which peoples are not bookings events in the banquets, people are not coming for the dining in the hotel restaurant. Government also issued the guidelines that there should not more than 25 people to be allowed in any functions or events.

Now days situation is very critical for all of us, but the hotel is still taking care of there

guests. Proper guidelines are followed, social distancing norms are followed in the hotels, hotels are strictly taking care of hygiene and cleanliness of all the areas of the hotels so that the guest wouldn't feel uncomfortable while coming or staying in the hotel.

### **OBJECTIVES**

1. To analyze the problem of generating revenue through banquets in post COVID-19.
2. To identify proper national guidelines of pandemic to be followed in Banquet during operation.
3. To understand and evaluate the use of face masks, gloves, face shield in banquet operation.
4. To analyze the different option which banquet can achieve during post COVID-19 situation for overcome their budget.

## LITERATURE REVIEW

- i. In his research he wrote that nearly 50% of hotel revenue will be in decline based on the low occupancy rate and it will take approximately 5 years to achieve pre-COVID 19 occupancies. And he writes that banquets are also not able to overcome their budgets. The limitations that I realized that hotel need to concentrate on improving perceptions of safety and reducing customers. If hotel will take care of the cleanliness and implementing risk reduction strategies, then it will be easy for the hotel to generate revenue through banquets and other areas.
- ii. In his research he wrote that the people will still be avoiding ordering food or dinning out or doing functions in banquets. He said that people are not interested to doing their functions like marriages in the banquets. Half 53% people saying no for dinning out or doing functions and 34% will say yes for dinning out or doing functions outside. The limitations that I realized that now government has issued some guidelines that people can do there functions outside in banquets but there should only 50 persons allowed in the function. Peoples can also dine out in the hotel's restaurants with proper safety measures. Hotels are also taking care of proper safety measures for the customers.
- iii. In this research he said that 12.5 % of hotels are maintaining below 50% of staff in their tourism operation resumes as in this case study has revealed 29% of hotels are not operated with the banquets. The basic condition for the banquet's operations imposed by SLTDA is that seating in the venue should be at least of 25 people only according to government guidelines and which has to be followed. By seeing this research, I realized that proper national guidelines should be followed by the hotels and their areas like banquets. Only 25 people must be allowed in the events or any functions in hotel banquet. It will cost a great loss of revenue to the banquet.

## **METHODOLOGY**

- **Primary Source:**
  - ✓ Conducting the interviews
  - ✓ Questionnaire
  - ✓ Survey
- **Secondary Source:**
  - ✓ Expert reviews
  - ✓ Internet
  - ✓ Books
  - ✓ Magazine

This analysis offers you the knowledge of different kinds of studies that has been mapped out to explore the comparative study of banquet operation post COVID-19 in hotel Crowne PLAZA Greater Noida. This review provides you the adequate study of banquet revenue and their budgets.

## QUESTIONNAIRE

### Demographical Questions: -

Name: \_\_\_\_\_

Gender: Male    Female    Others

Age: \_\_\_\_\_

Hotelier    Non-Hotelier

Mobile No.: \_\_\_\_\_

E-mail ID: \_\_\_\_\_

### Main Questions: -

1. In your opinion, the Banquet kept generating more revenue in other areas of Food & Beverage service of Hotel Crowne Plaza, Greater Noida.
  - A. Agree
  - B. Disagree
  - C. Strongly agree
  - D. Strongly disagree
  
2. During **this** COVID-19 hospitality industry is affected for most, what can be the best option a hotel can take to minimize the revenue loss.
  - A. Small events with small gathering regularly
  - B. Food delivery from hotel to residence
  - C. Outdoor catering with proper guidelines
  - D. All of the above

3. How much you rate our Banquets events in terms of pandemic guidelines?
- A. 1
  - B. 2
  - C. 3
  - D. 4
  - E. 5
4. Are you in the support of government guidelines for reducing the number of gathering during any banquet event to minimize the spread of pandemic?
- A. Yes
  - B. No
  - C. Not sure
5. In your opinion the banquet of Crowne Plaza, Greater Noida will be able to complete their budget in 2022 as compared to last few years.
- A. Yes
  - B. No
  - C. Maybe
6. The pandemic situation is creating a problem of banquet forecasted budget and the manpower of the hotel as well, what is your opinion?
- A. Agree
  - B. Disagree

7. Are you in the favor of Buffet Service in the Banquet to minimize the physical contact of the guest?
- A. Yes
  - B. No
  - C. Not sure
8. As we know the Banquet revenue budget has come down drastically during this COVID-19 in our hotel, in your opinion what is the current percentage of the same?
- A. 10-20%
  - B. 20-40%
  - C. 40-50%
  - D. 50-60%
9. In your opinion the Banquet department lost how many Bookings average per month during this pandemic situation.
- A. 10-50
  - B. 50-100
  - C. 100-150
  - D. 150-200
10. During this COVID-19 situation now our hotel is taking more care of hygiene and cleanliness and proper safety measures, How much would you rate us for the same
- A. 1
  - B. 2
  - C. 3

4  
D. 4

E. 5

11. Would you like to book or recommended our hotel for any event in the future?

A. Yes

B. No

C. Not sure

12. How much would you like to spend on Food & Beverage per person in banquet event post COVID 19 situation?

A. 1500AI

B. 1700AI

C. 1900AI

D. 2000AI

13. In your opinion the use of sanitizer must be done on regular interval during the event?

2  
A. Agree

B. Disagree

C. Strongly agree

D. Strongly disagree

14. In your opinion post COVID-19 the banquet should start taking event bookings more than 100 people or not.

A. Yes

B. No

C. Not sure



15. In current scenario the banquet is not generating revenue as per their budget hence, will it affect the employee salary at certain level.

- A. Yes
- B. No
- C. May be

16. According to you to generate the regular revenue banquet operation must try to get events which are low cost but have more options to the guest?

- A. Agree
- B. Disagree
- C. Strongly agree
- D. Strongly disagree

17. According to you the banquet staff should follow all precautionary measures to reduce the risk of pandemic and making service more hygienic.

- A. Agree
- B. Disagree
- C. Strongly agree
- D. Strongly disagree

18. During banquet operation the number of servers should be increased to avoid the situation of pandemic spread, what do you think?

- A. Yes
- B. No
- C. Not sure
- D.

