

BANQUET SERVER GUIDELINES

ORIENTING YOURSELF TO WELLERS

You will be required to complete an orientation before you begin work. We try to conduct these orientations on Thursday afternoon, evenings. Orientations are given to familiarize you with location of rooms, equipment, food, and how to do basic set up of the rooms.

AFTER ORIENTATION. REPORTING TO WORK

WHO DO I REPORT TO: WHAT IS A CREWLEADER?

Every event has a manager. At Wellers, the managers are Crewleaders. Their job is not only to make sure that the event runs according to the Clients Worksheet and desires, but they are also responsible for training and supervising the servers.

The Crewleaders have jurisdiction over hiring, firing, level testing and raises. See payrate sheet.

HOW DO I KNOW WHEN TO WORK: SCHEDULES

Schedules are posted two weeks in advance. You are responsible to know when you are scheduled. There is paper under the schedules to make it easy to write down your schedules. Not your schedule is not an excuse for not showing up to work.



knowing

BE ON TIME...No need to say more than that.

HOW DO I KNOW WHICH ROOM YOU ARE WORKING IN AND MY SECTION ASSIGNMENT?

The schedule has a list of what will happen in each banquet room/event. Your name will include a start time and section assignment. Your Crewleader will be designated by the letter "C" preceding the time for each Crewleader. And the number of your section will also be printed on the schedule i.e. 1,2,3 etc. See diagram and get to know the sections in each room. Sections may change by discretion of the Crewleader if necessary.

1. There are three banquet rooms at Wellers which means there may be three totally different parties going on at one time.
 - The Raisin River Room and The Henry Ford Room are in the main Red Building.
 - Wellers Carriage House is the white building south of the red building
 - The Gazebo is rented in conjunction with the Carriage House and may also serve as a banquet room if dinner is served there. However, more often than not, the Gazebo is rented for dancing after dinner is served in the Carriage House
3. When you arrive to work any night, you need to look at the posted schedule to see which room and Crewleader you will report to.
4. Also, when you arrive there is a posted "START UP" item(s) to stock your banquet room. These are posted in the kitchen near the punch in computer.
5. When you punch in there will be a WOODEN BUCK question on the computer screen. If you know the answer to the question, please write it down and give it to your Crewleader at the end of the night. You will receive a wooden nickle that is worth \$1. These will be posted each night and will be added to your paycheck.
6. All sections and all employees in all rooms must work together. No servers may punch out without completing their assigned side jobs. You may not leave without talking with your Crewleader and you will be expected to assist in another banquet room if the Crewleaders jointly decide this is needed.

Banquet Manual

M Lipman



Banquet Manual:

