

BANQUETING COFFEE BREAKS

I. STANDARD

A coffee break has to be served as fast as possible to keep coffee or tea hot and to allow the guests to enjoy their break.

The food has to be conveniently presented to the guest to make his choice at ease.

The coffee break area has to be kept cleaned at all the time and promptly cleaned at the end of the break.

II. SET UP

A. TABLE SET-UP

Basically, oblong tables should be used for coffee/ tea station and round tables for food and accompaniments stations.

Appropriate number of table cloths will be requested for the H.K. department and properly set -up.

Skirting will be dressed around each table.

According to requirements and theme, table will be attractive decorated.

B. COFFEE/ TEA / ASTRAY STATION

Cups, saucers, spoons should be cleaned and set up on a table according to the number of guest plus 20%

The cup is placed on the saucer and the spoon on the saucer on the right hand side of the cup handle.

On this station coffee/ tea warmer will be placed close to the waiter for easy service.

C. SUGAR / CREAM/ MILK / LEMON / NAPKINS /ASHTRAYS STATION

On this table only sugar, cream, milk, lemon, napkins will be set up on the appropriate container

Make sure that you have sufficient quantity to supply all your guest, therefore prepare a complete mise en place for replenishment.

D.FOOD / NAPKINS STATION (NO ASHTRAYS)

The food will be attractively displayed on the table with easy access for the guest.

Dessert plates with dessert forks, if necessary, will be cleaned and set up on the same table next to the food.

The presentation here again is important to please the guest and to enhance the overlooking of the station.

Napkins will be in a sufficient quantity (number of guest plus 20%) and will be kept clean in an appropriate container.

NOTE:

In case of a small number of guests, the station B and C can be easily combined.

The stations B and C should stand in a “LOGIC “ distance area from the station A which depends on the number of guests and the important of the coffee break.

In case of a large number of guests, additional tables will be set up with napkins and ashtrays to allow the guests to place their cups and plates on it at the end of the break.

III. CLEARING

A. COFFEE/ TEA

As soon as the break is over, coffee and tea will be removed and placed back in their respective containers.

Tea will be brought back to Waterfall pantry.

It is necessary that the Headwaiter or his assistant evaluate the quantity and left and also the further plan of events order before clearing coffee and tea

B. SUGAR / CREAM/ MILK / LEMON/ NAPKINS/ ASHTRAY

As soon as the break is over, all the above mentioned will be stored back to their respective area.

Cream, milk, lemon will be placed back to the refrigerator. Ashtray given to the stewarding for cleaning.

Sugar and napkins stored in their respective cupboards.

C. FOOD

The empty trays will be sent back to stewarding area for cleaning.
Trays with food items will be sent back to the main kitchen.
For hygiene reasons, no food will be kept in the banqueting area.

D. CUTLERY AND CHINAWARE

Cups, saucers and spoons will be cleared off on a tray and send back to stewarding area for cleaning.
No trolley will be used in public area, therefore the trays will be placed on trolley at the back of the house only.

E. LINEN / TABLES

The linen will be collected and placed together and linen procedure to be applied.
Skirting will be folded and stored properly.
Tables will be stored appropriately.

BANQUETING CHECK LIST

Banqueting Headwaiter or his assistant should arrive at least one hour before the first meeting is to start.

They check each room, comparing it against the event order and also ensuring that the following are properly set- up.

1. MAINTENANCE PROCEDURES:

- Light bulbs to be kept in Banquet Manager office
- Switch on all electrical equipment to make sure it works
- Check all lights
- Change dead bulb
- Check thermostat
- Overhead projectors or projectors to have a back up bulb in the room or in the Banquet Manager office

2. TABLE SETTING

Descriptions	Regula r	VIP
- Pencil	x	x
- Hotel paper pad	x	x
- Glass upside down on coaster	x	x
- Ice bucket on underliner with ice tongue	x	x
- Ashtrays with one box of matches for 2 guests	x	x
- Mint dish one for 6 guests on dolley	x	x
- Hotel logo blotter		x
- Name place card		x
- Hotel paper napkins in a glass on coaster	x	x

B.SPARES PROVISION

A. In a drawer in the meeting room

- Spare pens
- Spare pencils
- Hotel guest stationary with paper and envelopes
- Hotel postcards and brochures
- Stationery pack:
 - * paper clips
 - * elastic bands
 - * disposable stapler
 - * eraser
- Spare ashtray and matches
- Hotel paper napkins
- Spare board markers and wipers.

B.In a Cupboard

- Spare drinking glasses
- Spare cups, saucers and spoons

C. TELEPHONE SIDE TABLE

- Laminated Information sheet, with hotel and business centre number
- Relevant hotel tent- cards
- Ashtray and match box
- Local telephone directory

NOTE:

If the pre- meeting check reveals faults the Banquet Headwaiter or his assistant cannot handle, engineering should be called.

This will apply throughout the day. To avoid this delay these further steps should be employed:

- Each supervisor must learn how to change bulbs on hotel stock. They must also learn the five most common problems with each machine, allowing them to do a spot test.
- for all equipment stocked by the hotel a “ sealed spare “ must be kept at all the times, so if a machine breaks down and cannot be fixed by a supervisor, it can be immediately replaced.

Engineering should be kept out of meeting rooms when customers are there, whenever possible. When they answer a summons, an engineer should liaise with the supervisor, who will decide on the appropriate action to be taken.