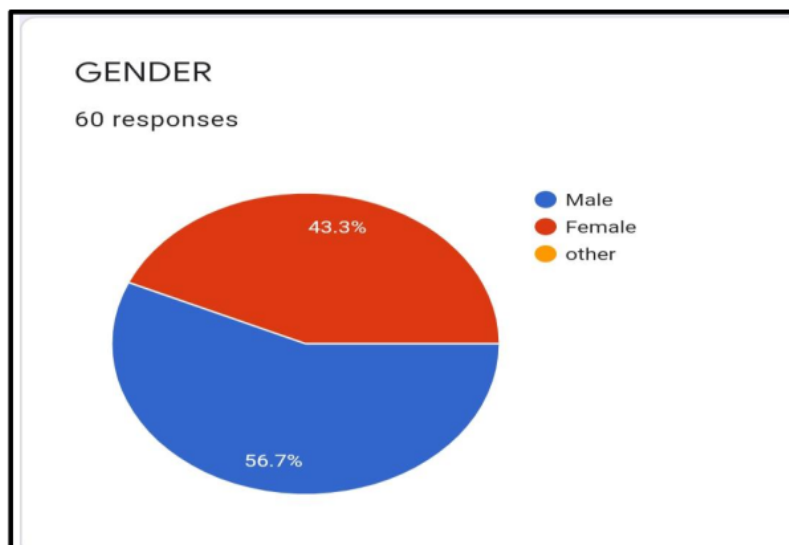
19. Before COVID 19 the monthly budget of banquet is 1.5 crores, now in your opinion how much percentage a banquet must achieved at least to get the breakeven?
- A. Minimum 30%
  - B. 30-40%
  - C. 40-50%
  - D. More than 50%
20. In the month of, May 2021 the banquet revenue was 4 lakh approx. In your opinion during current situation of pandemic the revenue will increase or decrease in the upcoming next months?
- A. Will increase for sure
  - B. May will increase
  - C. Will not increase
  - D. It will decrease

## DATA ANALYSIS AND INTERPRETATION

I have surveyed among 60 people in the hotel Crowne Plaza Greater Noida, who are working in the hotel. And they have their own opinions among these 20 questions.

I have 20 questions in my questionnaire which were filled by the F&B staff. The survey result and observation made based on the feedback out of 60 staffs and guests in which 43.3% is Female and 56.7% is Male.

All the data is collected with the help of Google form as per the data collected of 60 responses.



## SAMPLES OF THE SURVEY

### Sample 1: -

Questions Responses **60**

**60 responses**  

Accepting responses

Responses cannot be edited

**Study on banquet operation post COVID-19 in hotels.**

\* Required

NAME \*  
Rhythm dangwal

GENDER \*  
 Male  
 Female  
 other

Age  
20

Email-id  
rhythmdangwal01@gmail.com

Mobile number  
08439648212

1. In your opinion, the banquet kept generating more revenue in other areas of Food & Beverage service of hotel Crowne Plaza , Greater Noida?

Agree  
 Disagree  
 Strongly agree  
 Strongly disagree

2. During this COVID-19 hospitality industry is effected for most, what can be the best option a hotel can take to minimize the revenue loss?

Small events with small gathering regularly  
 Food delivery from hotel to residence  
 Outdoor catering with proper guidelines  
 All of the above

3. How much you rate our banquets events in terms of pandemic guidelines?

- 1                      2                      3                      4                      5
- 

4. Are you in support of government guidelines for reducing the number of gathering during any banquet event to minimize the spread of pandemic?

- Yes  
 No  
 Not sure

5. In your opinion the banquet of Crowne Plaza, Greater Noida will be able to complete there budget in 2022 as compare to last few years?

- Yes  
 No  
 May be

6. The pandemic situation is creating a problem of banquet forecasted budget and the man power of the hotel as well, What is your opinion?

- Agree  
 Disagree  
 Strongly agree  
 Strongly disagree

7. Are you in the favor of buffet Service in the banquet to minimize the physical contact of the guest?

- Yes  
 No  
 Not sure

8. As we know the banquet revenue budget has come down drastically during this COVID-19 in our hotel, In your opinion what is the current percentage of the same?

- 10-20%  
 20-40%  
 40-50%  
 50-60%

9. In your opinion the banquet department lost how many Bookings average per month during this pandemic situation?

- 10-50
- 50-100
- 100-150
- 150-200

10. During this COVID-19 situation now our hotel is taking more care of hygiene and cleanliness and proper safety measures. How much would you rate us for the same?

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

11. Would you like to book or recommended our hotel for any event in the future ?

- Yes
- No
- Not sure

12. How much would you like to spend on Food & Beverage per person in banquet event post covid 19 situation?

- 1500AI
- 1700AI
- 1900AI
- 2000AI

13. In your opinion the use of sanitizer must be done on regular interval during the event?

- Agree
- Disagree
- Strongly agree
- Strongly disagree

14. In your opinion post COVID-19 the banquet should start taking event bookings more than 100 people or not?

- Yes
- No
- Not sure

15. In current scenario the banquet is not generating revenue as per their budget hence, will it effect the employee salary at certain level?

- Yes
- No
- May be

16. According to you to generate the regular revenue banquet operation must try to get events which are low cost but have more options to the guest?

- Agree
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- Strongly agree
- Strongly disagree

17. According to you the banquet staff should follow all precautionary measures to reduce the risk of pandemic and making service more hygienic?

- Agree
- Disagree
- Strongly agree
- Strongly disagree

18. During banquet operation the number of server should be increased to avoid the situation of pandemic spread. What do you think?

- Yes
- No
- Not sure

19. Before covid 19 the monthly budget of banquet is 1.5 crores , now in your opinion how much percentage a banquet must achieved at least to get the break even?

- Minimum 30%
- 30-40%
- 40-50%
- More than 50%

10. During this COVID-19 situation now our hotel is taking more care of hygiene and cleanliness and proper safety measures, How much would you rate us for the same?

1   2   3   4   5   6   7   8   9   10

Minimum                                 Maximum

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- Will increase for sure
- May will increase
- Will not increase
- It will decrease

Submitted 6/2/21, 11:56 PM

**Study on banquet operation post COVID-19 in hotels.**

*\* Required*

NAME \*  
Lakshay Chaudhary

GENDER \*  
 Male  
 Female  
 other

Age  
16

Email-id  
lakshaychaudhary6397@gmail.com

Mobile number  
6397118791

1. In your opinion, the banquet kept generating more revenue in other areas of Food & Beverage service of hotel Crowne Plaza , Greater Noida?

Agree  
 Disagree  
 Strongly agree  
 Strongly disagree

2. During this COVID-19 hospitality industry is effected for most, what can be the best option a hotel can take to minimize the revenue loss?

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1      2      3      4      5

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5. In your opinion the banquet of Crowne Plaza, Greater Noida will be able to complete there budget in 2022 as compare to last few years?

- Yes
- No
- May be

6. The pandemic situation is creating a problem of banquet forecasted budget and the man power of the hotel as well, What is your opinion?

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- 10-20%
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1   2   3   4   5   6   7   8   9   10  
Minimum                                 Maximum

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- Will increase for sure
- May will increase
- Will not increase
- It will decrease

Submitted 6/3/21, 6:53 AM

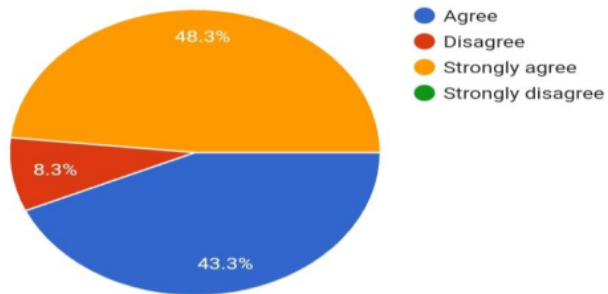
## GRAPHICAL REPRESENTATION

- A. In this pie chart 48.3% are strongly agree with the statement, it means that the hotel employee are totally agree with the decision that the banquet generates more revenue than other areas of Food & Beverage service in Hotel Crowne Plaza, Greater Noida.