"*The Banquet Handbook*" Marietta Abell, Agnes J. Anderson, 1937 **FOOD & BEVERAGE MANUAL** GIANCARLO PASTORE, 2021-04-10 Colossal book per il settore ristorazione Sono affrontate le tematiche dal budget al controllo di gestione Ampio spazio all'organizzazione della sala ristorante bar cucina Food cost e beverage cost Dizionario traduttore gastronomico in cinque lingue Revpash Calcolo revpar presenze Revpasf Revpath Net rev par Costi mese bkf INDICATORI DI REDDITIVITÀ R O E E B I T E B I T D A Manuali di procedure per tutti i reparti ABSTRACT DESCRIZIONE LIBRO Colossal book per il settore ristorazione Sono affrontate le tematiche dal budget al controllo di gestione Ampio spazio all'organizzazione della sala ristorante bar cucina Food cost e beverage cost Dizionario traduttore gastronomico in cinque lingue Revpash Calcolo revpar presenze Revpasf Revpath Net rev par Costi mese bkf INDICATORI DI REDDITIVITÀ R O E E B I T E B I T D A Manuali di procedure per tutti i reparti SOGGETTO Economia Industria Management CONTENUTI DEL LIBRO EMPATIA IL TUO BRAND Il food beverage manager _ L hotel suddiviso in dipartimenti dpt SUDDIVISIONE RICAVI REVENUE PER REPARTI DPT F B RELATIVI COSTI Job description _ L INTERVISTA PER UN POSTO DI LAVORO _ COME INTERVISTARE IL CANDIDATO CURRICULUM VITAE SELF MARKETING _ MOTIVAZIONE Percentuali calcolo _ SCONTISTICA _ ESERCIZI Metriche _ performance _ REVPASH _ CALCOLO REVPAR PRESENZE _ REVPASF _ REVPATH _ NET REV PAR _ COSTI MESE BKF Indicatori di redditività _ R O E _ E B I T _ E B I T D A Imposta taxa tributo _ IMPOSTE DIRETTE E LE IMPOSTE INDIRETTE I V A _ Significato _ Imponibile _ IMPRESA AZIENDA DITTA BUDGET _ FORECAST _ CONTROLLO DI GESTIONE CdG _ ANALYSIS IL BUDGET BEN PI DI UNA SEMPLICE PREVISIONE _ Bilancio di previsione Budget GD HTL ROYAL esempio _ LA CREAZIONE DI UN BUDGET MAPPATURA ROOMS DIVISION GD HTL ROYAL BUDGET POTENTIAL REVENUE ROOMS DIVISION GD HTL ROYAL BUDGET Presenze rooms percentuali SEGMENTAZIONE DI MERCATO Revenue produzione METRICHE BUDGET ROOMS DIVISION GD HTL ROYAL BUDGET ROOMS DIVISION GD HTL ROYAL COMMISSIONI % Termini MKTG COSTI BUDGET ROOMS DIVISION GD HTL ROYAL COSTI ROOMS DIVISION DPT GOAL YES MAN CASE HISTORY ROOMS DIVISION DPT ORGANIGRAMMA COSTI PAURA RABBIA Budget DPT FOOD BEVERAGE REVENUE DPT F B STATISTICHE COSTI BUDGET DPT F B esempio COSTI DPT F B SEGMENTI DI COSTO SUDDIVISI PER REPARTI esempio FORECAST COSTI PERSONALE LABOUR COST DPT F B esempio ANALYSIS COSTI PERSONALE LABOUR COST DPT F B esempio VG BAR BUDGET esempi o BVG COFFEE THE TEA BREAK esempio BVG BISTROT OPEN SPACE RST MILANO esempio FOOD CUCINA RST MILANO esempio FOOD CUCINA BISTROT OPEN SPACE esempio FOOD CUCINA BNQ esempio FOOD CUCINA SERVITO AL BAR esempio FOOD CUCINA ROOM SERVICE esempio FOOD CUCINA BVG BREAKFAST esempio NOLEGGIO BIANCHERIA DPT F B esempio MAPPATURA DPT F B esempio SCALA DI YORK P L Calculation ANALYSIS GD HTL ROYAL P L Calculation REPORT GD HTL ROYAL B E P ROOMS DIVISION PRINCIPIO DI PARETO IL DIAGRAMMA DI PARETO BAR INTELLIGENZA Beverage cost cocktail

