

Hotel Management Department

Section one

Introduction to Events

Events are happenings, often used to suggest that what happened was on an unusual scale, Memorable etc. Most of us participated in events but managing the events are the difficult task to achieve its objective.

Event management involves planning, organizing and execution of live events, which could include a brand / products launch, an exhibition, a concert or even a conference. It is basically an extended form of advertisement, though more interactive.

Traditionally, events were considered useful for rural markets and for products with a ban on advertising like liquor and cigarettes. Low literacy levels and limited media penetration made events a necessary exercise in rural markets. But today, events are no longer limited to a few products and markets. Event marketing is gaining popularity in long-term brand image building and humanizing of corporate.

Event management is the application of the management practice of project management to the creation and development of festivals and events. Event Management involves studying the intricacies of the brand, identifying the target audience, devising the event concept, planning the logistics and coordinating the technical aspects before actually executing the modalities of the proposed event.

Meaning of Event& Event management

Event is commonly understood as an occurrence or something that happens. A unique moment in time celebrated with ceremony and rituals to satisfy specific needs.

One time or infrequently occurs event outside normal programs or activities of the sponsoring or organizing body.

To the customer or guests, it is an opportunity for Leisure, social or cultural experience outside the normal range of choices or beyond everyday experience.

It is important to recognize this diversity and treat every event as different; each event has its own characteristics and requirements to be identified and met.

Event management is a process of Organizing a Focused and professional event, for a particular target Audience. Planning is one of the most important elements of event management you can say or is planning an event in itself. It gives benefits to event managers by event advertising, it promote the publicity of event. It gives benefits to advertising companies through communicating source with the public, introduction of new products to public.

The event management industry is characterized by the presence of a small number of dominant large players and a greater number of smaller outfits. Unfortunately, the industry is too young to offer a predetermined career path.

Importance of Event Management

The event management involves the whole steps of conducting an event right from the planning, financing, conceptualizing etc. The present scenario, event management is an important area which has been evolving over the years along with the increasing opportunities.

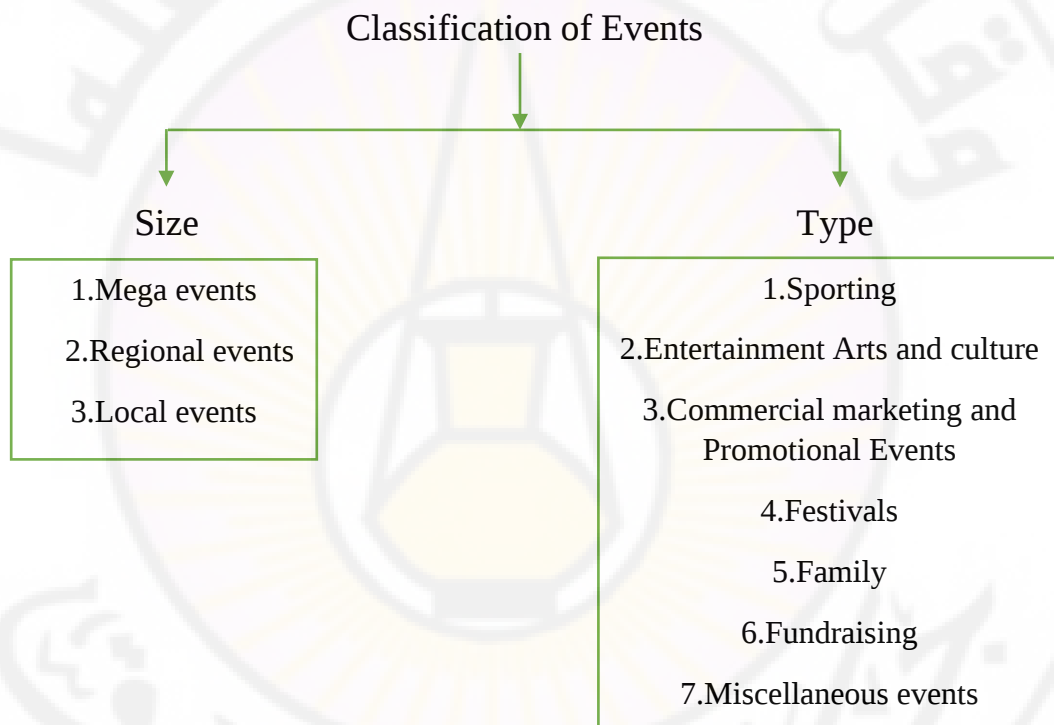
Financial management is another important aspect that the event management companies will handle for the success of the event. This helps to reduce the chance of the finance exceeding the budget limits. Organizing a big event is not an easy task. The organizing person if he is not having enough experience it will turn out to be a failure. So many planning has to be done like room hiring, catering special diets, financial planning etc. All these things are taken care of by Event Management Companies.