1. In your opinion, the banquet kept generating more revenue in other areas of Food & Beverage service of hotel Crowne Plaza , Greater Noida?



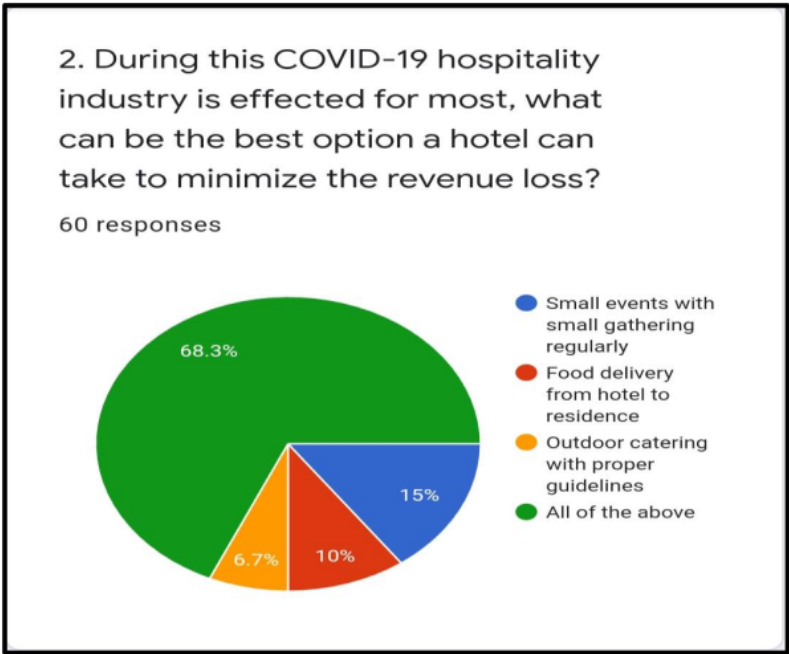
60 responses



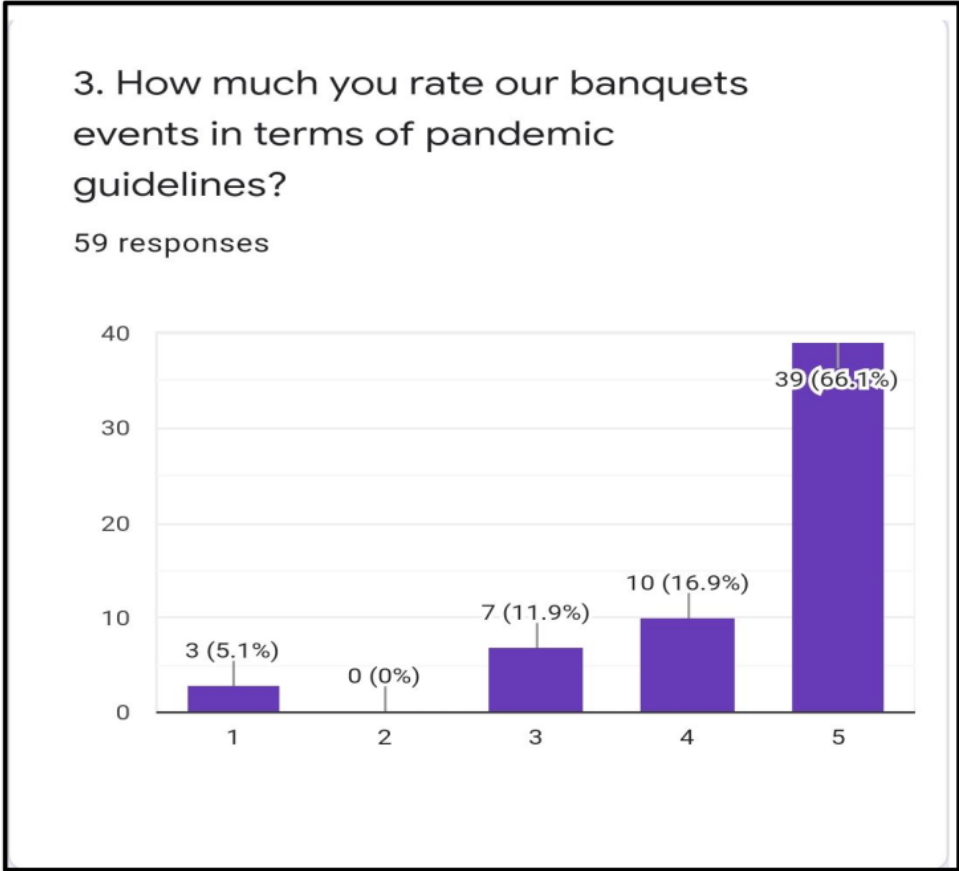
B. As per the information received by the chart is that almost 68.3% people think that all the above 3 options are the best options a hotel can take to minimize the revenue loss during COVID-19.

And 15 % people think that a hotel can do small events with small gatherings regularly to minimize the revenue loss.

And 10% people think that a hotel can do food delivery from hotel to residence to minimize the revenue loss during this COVID-19 in hospitality industry.



C. The outcome of this question is that around 66.1% guest out of 59 guests 39 guests rate 5 to our banquets events it means that these guest are very much happy with the banquet events of hotel Crowne Plaza Greater Noida .It shows that they are happy to be here again in future also.

