

# EHL1202 English for Hotel and Lodging 2

## Unit 7 Banquet



A VENUE FOR EVERY OCCASION

# MEETINGS AND EVENTS



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## **MEETINGS AND EVENTS**

- The main function of the banquet department in a hotel is to organize all types of functions catering under the direction and control of the banquet manager. It concentrates on selling all the hotel facilities to potential guests.
- The banquet department of the hotel is one of the major revenue-producing departments. It is one of the departments under the umbrella of the food and beverage department.

# A Brief Overview

## **Banqueting activities:**

- a. Conferences
- b. Cocktail party
- c. Wedding parties
- d. Formal and informal luncheon
- e. Dinner parties
- f. Other private functions

# A Brief Overview

- **Banquet :** is a large catering activity department where food & beverage are served for pre-arranged number of peoples on pre-fixed date & time agreed menu & price.
- **Banquet:** is a large formal meal for many people, often followed by speeches in honor of someone:

## Example sentence:

- Thomas will receive the award at the organization's annual banquet.
- They held a farewell banquet for him and toasted his health.
- Now, for the first time, politicians were admitted to this banquet.
- She wanted some heads of the local club to participate in this banquet, but nobody accepted.

# A Brief Overview

- **A banquet room** is a room in a hotel where large formal meals for many people can be held.

## Example sentence:

- The food was delivered to the banquet by a catering service.

# A Brief Overview

- **Banquet manager** generally trains the service staff for banquets
- **Banquet captain** is a supervisor of the banquet staff



# A Brief Overview

- **A contract** is defined as : A legally binding agreement entered into voluntarily by two or more parties
- **Banquet Event Order** is: The document that records all the details of a banquet and acts as a contract



## Banqueting duties:

- a. Booking function
- b. Assisting in selecting menus
- c. Give effective and efficient services
- d. Ordering the flowers
- e. Calculating the cost of the rooms, food, beverages, other necessities
- f. Ensure that all is served properly by the staffs

**Conversation:**

**Practice the following conversations!**

**Arranging Wedding Party**

- **Banquet staff** : “Hello, good afternoon. This is Lia speaking may I help you?”
- **Jonny** : “Hello, good afternoon. May I ask for some information dealing with banquet service for the wedding party?”
- **Banquet staff** : “Certainly, Sir. May I know how many guests will attend the party?”
- **Jonny** : “I guess there will be approximately 1000 people who come to our party.”
- **Banquet staff** : “Great, thank you for your information, Sir. Then, do you expect to have a certain theme for your party?”
- **Jonny** : “Hmmm... not really, but my fiancé wish the venue to be dominated with pink color. It will be nice if you use pink flowers for the decoration.”
- **Banquet staff** : “Ok, well noted Sir. We will decorate it as you wish. Is there any other request?”
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- **Jonny** : “So far, nope.”
- **Banquet staff** : “Then, dealing with the menu, have you decided the menu for the party?”
- **Jonny** : “I haven’t talked about that yet. Should I answer it now?”
- **Banquet staff** : “Of course no, Sir. Or maybe may we have your email address so that we can send you the detail of the menu, prices and other services that you may need for the wedding party?”
- **Jonny** : “That sounds better. I need time to discuss with my fiancé about the detail of it. This is my email address jony2019@email.com”
- **Banquet staff** : “Thank you, Sir. We will send the detail information right away. Thank you for calling us, and we are hoping for our future patronage.”
- **Jonny** : “You’re welcome. Bye”

**Speaking:**

**Practice the following conversations!**

## Why customer choose your hotel?

- We are located between **Sathorn** and **Silom** making it easy to access for all your guests. We are situated next door to the **department store** making it an easy place for your guests to stay. We strive to make your experience as easy as possible so we also offer in house services of décor, catering, photo booths, DJ, and more!

## How many people can the venues accommodate?

- We can host events and accommodate groups as small as 15 guests and as large as 1,500 guests. We specialize in providing a flexible venue which can easily be transformed to meet your needs!

# Can we accommodate a wedding ceremony?

- Yes! We have many ceremony options. In [our ABC ballroom](#) we have air walls we can close off to have a separate ceremony & reception space. We can also utilize the full space by adding in a reset after your ceremony.
- At our Indoor Event Pavilion we have a nice outdoor space that can accommodate a ceremony, or we also have indoor ceremony options available with a quick reset done by our team!



## What Audio Visual Equipment is available?

- We have **projectors, microphones, and TVs** available to add on for your use! We require an AV test before your event to ensure all equipment is compatible with what you bring, & to help ensure things go smoothly the day of the event.

## What services do we offer?

- We have **three different event spaces** that offer different inclusions. However; our venue rentals typically include 60” Round tables, **Chiavari Chairs**, Set up & Breakdown, & Janitorial Staff during the event.
- We only book one event per day in each space, so you will have your choice of 2-3 hours for the event set up, & a 6 hour time block for your event. Events can go up until Midnight, or for an additional cost until 1AM.
- Set up can start as early as 11AM. Day before set up is typically not possible, but can be requested the week of & would need managerial approval.

Chivari chair



## What is included in the venue rental?

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## What is the outdoor vendor policy?

- We have different policies for our different event spaces. In our Banquet Hall we do allow certain outside vendors; however they do need to be licensed & insured.
- In our Main Building that houses our ABC & Grand Ballrooms, we do require use of our in house catering & décor teams. Any other vendors brought in need to be licensed & insured.

## **Are there any noise restrictions?**

- Our ballrooms are specially insulated to ensure all noise & music stays inside each ballroom.
- During any louder music portion of your event, we do ask that the doors remain closed in your ballroom to help minimize music leaving the ballroom.
- Our grand foyer does allow for sound dampening & ensures music from either ballroom will not disturb another event. Due to this we do not have restrictions on volume level.

## **What is the cost of the venue rental?**

- Our venue rental costs fluctuate based on the venue, & day of the week with Saturdays being highest, and Mondays -Thursdays lowest.
- Your cost will also fluctuate based on what services you choose to add on. Give us a call to find out more or to schedule an in person consultation!
- Please keep in mind all pricing is best done in person where we can build out your custom package for your specific date, venue, & event needs.

## What is the cancellation policy?

- Once you choose to book your event with us a **25% non refundable deposit is paid**, and a contract is signed.
- Our contract will go over our exact cancellation policy with certain exceptions outlined such as the COVID-19 pandemic. Items such as postponing or changing your date are also outlined in the contract with any price changes or fees listed.
- We strive to work with you on understanding the different reasons for canceling or postponing your event to best accommodate.



## Assignment:

Practice these conversations by using another hotel banquet facilities that you are interested in.

See you next time