- Events are often “Once in a lifetime” experience for the Participants.
- They are generally expensive to stage
- They usually take place over a short time span
- They required long and careful planning
- They generally take place only one (However Many are held annually, usually at the same time every year)
- They carry a high level of risk, including financial risk and safety risk.
- There is often a lot at stake for those involved including the event management team.

This last characteristic is crucial since every performer, whether athlete or entertainer, Wants to deliver his or her best performance. The bride wants the day to be perfect in every way. The marketing manager and the design team want the new product to be seen in the best possible light.

Classification of Events

The event industry segment can be divided into several key sub segments that include corporate events, competitions and decorations, cultural events, sports events, festivals and celebrations, personal and social events. Classification of events can be done on the basis of size and type as shown in the following selections



Hotel event management

Introduction

In our society and in other societies since ancient times, the custom of banquets or large gatherings has prevailed, whether for large families as it was in the past, or invitations to wedding parties or invitations to certain occasions, whatever these occasions are.

This necessitated the existence of a place that accommodates these numbers of people, whether for celebration, for drinking or for other reasons. In the past, such parties were held in large Arab houses.

With the development of time and the development of the reasons for these gatherings, banquets and parties, the need for such places increased with larger areas, wider and more comprehensive services and with newer equipment that meet the needs of the community for it.

What prompted most hotels to establish larger and larger halls that meet the needs of customers to hold their occasions, no matter how large the number of their invitees is. Therefore, in each hotel there is one or more halls of different sizes and decorations of different types that cater to all types of banquets, meetings and parties.

Banqueting Department

It is a section of the catering departments in the hotel characterized by a special method of service and a special method of providing food and drink, and it is a very important section in the hotel to hold banquets that cannot be held in the small restaurant or due to the lack of appropriate conditions.

The main types of parties:

There are two main classifications of parties and they can be summarized as follows:

First: Formal parties (with meals)

- Lunch or dinner parties.
- Wedding breakfast parties.

Secondly, receptions

- Receptions with a buffet of drinks (on request).
- Cocktail receptions before the wedding ceremony.
- Tea parties and buffet drinks (on request).
- Various dance parties.
- Anniversaries and souvenirs (birthdays, weddings, etc..)
- Official and private conferences.

There are also other types of parties that can be classified as follows:

- Social parties.
- Special parties for the little ones including quick dinners (for children and adults).
- Private lunch parties (Rotarians)
- Private receptions.
- Cocktail parties for personal occasions.
- Charity parties.
- Fashion show parties.
- Sales business conferences.
- Promotional conferences for national and international goods.
- Industrial training conferences.
- Public relations conferences.
- Press and party conferences.
- Announcing new exhibitions, products and fashion conferences.
- Conferences for traders, managers and owners of various events.
- Conferences on curricula, seminars and various activities.

Banqueting Staff:

Banqueting staff in large first-class hotels and establishments generally consists of an independent and limited number of permanent and qualified staff with sufficient experience in dealing with banquet and banquet service alone.