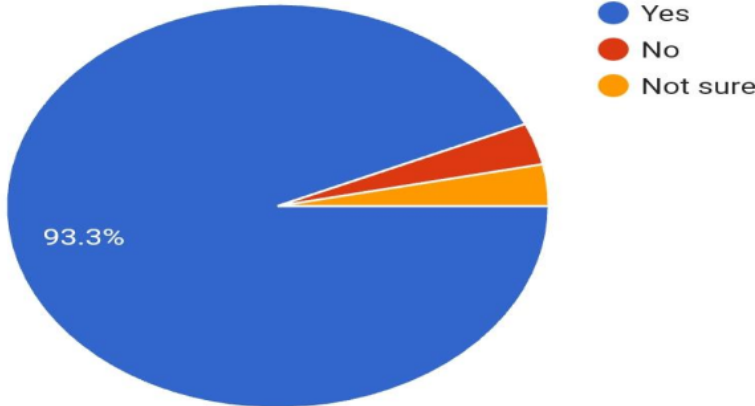




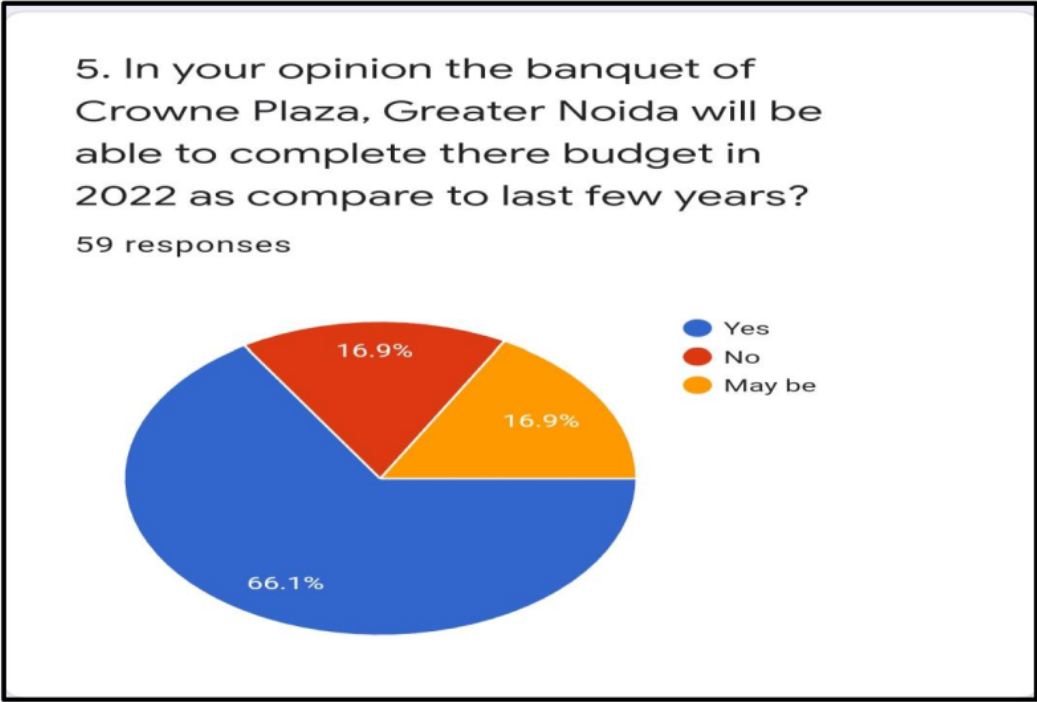
D. In this survey we have seen that around 93.3% people are totally satisfy or can say totally in the support of government guidelines for reducing the number of gathering during banquet events to slow down the spread of COVID-19. According to government guidelines only 25 persons are to be allowed in the banquet events.

4. Are you in support of government guidelines for reducing the number of gathering during any banquet event to minimize the spread of pandemic?

60 responses



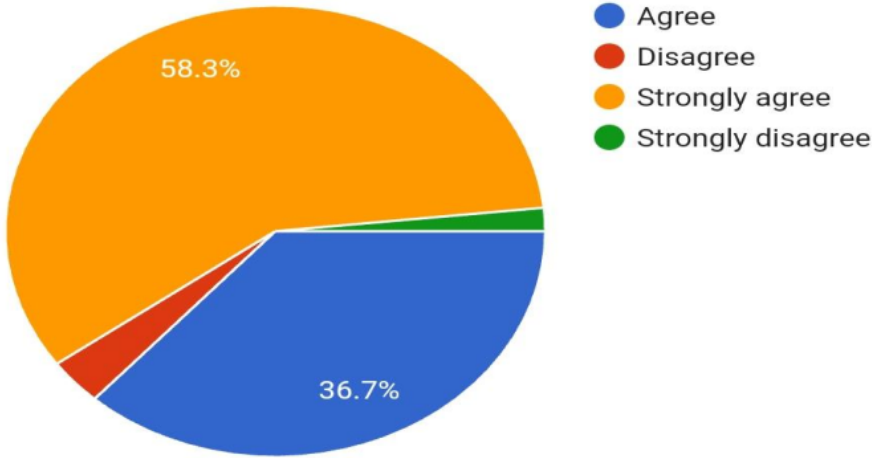
E. In this survey around 66.1% people say yes that the banquet of Crowne Plaza Greater Noida will achieve their budget in 2022 as compared to last few years which means 2020 and 2021. Majority go with the yes that hotel can definitely achieve the budget in 2022. And 16.9% say no that the hotel couldn't achieve the budget in 2022 as compare to last few years.



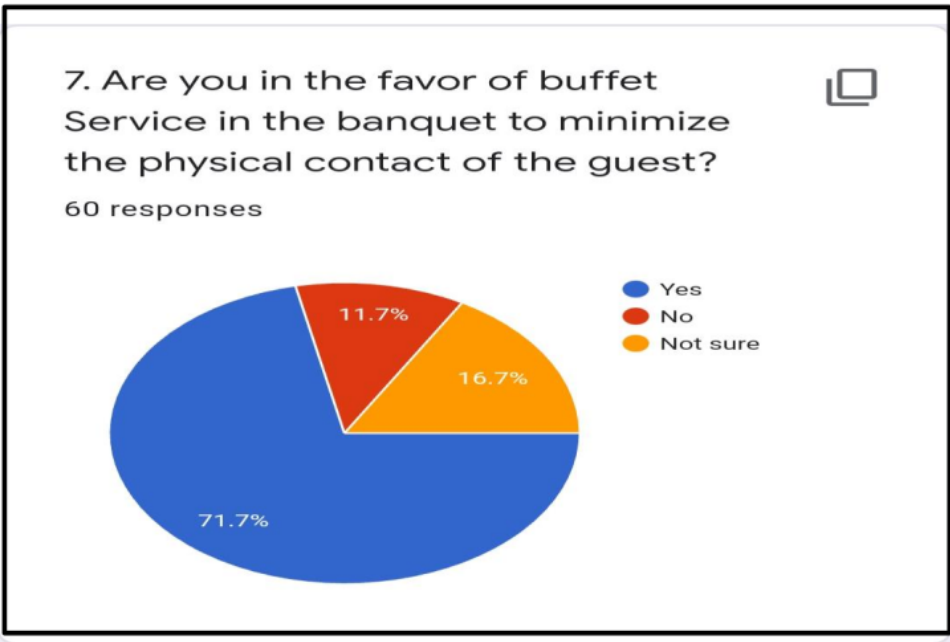
F. In this chart around 58.3% people are strongly agreeing that pandemic is creating a problem to man power or in the budget also which means majority thinks that this pandemic is badly effected on the budgets of banquets and also effected the man power of the hotel as well and 36.7% people are also agree with that statement.

6. The pandemic situation is creating a problem of banquet forecasted budget and the man power of the hotel as well, What is your opinion?

60 responses



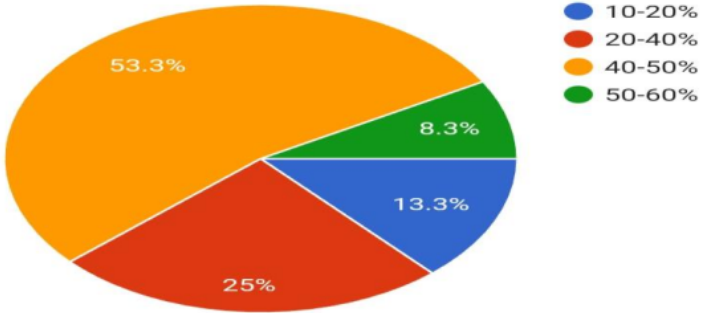
G. In this survey or chart around 71.7% people are totally in the favor of buffet service in the banquets of hotel Crowne Plaza Greater Noida. Majority are in the favor because buffet service minimizes the physical contact among the guests in post COVID-19 situation. And at around 11.7% people are not in the favor of buffet service to be provided in banquets during events.



