





*A Visual Reference for*  
**Banquet Servers  
& Bartenders**



# Table of Contents

	Preface	vii
<b>Chapter 1</b>	<b>Banquet Servers</b>	<b>1</b>
	Introduction.....	1
	Banquet Server Duties and Responsibilities.....	3
	Focus on Banquets Servers.....	9
	Banquet Staff.....	25
	On-Premise and Off-Premise Catering.....	29
	Multiple Choice Questions.....	36
	References.....	37
<b>Chapter 2</b>	<b>Function and Job role of Bartenders</b>	<b>39</b>
	Introduction.....	39
	The Role of the Bartender.....	41
	Function of Bartenders.....	51
	How to Make More Tips as a Bartender.....	68
	Multiple Choice Questions.....	78
	References.....	79
<b>Chapter 3</b>	<b>Banquet Function</b>	<b>81</b>
	Introduction.....	81
	Banquet Function Plan.....	83
	Banquet Service Management.....	95
	Multiple Choice Questions.....	114
	References.....	115
<b>Chapter 4</b>	<b>Catering Management</b>	<b>117</b>
	Introduction.....	117
	Principles of Catering Management.....	119
	Types of Catering.....	129
	On-Premise and Off-Premise Catering.....	135
	Implement Ordering and Stock Rotation Practices.....	144

Catering for Event Planners.....	152
Factors to Consider for Planning an Event Menu.....	160
Multiple Choice Questions.....	168
References.....	170

## **Chapter 5 Food & Beverage Operation 171**



Introduction.....	171
Food and Beverage Combinations.....	172
Food and Beverage Outlet.....	181
Multiple Choice Questions.....	199
References.....	201

## **Chapter 6 Meetings and Events Management 203**



Introduction.....	203
Definition of Meeting.....	205
The Role and Scope of Event Management.....	216
Event Management of Conferences.....	220
Multiple Choice Questions.....	249
References.....	251

## **Chapter 7 Safety Guidelines for Banquet Servers 253**



Introduction.....	253
Kitchen Hazards and Kitchen Safety.....	259
Catering Employee Policies and Procedures.....	265
Rules for Employees at Restaurants.....	269
Restaurant Safety Issues for Guests & Employees.....	273
Multiple Choice Questions.....	277
References.....	279

## **Index 281**

# INDEX

## A

- Alcoholic beverages 177, 183, 187, 191, 200
- Archiving of assessments 245

## B

- Banquet 254, 255, 279
- Banquet coordinator 81
- Banquet event order 82
- Banquet Function 81
- banquet hall 254, 257, 259
- Banqueting event 87
- Banquet planning 85
- banquet rooms 256
- Banquet servers 1, 3, 4, 5, 6, 8, 9, 10, 11, 17, 19, 20
- banquet service 179
- Banquet staff 25, 26, 29
- Banquet theme 91
- Bar menu 47
- Bartender 41, 42, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 67, 68, 72, 74, 76
- Beverage station 25

## C

- Caterers 265, 267, 268
- catering 179, 185, 199

- Catering companies 268
- Catering employees 266, 268
- Catering Lingo 154
- Catering profession 32, 36
- Communications technology 205
- Computer-based system 144, 146
- Computer knowledge 145
- Concession Catering 134
- Corporate Catering 132
- Cost effective 150
- Cost prices 150
- CPR certified 24
- cuisine 177, 181, 182, 189
- customer attraction 177

## D

- Deodorant 13
- Dinner dance 83, 105
- Drinks 173

## E

- Employees retirement 89
- Enterprise 151
- entrepreneur 175
- Event mainstream 83
- Event management 204, 220

Event planning 165  
 Event professional 85  
 Event sponsorship 87  
 Event venue 117

**F**

Final production 30  
 Food allergies 14  
 Food and beverage 152, 153, 158, 168  
 Food and beverage menu 3  
 food and beverage outlet 184  
 food and beverage placement 266  
 Food and Beverage Service 171, 201  
 food and beverage service outlets 181  
 Food & beverage 202  
 food-beverage combination 174, 175, 177  
 food preparation 191, 197  
 Food production , 120, 36  
 Food safety 265  
 Food service 117, 120, 127  
 Foodservice industry , 32  
 Frustration 211

**G**

Gain promotion 21  
 Guest experience 50  
 guests 254, 256, 257, 266, 267, 268, 274, 275

**H**

home delivery 193  
 hospitality industry 202  
 Hotel industry 202

Hotel standard drink 47  
 House catering 17, 18, 30

**I**

Immersive environment 91  
 Industrial catering 131  
 inventory 179

**K**

kitchen 190, 193, 196, 198

**M**

meal service 173  
 Meeting 203, 205, 210, 211, 212, 213, 222, 227, 232, 234, 244, 249, 250  
 meeting planners 254  
 Mixing beverages 50  
 Mixologist 41, 51, 57  
 Mobile caterer 130

**N**

Numerous aspects 219

**O**

Off-premise catering , 30, 34, 35  
 On-premise catering , 29  
 on-premise service 176  
 Orderliness 129  
 Organization 121, 125, 127, 128, 129  
 Organizational structure 219  
 Other policies and procedures 268

**P**

Patrons 189

Pre-planning 31  
Prior experience 32, 36  
Project management 204, 218  
pub 192  
Publicity 248

**R**

raw material 171  
Recruiting staff 121  
reliable system 179  
Requiring clients 255  
reservations 255  
Restaurant floors 260  
Restaurant kitchens 264  
restaurant operation 174  
restaurants 176, 180, 181, 182,  
186, 193  
restrooms 197  
Risk management 218, 227,  
230, 232, 233, 234, 238, 239,  
244, 246, 248  
room service 179, 180, 184

**S**

Selling price 150

Serving guests 12, 27  
Set-up and clean-up 259  
Social Event Catering 134  
specialty restaurant 183  
Spectacular banquet 84  
Sprains and strains 262  
Stock Control System 145  
Supervisor 4, 15

**T**

take-home sales 176

**U**

Unitary Direction 126

**V**

Vegetables 26  
Venue decoration 91  
Verbal interaction 205

**W**

Wedding caterer 132