This work includes the permanent presence of a competent and professional party manager, and there must be one or two assistants to the

party manager, one or two chief waiters, a number of waiters and an administratively subordinate secretary to the party manager.

As for smaller establishments, where parties are fewer, the administrative structure is fewer and concise, where the general manager undertakes the necessary administrative organization and is assisted by the assistant manager and the chief waiter.

Sales administration manager

The sales manager must have the highest degree of tact, civility, the art of dealing with customers and not underestimating anyone, and he must be understanding of people's natures and the specificity of what they may ask for in their parties and special occasions, as well as be able to develop appropriate suggestions and ideas, and he can, for example, suggest presenting Flowers before the party starts as well as suggesting meals....

Banqueting manager

The Banqueting manager must have a team spirit and have exceptional capabilities and features that entrust him to master and professionally high-level the way of dealing with customers and work crews, and he has the full and capable ability to manage all kinds of parties. He is fully responsible for all administrative affairs related to party systems, and discusses all arrangements selected food and drink menus, as well as the development and discussion of the party plan and in the smallest details, and what is related to the cost of the party, the proposed drinks, the different teams and crews, etc...

Banqueting Secretary

The Secretary of the Banquet Department must have an intelligent and administrative personality and have the ability to organize, coordinate and arrange administratively and work under the direct supervision of the Banquet Manager. He is also responsible to the Banquet manager, and he handles incoming and outgoing mail and correspondence, writes the necessary notes, addresses the rest of the departments and coordinates with them, registers mail as well as responds to phone calls and faxes and processes them, and is able to receive reservations for various parties temporarily in the absence of the

party manager pending the attendance of the manager And take a note on the topics that took place in his absence.

Head Waiter

He must have a distinguished personality and have a high ability to withstand work pressure and have high skills and techniques in distributing work, supervising all steps of the party or conference, applying instructions with high accuracy, managing the staff professionally and qualifying him to work in all kinds of parties and under difficult circumstances and be directly responsible In front of the banquet manager and has a responsible role in selecting the appropriate elements to work in the banquet service

Banqueting head Wine Waiter

He must be one of the experts in the field of bar work of all kinds, types of drinks and cocktails, and the workflow of bars. He also supervises the organization of banquet bars and their contents, accesses and audits inventories.

Booking a function

At the banquet manager's initial meeting with the customer, a detailed record of the party must be opened, with all the points, details and desires that the customer wants, If the banquet information is not confirmed immediately, some of the available details will be temporarily satisfied, pending completion of the procedures and confirmation of the reservation.

After the initial meeting, understanding the details and confirming the reservation, it is necessary to note and follow some basic steps:

- banquet type
- banquet date
- banquet time
- The number of people invited (The last number must be approved at least 24 hours before the banquet)
- The cost per person.
- The list of contents (menu) and the service method.
- Alcoholic drinks (is the cost included or is it paid in cash)

- The type of banquet organization.
- Table layout.

After inquiring about these points carefully and adopting them, a decision must be made about each of the following:

- Banquet Supervisor (or in charge of it).
- Band, cabaret, party cards (seating cards)
- Seating tables layout.
- List form approved for printing (funny form, book form, etc...)
- Special information such as the presence of vegetarians, patients, etc...

After we got acquainted with the types of events that are held in the banquets section, we must get to know the pioneers of this section who come to it because of these occasions.

Banquet customers:

- Regular customers on special occasions.
- Members of the Arab and foreign diplomatic corps.
- official delegations.
- Trade unions and trade unions.
- institutes and universities.
- Sports federations and clubs.
- Traders and industrialists.
- Higher institutes, schools and universities.
- Members of the quarterly and periodic conferences.
- Women's federations and associations.
- Bank owners and workers.
- Members of public, industrial and commercial companies.
- Labor gatherings.
- The general class of the people

Hotel Management Department

Section two

Types of banquet halls

As for the types of halls in which concerts are held, they differ in terms of the needs of the occasion and are of several types.