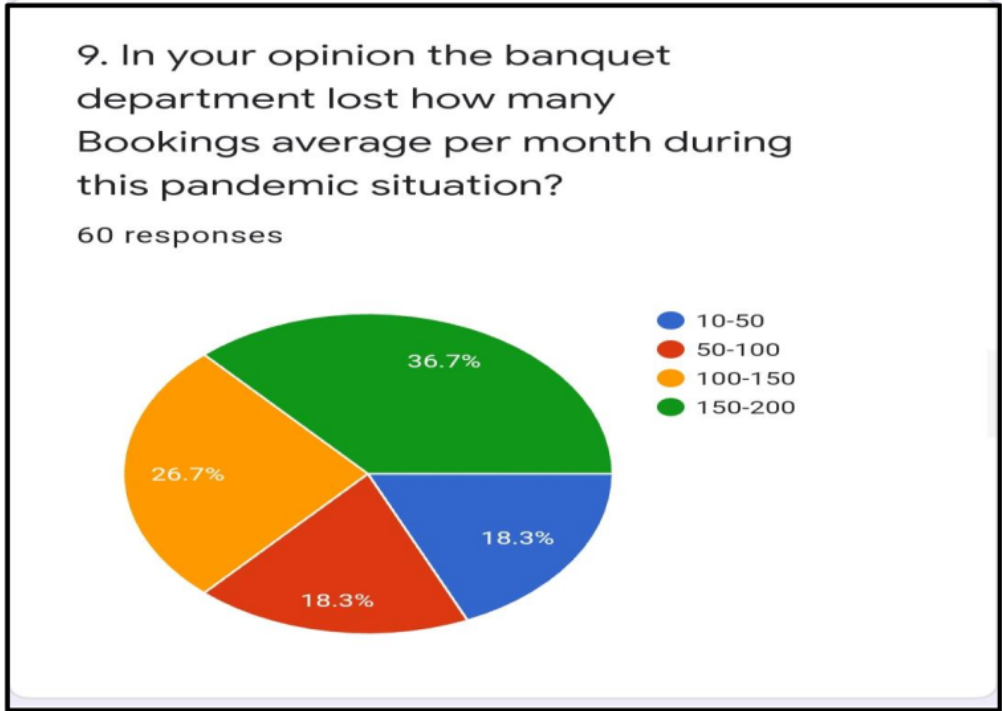
H. In this survey around 53.3% people think that in this COVID-19 banquet budget has come down up to 40-50% which means majority thinks that there should be 40 to 50 % loss in the banquet revenue budget in this pandemic. And 25% of the people think that 20 to 40% loss in the banquet budget which means by seeing these responses people think that there is up to 40% loss in the revenue of banquet.

8. As we know the banquet revenue budget has come down drastically during this COVID-19 in our hotel, In your opinion what is the current percentage of the same?

