



BANQUET EVENT ORDER PROCESS

WHEN CALL OR EMAIL IS RECEIVED

- ★ Call or email of prospective event is received. Call or email must be returned within 24 hours.
- ★ The following information is gathered by Food and Beverage Manager or Event Manager:
 - ★ Name of group or family
 - ★ Contact information to include telephone number and email address
 - ★ Mailing address
 - ★ How did you hear about us?
 - ★ Desired date of event
 - ★ Secondary dates
 - ★ Total number of attendees
 - ★ Food and beverage needs
 - ★ Buffet or plated dinner
 - ★ Open Bar or Bar Package
 - ★ Etc.
 - ★ Entertainment needs
 - ★ Band
 - ★ Dance Floor
 - ★ Etc.
 - ★ Various Event Details
 - ★ Linen
 - ★ Chair style
 - ★ Etc.
- ★ Set up a date for a tour of the facility.
- ★ Ask if prospective client would like a copy of the Banquet Menu emailed or mailed.

DURING TOUR OF THE FACILITY

- ★ Make sure facility is clean and presented like day of event.
- ★ Make sure staff is presented with name tag and in uniform.
- ★ Linen on tables.
- ★ Music playing overhead.
- ★ Lights are on.
- ★ Floors are clean.
- ★ Have at least one table set as dinner table would be set for event.
- ★ Meet prospective client in main entrance.
- ★ Tour prospective client of clubhouse and room to be used.
- ★ Describe the flow of event (bride room, food set-up, restrooms, etc.)

TAKING THE EVENT TO CONTRACT PART 1

- ★ Discuss with prospective client the menu and its pricing.
- ★ Discuss with prospective client bar packages and its pricing.
- ★ Discuss with prospective client all taxes and gratuities.
- ★ Discuss all pricing based on a guaranteed number of attendees. Prospective client may not be ready to finalize menu .

TASTING

- ★ Make sure facility is clean and presented like day of event.
- ★ Make sure staff is presented with nametag and in uniform.
- ★ Linen on tables.
- ★ Music playing overhead.
- ★ Lights are on.
- ★ Floors are clean.
- ★ Have at least one table set as dinner table would be set for event. Use this table for tasting.
- ★ Meet prospective client in main entrance.
- ★ Make sure that Chef introduces himself/herself to the prospective client.
- ★ Make sure that all plates are served impeccably.
- ★ Make sure a professional staff member does all plate clearing.
- ★ Make sure a professional staff member serves water/drinks.

TAKING THE EVENT TO CONTRACT PART 2

- ★ Finalize with prospective client the menu and its pricing.
- ★ Finalize with prospective client bar packages and its pricing.
- ★ Finalize with prospective client all taxes and gratuities.
- ★ Finalize all pricing based on a guaranteed number of attendees.
- ★ Use Mosaic contract to list all event details. This contract may be emailed or mailed to prospective client. Contract to be emailed or mailed within 24 hours of tasting.
- ★ Event deposit to be received and allocated to event in POS System.

BANQUET EVENT ORDER PREPARED

- ★ Food and Beverage Manager or Event Manager prepares a BEO to include:
 - ★ Food choice made
 - ★ Bar choice made
 - ★ Room set up choice made (tables, chairs, centerpieces, etc.)
 - ★ Food and bar placements (details about hand passed hors d'oeuvres, etc.)
 - ★ Linen
 - ★ Flow of the event
 - ★ Staffing requirements
 - ★ Special requests
- ★ BEO is given to:
 - ★ Food and Beverage Manager or Event Manager
 - ★ Executive Chef
 - ★ Banquet Captain
 - ★ Key Staff to include General Manager and Lead Servers

CONTRACT FOLLOW UP I

- ★ Food and Beverage Manager or Event Manager to reach out to prospective client 30 days prior to event for any detail changes.

CONTRACT FOLLOW UP II

- ★ Food and Beverage Manager or Event Manager to reach out to prospective client two weeks prior to event for final changes and guarantee number for event.

- ★ This number given will be the least amount of attendees charged for.

BEO FOLLOW UP

- ★ Food and Beverage Manager or Event Manager to discuss Final BEO (based on two week conversation with prospective client.
 - ★ Food and Beverage Manager or Event Manager
 - ★ Executive Chef
 - ★ Banquet Captain
 - ★ Key Staff to include General Manager and Lead Servers
- ★ Continue to stay in touch with Lead Personnel as date of event approaches.

CHARGES

- ★ All charges are applied into event in POS system.
- ★ Food charges based on guaranteed number or overage.
- ★ Bar charges based on guaranteed number or overage.
- ★ Additional charges (linen, cake cutting, room rental, bartender fee, etc.).

PAYMENT

- ★ All payments are due within 30 days of event.
- ★ All late payments are susceptible to late payment charges of 7%.
- ★ Apply payment to event in POS system

FOLLOW UP

- ★ Contact prospective client about event.
- ★ If one-time event, thank and receive feedback
- ★ If continuous event, thank, receive feedback and attempt to re-book