- *Hall of Honor*

It is a relatively small hall that can accommodate about 50/60 people. It is often located in places far from the noise and crowding, whether on the floors or in the hotel lobby. It is one of the finest party halls. It is dedicated to receiving official delegations and VIPs (prime ministers), so it is characterized by a decor that expresses the country. It is located in it, but it has a luxurious décor and luxurious furniture that befits the receiving personalities in this hall.

- *Festival hall:*

It is a hall dedicated to speech festivals and concerts, somewhat similar to cinemas, and it is equipped with sound equipment.



Picture No. (1) Festival Hall

- *Conference and meeting hall:*

It is a hall dedicated to meetings and small conferences between (20-30) people. It is completely quiet and is located on the upper floors. The decoration is simple and comfortable, including meeting facilities from: (video - projector - projection screens - microphones - writing boards...).



Picture No. (2) Meeting Hall

- *Main Banquet Hall:*

Talking about the main banquet hall is not an easy thing to talk about. Talking about it requires a lot of knowledge, as we are talking about a huge hall that has been calculated since the beginning of the design of the hotel in order to provide its required specifications, which are as follows:

1. This hall can accommodate from 800 to 1200 people or more.
2. It can be divided into several small halls by folding movable walls in the hall walls.
3. It should be empty or have few columns.
4. It should be located on the ground floors so that the noise does not reach the customers' rooms and so as not to cause crowds in the hotel.
5. It has several doors for entry and exit for crowding as well.
6. It should have a view of the hotel lobby or the main street.

7. Its interior doors should connect to the kitchen and sink for ease of service.



Picture No. (3) The banquet hall

The foundations on which the banquets are based:

To organize any banquet, there are foundations at work:

A. Organization and Management

The word “organise” means everything related to the banquet (the subject and required) and laying the foundations for the necessary organization, and this depends on various things, starting with booking the banquet, planning its announcement, and the related organization processes until it begins organizing the party on time and the actions that are taken after it, which affects the image of the banquet and shows it in an appropriate manner. and that is done by:

1. Laying the master chart or basic layout for the tables.
2. Basic reservation and distribution to officials.
3. Requisition of materials from the warehouse designated for the hall.

4. Distribute the list that contains the requirements of the banquet.
5. Meal lists and prices.

As for the word management, it means solving and managing the banquet in an administrative manner and according to the administrative structure and hierarchy, and it contains the layout of the tables, the quality of workers and technical knowledge (performance experiences), which is the basis for the success or failure of the banquet in terms of whether it is able to lead the other foundation in the required and proper manner or not.

B. Supervision and Monitoring

The work of the manager and his assistants is always, and it is not enough to lay the foundations of organization necessary for the banquet, but the manager or his representative must monitor the work and conduct it in the correct manner and correct the errors that may occur and solve any possible problem that may arise from the employees or from the customers.

C. Cleaning

Cleaning is one of the basic elements, whether in the party department or any other department, but it has a special character in the party department because of the urgent and permanent need for the banquet hall, which necessitates the need to clean the hall not only before the service and during the banquet, but the most important element is after the banquet because after every banquet it produces waste for this banquet It is necessary to take care and clean the tools and everything that can be cleaned and returned to its original condition.

D. Laborers

The classification of workers according to the prevailing custom and the principles of classification is as follows:

1. Banquet Manager: He is a general supervisor of the banquet department, organizes the contract with the guest and is signed by the administration, and he is actually responsible for the success or failure of the banquet.
2. Banquet manager assistant: assists the manager in completing his work and is considered the link between the entities and the work staff by organizing the work during the banquet.

3. Barman: He prepares drinks of all kinds (alcoholic and non-alcoholic) and distributes them on demand, and he must be prepared for any emergency.
4. Assistant waiter: He directs the request papers to the kitchen and assists the service waiter according to the agreed upon rules and according to the instructions of the chief waiters, but that does not mean that he is not interested in fulfilling the service that belongs to another department in the same hall.