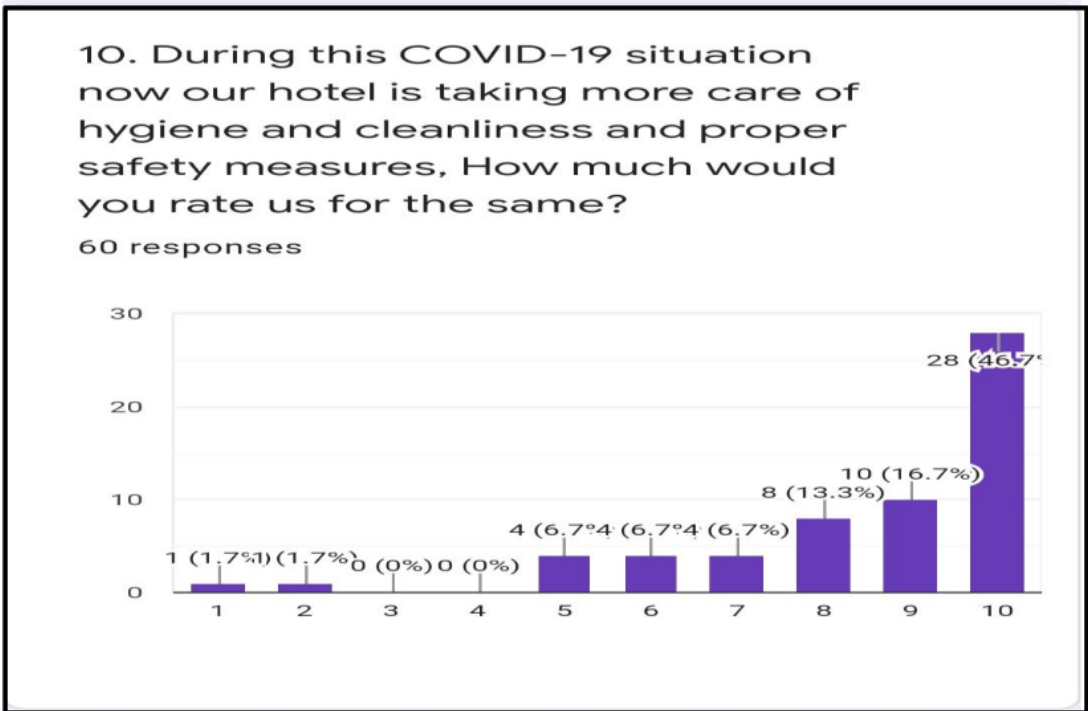
60 responses



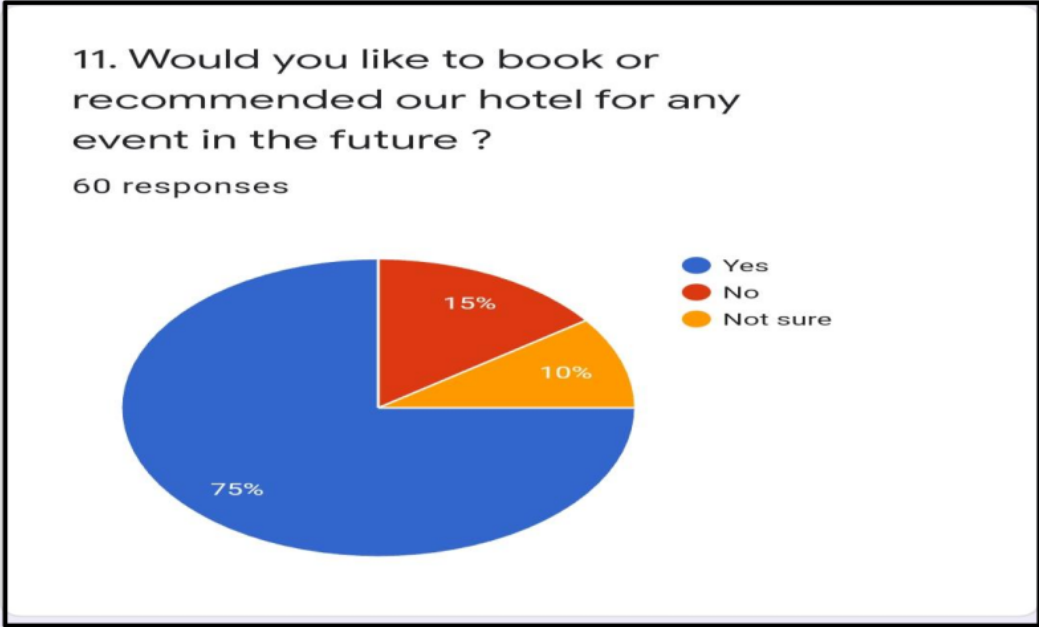
I. In this pie chart it is showing that majority go with the 150-200 bookings loss in the Banquet department. 36.7% people thinks that there should be loss of up to 150-200 bookings and 26.7 % people go with the 100-150 booking loss for banquet department. And 18.3% go with the 10-50 booking loss for the department during this pandemic situation.



- J. In this survey around 46.7% guest which means out of 60 responses 28 guest thinks that our hotel is taking more care of hygiene and cleanliness and proper safety measures for the guests in the hotel during this pandemic situation they rate our hotel 10 in hygiene and cleanliness
- 16.7% rate 9
  - 13.3% rate 8
  - 6.7% rate 5,6,7



K. In this survey around 75% people say yes that they will book our hotel for any event in future. So it means most of the guest will book our hotel for the events in future.  
15% say no that they wouldn't book our hotel for any event in future.  
10% are not sure about it.

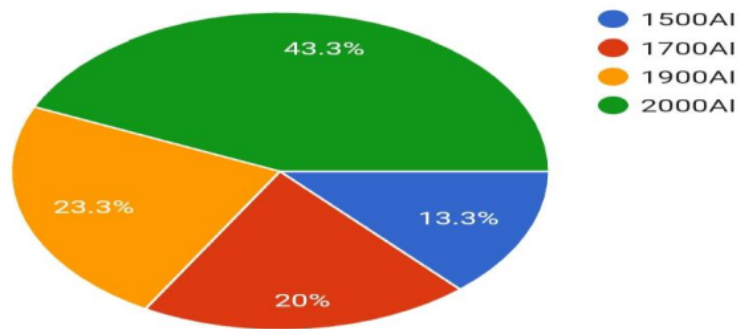




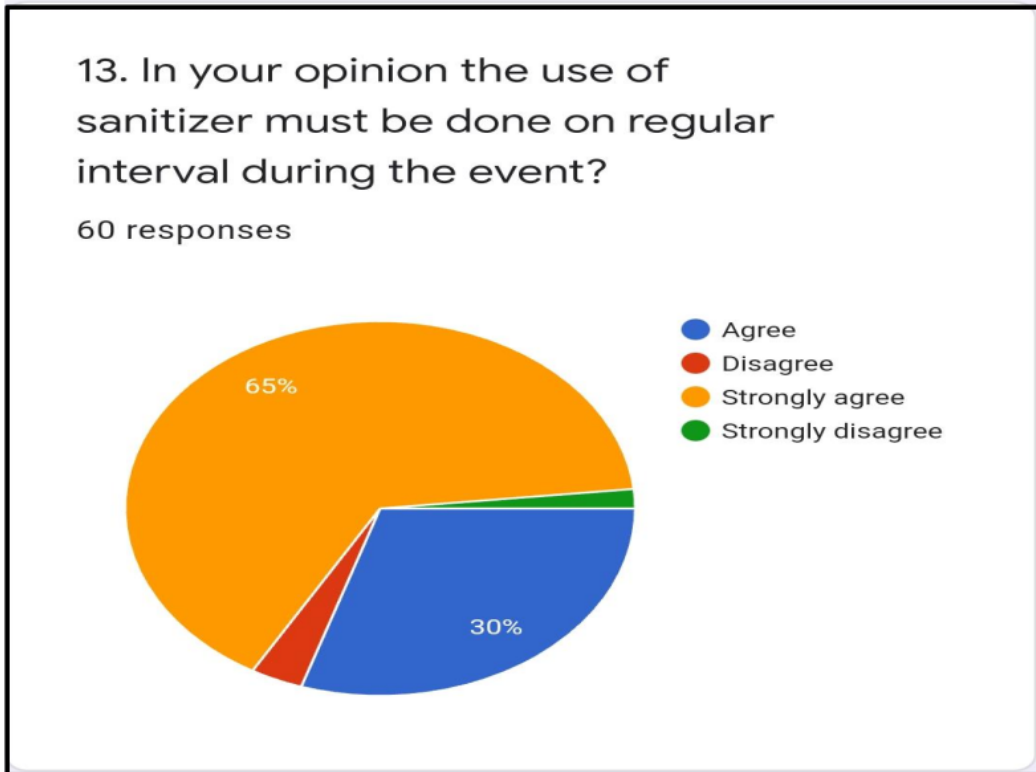
L. In this pie chart 43.3% people go with the 2000AI plan for the Food & Beverage per person during post COVID-19 situation which means people want to spend more for food and beverage or else they like the hotel food that's why they want to spend more on food. And around 23.3% people want to spend 1900AI on food and beverage per person.