esempio Figure professionali Attrezzature IL MARKETING INTERNO Termini al bar LONG DRINKS INGREDIENTI COCKTAIL INGREDIENTI Porzionature TASSO ALCOLICO PORZIONATURE IRISH COFFEE Dove li serviamo Birra BIRRA E DIETA CONTIAMO LE CALORIE Il malto cereali germinati in acqua e poi essiccati e torrefatti Il lievito bassa e alta fermentazione Il luppolo il gusto piacevolmente amarognolo della birra L acqua non tutte sono uguali per produrre buona birra Dal malto alla birra un procedimento pressoché uguale da sempre Composizione nutrizionale Contenuto Calorico Birre calcoli Classificazione STYLE TERMINI Scheda controllo gestione PROCEDURA E INSERIMENTO CALCOLO REDDITIVITA CONTROLLO AMERICAN BAR CAFFETTERIA SCHEDA INVENTARIO MAGAZZINO BAR Curiosità Fisica e macinatura del caffè Organizzi degustazioni Prepara un contrattino ICE Carta distillati e acqueviti ACQUEVITI DI FRUTTA ACQUEVITI DI VINACCIA DISTILLATI DI MELE DISTILLATI DI VINO LIQUORI VARI AMARO D ERBE RHUM RON RUM DISTILLATI E ACQUEVITI T CARTA DEI T CARTA DELLE TISANE INFUSI CARTA DEI CAFFÈ CARTA DEGLI ORZI AUTOSTIMA COMPETENZA CUCINA Chef di cucina profilo professionale LA CUCINA SOLITAMENTE SUDDIVISA IN PARTITE Food cost SCHEDE FOOD COST CALCOLO COSTO SCATOLAME MARKETING FOOD BVG E PREZZI DI VENDITA SCARTI E PERDITE DI PESO Brainstorming Breakthrough Organizzazione cucina logistica Tipologia di cucina Controllo della merce Funzione dei singoli locali Progettazione PENTOLE MATERIALI CUCINA SENZA GLUTINE PERDITE MEDIE DI ALCUNE VITAMINE IN SEGUITO A COTTURA % PERDITE PERCENTUALI DI VITAMINA C RISPETTO AL TRATTAMENTO DI COTTURA COTTURE PERDITE DI PROTEINE LE VITAMINE VITAMINE IDROSOLUBILI SOLUBILI IN ACQUA VITAMINA B2 RIBOFLAVINA Alimenti conservazione MICRORGANISMI I PICCOLI SEGRETI DELLA COTTURA A VOLTE CAPITATO DI RITROVARE SAPORI ED ODORI SGRADUEVOLI IN CIBI SICUREZZA ALIMENTARE UOVO Fisica chimica Atomi Tavola periodica Il peso e il numero atomico I legami chimici Il legame ionico Il legame covalente Il legame metallico Le reazioni chimiche I metalli I non metalli I composti chimici Acidi e basi STILI DI LEADERSHIP GLOSSARIO ALCUNE FAMIGLIE DI SALI L ALCIMIA LA SCOPERTA DEGLI ACIDI LE SOSTANZE BASICHE IL SALE COMUNE MICROCRISTALLI PERCHÉ L ABBATTITORE VANTAGGI RISPARMIO DI TEMPO CONGELAMENTO MONTARE GLI ALBUMI A NEVE ACQUA E SALE CACAO LAVORAZIONI LE SPEZIE E GLI AROMI DOLCE SALATO I FUNGHI VELENOSI CONDIMENTI CALORIE CALCOLI CUCINE ETNICHE KOSHER LOCALI ETNICI La musica riveste una nota di accoglienza importantissima Cucina Giapponese Cucina Cinese Cucina Coreana Cucina Pachistana Cucina Indiana Cucina Thailandese Cucina Afghana Cucina Siriana Cucina Araba Cucina del Madagascar Cucina del Marocco Cucina di Zanzibar Cucina Peruviana Cucina Colombiana Cucina Messicana Cucina del Guatemala ANALISI SENSORIALE CURIOSO Com nata la toque blanche IL RISO VENERE COME SONO NATI I RISTORANTI I LATINI DICEVANO IEIUNARE L ETIMOLOGIA INCERTA LA NATURA MORTA DI CUCINE DALLA PREGNANTE CONCRETEZZA DEI SENSI AL SOGNO SCOPERTA L AREA CEREBRALE RESPONSABILE DELL ABUSO DI CIBO MENU PERIODICI IN ALBERGO CARTA BUFFET INSALATE SEMPLICI COMPOSTE CARTA DEI CONTORNI CARTA

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SOPAS SUPPEN PASTA E RISO PASTA RICE P TES ET RIZ PASTA Y ARROZ NUDELN UND REIS PESCE FISH MAIN
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GENERALI E DEL PERSONALE SCHEDA AUTORE RINGRAZIAMENTI *The Banquet Chairman's Manual* Willard K.

Lasher,1962 Planning that brings applause and merits praise **Labor Relations Reference Manual** ,1999 **Banquet
Service Manual** ,1980* Technical Manual United States. War Department,1945 The Eastern Underwriter ,1914

*Proceedings of the ... Convention, International Association of Casualty and Surety Underwriters. ... International
Association of Casualty and Surety Underwriters,1911 1991 Official FFA Manual of the National Organization for
Agricultural Education Students Future Farmers of America,1991 NIV, Manual: The Bible for Men, eBook*
Livingstone Corporation,2012-06-19 Manual The Bible for Men helps you to see yourself as God sees you and motivates you
to redeem your God given passions drives and purposes so you can live out your faith Myth articles refute society s myths
with the truth of God s Word Factoid Profiles reveal must know interesting facts about selected men of the Bible whom God
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