Service system in the banquet section:

Pre-service stage:

The banquet official organizes a work plan in which all workers are distributed, each according to his work, according to the following needs:

1. One waiter for changing and preparing linens and flowers.
2. Three waiters to prepare the hall, including (the tables and decoration tables).
3. One assistant waiter for preparing food.
4. One assistant waiter for preparing the candles.
5. One assistant waiter for wiping and preparing dishes.
6. One assistant waiter for wiping and preparing cups.
7. Securing barman according to the number of customers.

Then he meets with the workers an hour or two before the banquet starts and clarifies all the points related to the banquet. He also explains the banquet's service system, the method of serving drinks and alcohol, the method of evacuating dishes and the sequence of serving them according to the specified time. He finishes preparing the hall at a certain hour so that the workers go to eat and then meet them by the manager to take final instructions regarding the progress of work.

In-service stage:

The service supervisor distributes the tables service to the workers according to the scheme provided so that the workers are distributed according to the following form:

- One waiter and one assistant for each table of 11 people and one for the honor table.

- Waitress for each section of the hall.
- Bartender per 25 - 35 people (depending on the rule)
- The food is served at the appointed hour, then all tables are vacated at the same time, and any instructions and orders are received from the head of service.

After service stage:

After the guests go and vacate the hall, the department waiters vacate the tables of all tools, clean and polish them, and return them to the warehouse in an orderly manner under the supervision of the responsible person who reviews the hall and signs the workers' cards, as no worker may leave before the completion of the arrangement of the hall and put all the tools in their designated place and everything is back to how it was before the banquet.

Service rules in the banquet section:

1. The waiter should hold a white towel on the wrist of the left hand.
2. Dishes must be carried on a tray only unless otherwise instructed.
3. When serving the dish to the guest, the establishment logo must be facing the guest.
4. All hot or cold beverages and liquids must be carried on a tray.
5. Used plates, cups, and all soiled utensils should be placed in special trays.
6. The waiter should carry the cups from the base, not from her stomach or rim.
7. Food is served from the right, evacuation is done from the right, and pouring is done from the left.
8. All drinks are poured from the right side.
9. Serve the main table first.
10. Serving the clergy, then the children, then the women, then the men.
11. The used dishes are not removed from their remains in front of the customer, but this is done behind him.
12. Cold appetizers are placed on the table before guests enter and when they enter and sit at the tables, hot appetizers are served.
13. Salads are served to order between different food dishes.
14. Serves the main course.
15. Always pour water.
16. Change cigarette trays.

17. Serve coffee or liqueur.
18. Clear anything unnecessary on the table before serving fruits.
19. Serve a sweet dish.
20. Serve a fruit platter.
21. Evacuate the table completely except for the water glass, cigarette plate and vase.

Table linens:

What distinguishes the brushes in the waiter section is the comprehensiveness where most of the tools that the customer needs are on the table, in addition to all the appetizers offered at the banquet, therefore, the bedding must be adequate for all types of food served, and these tools should be sufficient in terms of their use and should be compatible with the foods served at the banquet.



Picture No. (4) Table linens

Serving food and beverages:

The numbers between foods and beverages must correspond to the numbers of guests and the specific quantities to be presented to one guest, whether food or beverage, which depends in its entirety on the price agreed upon between the customer and the banquet manager.

Quantities and numbers are determined according to the following rules in dividing foods for guests:

1. For oriental mezes, in most cases, a plate with a net weight of 200 g is always distributed to every 4 people, as an example of these appetizers (hummus - mutabal).
2. As for the hot oriental mezes, one piece is always distributed to each person. Among these appetizers, we mention: (Sambousek Cheese - Sambousek Meat - Sambousek Spinach - Fried Kibbeh).
3. As for western mezes, the quantity is less and according to the type and price of these appetizers, including (smoked fish - caviar).
4. As for the main dishes, it should be taken into account in any dish served that the amount of meat for each person is not less than 150 and not more than 200 g, this is in dishes that consist of meat as a main ingredient (piccata cutlets - types of fillets...etc). As for the dishes in which types of vegetables are included in the preparation, such as oriental cooking, the amount of meat allocated is relatively less, due to the presence of other materials that have additional costs that are included in the installation, including (Indian kebab - Uzi...).