12. How much would you like to spend on Food & Beverage per person in banquet event post covid 19 situation?

60 responses



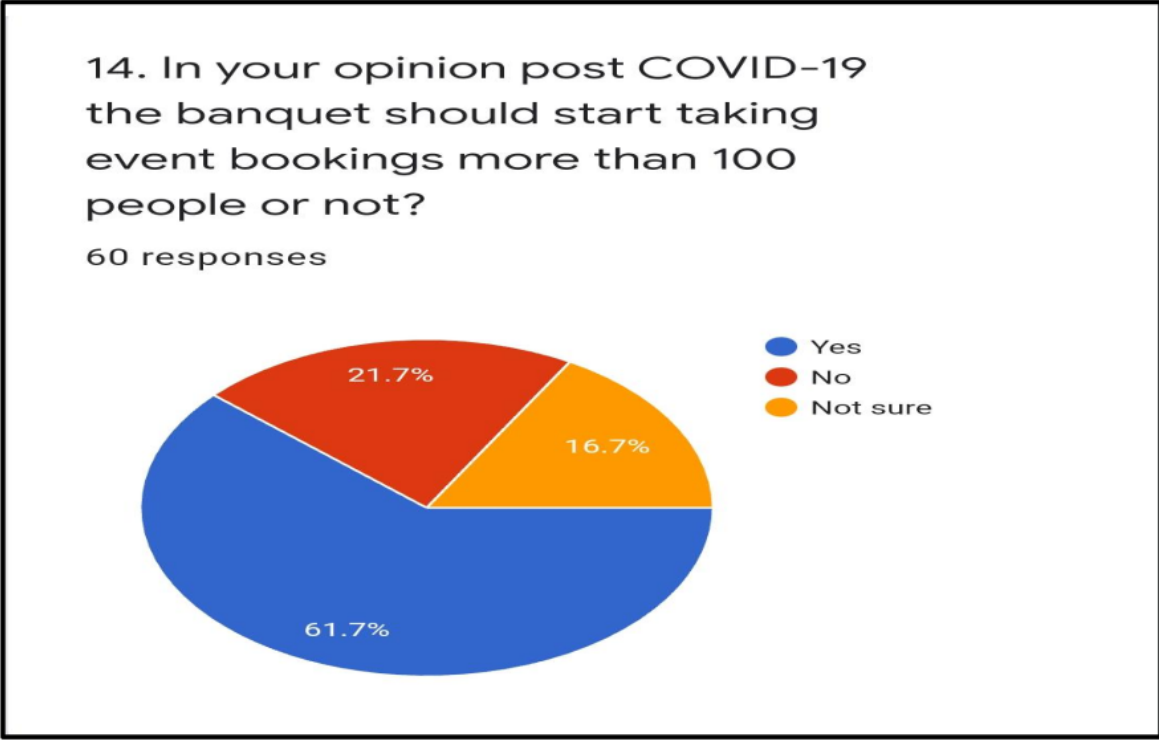
M. In this survey 65% people are strongly agreeing that sanitizer must be done on regular basis so the majority thinks that sanitizer must be done on daily basis during the events in the banquets. And around 30% are also agree with that statement.



N. In this chart around 61.7% people think that banquet must start taking bookings more than 100 people which means people wants to go with more than 100 people bookings for the banquets events in this COVID-19 situation .

21.7% people are not in the favor of the statement they do not want more than 100 people bookings for the events.

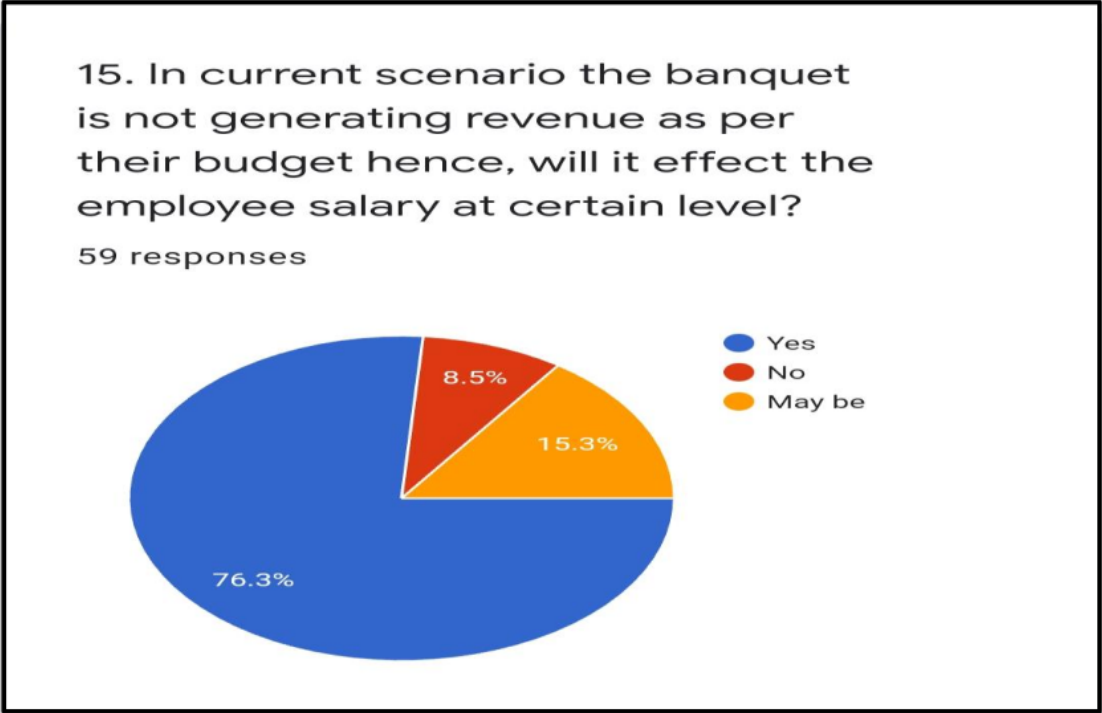
16.7% are not sure about it.



O. In this chart around 76.3% people say yes it will affect the employee salary also which means people think that not generating revenue as per the budget will definitely effect the employee salary also in this pandemic situation.

15.3% are not sure about it.

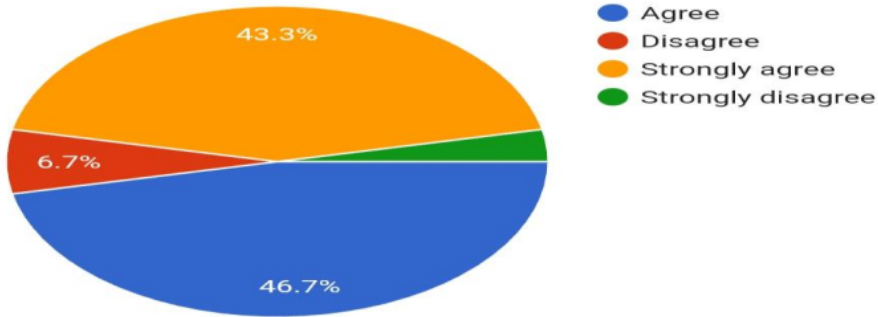
8.5% say no it will not effect on the employee salary.



P. In this survey around 43.3% people says that they are strongly agree to get events which are low cost but more option to the guest which means majority wants to get events in the banquets but should be at low cost but more options to the guest and 46.7% people also think the same for the statement.

16. According to you to generate the regular revenue banquet operation must try to get events which are low cost but have more options to the guest?

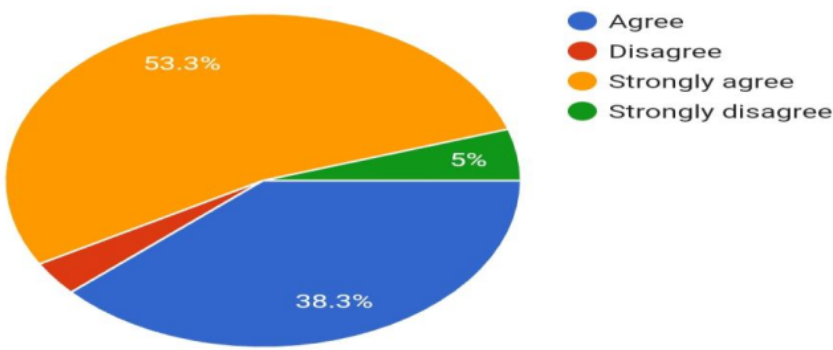
60 responses



Q. In this survey around 53.3% people are totally agree that banquet staff should follow precautionary measures to reduce the risk of pandemic and making service more hygiene so that the guest can easily come to hotel and book the events during this pandemic situation. Around 38% people are also feeling the same for the statement.