As for beverages, there are other standard criteria that are included in dividing them on customers that depend on the type of beverage and the means of measuring it, and also on the accompaniments of this beverage and other things such as the age of the bottle and the country of origin and other things, but the general rule in providing beverages to customers is as follows:

1. A bottle of wine for every 4 people and if the meal includes more than one type of wine, the rule remains the same for every 4 people a bottle of each type of wine.
2. If you find champagne at the banquet, serve the bottle to 6 people.
3. A bottle of water is provided for every 6.5 people.
4. A liter of whiskey is usually served per 16 people.
5. A liter of arak is served for every 22 people.
6. Coffee is served to each person in a cup of 15 grams.
7. For tea, its quantity is greater than that of coffee per person, 25 g.

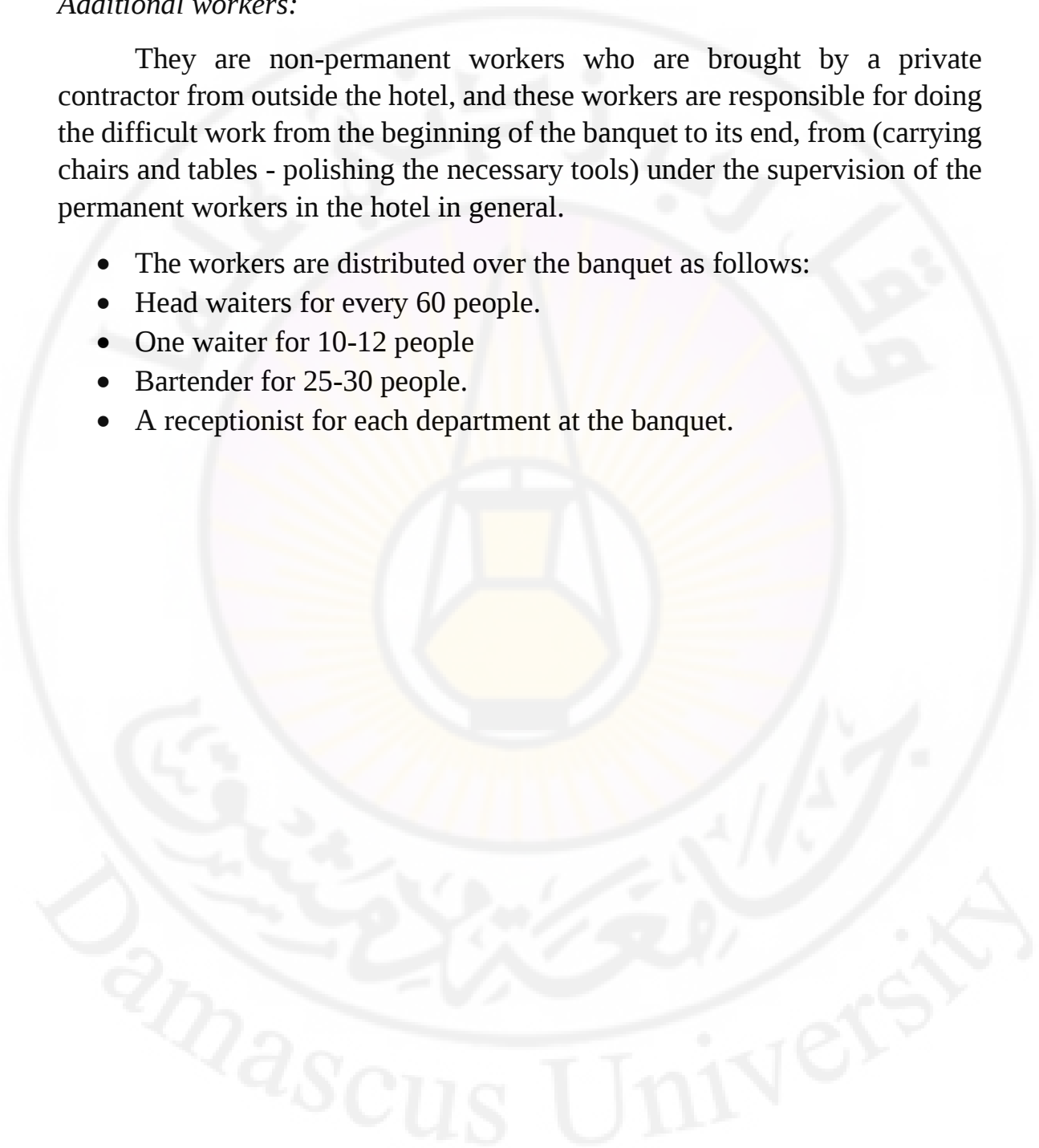
In all cases, these rules are used in the event that the management of the banquet department is responsible for the quantities that must be provided to each person. In most banquets, the customer is agreed on the quantity he wants