17. According to you the banquet staff should follow all precautionary measures to reduce the risk of pandemic and making service more hygienic?

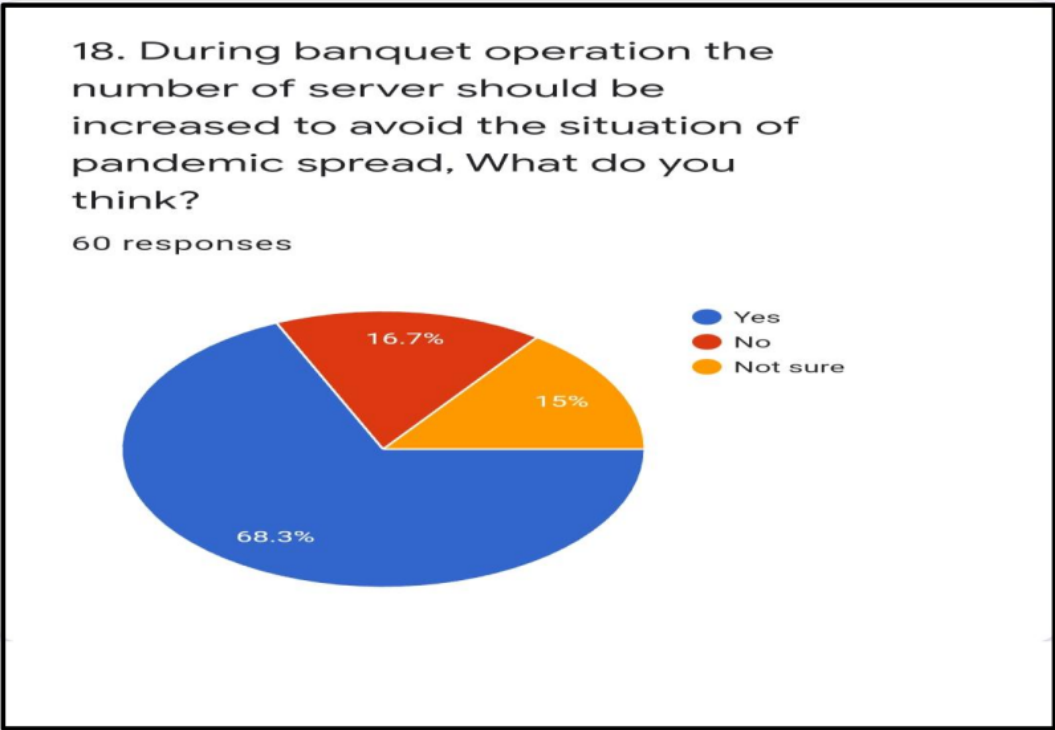
60 responses



R. In this survey around 68.3% people say yes that number of servers should be increased to avoid the situation of pandemic spread. Majority go with the yes which means people thinks that number of servers must be increased to avoid the disinfection or to avoid the pandemic spread.

16.7% people say no they do not want the server to be increased in this pandemic situation.

15% are not sure about it.



S. In this survey around 41.7% people says that hotel can achieve their monthly budget up to 50 % at least to get the breakeven which means people think that hotel can achieve their budgets up to 50% according to their monthly budget in this COVID-19 situation.

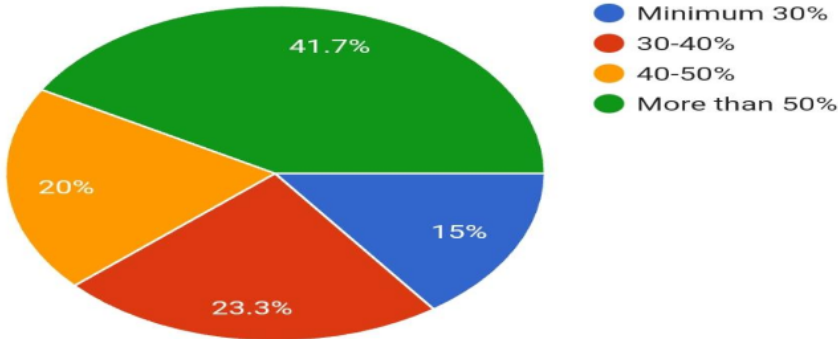
20% say 40-50%

23.3% say 30-40%

15% say minimum 30%

19. Before covid 19 the monthly budget of banquet is 1.5 crores , now in your opinion how much percentage a banquet must achieved at least to get the break even?

60 responses





T. In this survey around 38.3% people say that it will surely increase in the upcoming months which majority thinks that hotel will definitely increase the revenue in the upcoming next months.

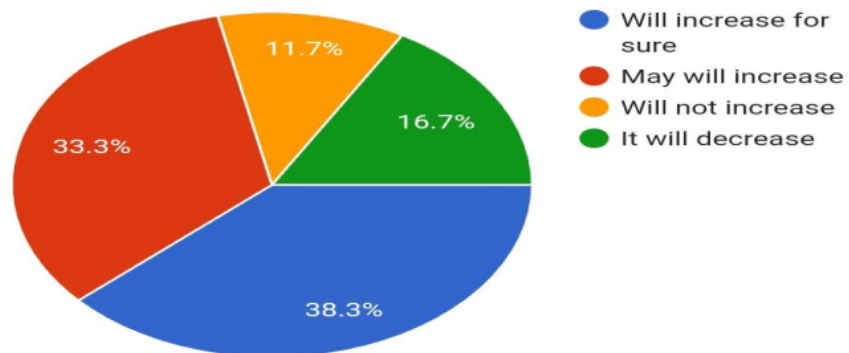
33.3% people say that it may will increase

16.75% people say that it will surely decrease

11.7% people say that it will not increase according to them.

20. In the month of ,May 2021 the banquet revenue was 4 lakh approx. In your opinion during current situation of pandemic the revenue will increase or decrease in the upcoming next months?

60 responses



## CONCLUSION

The COVID-19 disease spread across the world and it also effect on the hospitality industry. A study on banquet operations in post COVID19 situations. Covid 19 gives a great loss of revenue to the industry which cannot be recovered up to many years. As COVID 19 decreases the revenue growth of the banquets , due to COVID19 events are not coming, online bookings are not coming, walk in guest are not coming for the dining in the restaurant these are the challenges that has to be faced by the hospitality industry in post COVID 19.

Based on the topic study I would like to say that the government has issued some basic guidelines for the banquets that there should be only 50% seating capacity to be allowed in the banquets. No entry if a person is not wearing masks.

In 2020 banquets are generating profit by the events but in 2021 banquets are not generating profit or not able to cover up their monthly forecast budgets. In 2021 COVID 19 cause a great impact or loss to the banquet operations at hotel Crowne Plaza, Greater Noida.

Finally, at last I just want to say that for generating revenue hotel need to take care of their customers or by giving them discount to the customers for making profit. Need to focus on technology innovation for social distancing and cleanliness off all the areas.

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