with each type of beverage according to the number of customers and the type of beverages, taking into account the points mentioned.

Additional workers:

They are non-permanent workers who are brought by a private contractor from outside the hotel, and these workers are responsible for doing the difficult work from the beginning of the banquet to its end, from (carrying chairs and tables - polishing the necessary tools) under the supervision of the permanent workers in the hotel in general.

- The workers are distributed over the banquet as follows:
- Head waiters for every 60 people.
- One waiter for 10-12 people
- Bartender for 25-30 people.
- A receptionist for each department at the banquet.



Hotel Management Department

Section three

Banquet equipment

Tables

It is the most versatile and widely used equipment in that it is used as dining tables, meeting tables, buffet tables and others for the bar... However, a specific shape of the tables can be selected to adapt according to the need.

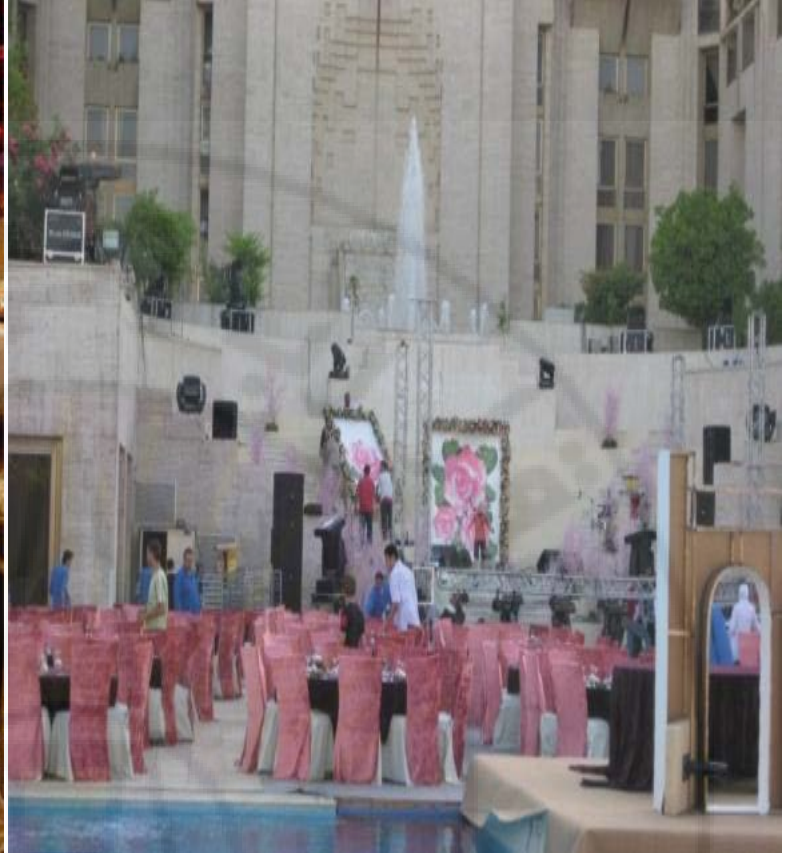
Table features:

1. To be foldable (for easy portability and storage)
2. To be the regular height of the tables (80 cm).
3. To be automatically covered with a cotton sheet.
4. This is regardless of the material the table is made of, but most of the tables in the banquet section are made of wood and their legs are made of metal, regardless of their shape.

Chariest

It's not a great deal of variety because banquet chairs are standard all over the world featuring, among other things:

- The height of its seat from the ground is 45 cm, and the height of its backrest from the ground is 90 cm.
- It is often made of metal, and its seat and armrest are wood covered with velvet.
- be stackable on top of each other.
- These chairs are often covered with special covers depending on the type of banquet.



Picture No. (5) banquet chair

pedestal tables

A table that is of the same type as the tables used in the department and the same height as the tables are 80 cm in size (36 - 80 cm). It is preferable that these trolleys have wheels to facilitate their use and transportation from one place to another.

Appetizer cart

This cart is made of stainless steel and covered with glass and can be rotated through a central axis to show all kinds of appetizers without the need to rotate the whole cart.

Sweets cart

This cart is used to put sweets on it and present it to customers, there is a special place in it to put food utensils, tongs and plates for sweets. It is preferable that this cart is made of wood and covered with a glass cover.

large equipment

These are the utensils we need for pouring during the banquet as well as utensils and equipment for placing and keeping food warm.

Silverware

They (forks, knives, spoons, pennies) are needed by the banquet department in very large numbers, and they are prepared according to the number of people in the banquet. These tools are usually double the number of people, and it can be more in order to exchange them for customers and also for pouring and for other reasons. This silverware is made of silver as its name, but due to the huge number used by the department, it has been replaced by tools made of fine stainless steel.

Glassware

They are (water cups - juice cups - various alcoholic and non-alcoholic drink cups - cocktails...). They are found in large numbers in the banquet department due to the large number of customers who frequent this department at parties and they are kept in the department's warehouse in special baskets and in special carts and the need for them is According to the banquet's requirements, water cups are placed on the tables in all banquets. As for juice cups and cups of other drinks, whether alcoholic or non-alcoholic, they are prepared. If they are needed at the banquet.

Porcelains

They are (large, small and medium plates - cigarette plates - jugs - vases...) These tools are present in all parties except cocktail parties, there be in different forms for each of the main dishes, appetizers and desserts arranged according to the location of these foods on the buffet in large numbers according to the number of customers in order to meet their needs.



Picture No. (6) Silverware& Glassware

Linens

These are (table linens - customer towels - workers towels...) The linens and table linens are cleaned in the laundry section, where they are ironed, arranged and prepared for use again.

Lighting

Banquets, their reasons, times and many things may differ, but all parties and even conferences of any kind need a certain type of lighting, whether it is decoration or as a basic lighting for the party. This equipment is exceptionally available in addition to the basic lighting in the banquet halls, and they are only placed at the request of the party owner, as they have a subsidiary cost added to the main cost of the ceremony.



Picture No. (7) Lighting

Photography

Some banquets that are held in the department also need to be photographed, which may be by the hotel or by the guest, and the party can only be photographed at the request of the banquet owner, who agrees with the director in the department whether the photography is from inside hotel or outside.

Audio equipment

It is often outside the hotel where most of the guests at banquets bring a special DJ who will bring his own sound equipment, hook it up and distribute it around the hall, with the help of some of the maintenance workers who guide him, it is his responsibility to put together the music for the banquet.

Flower decoration

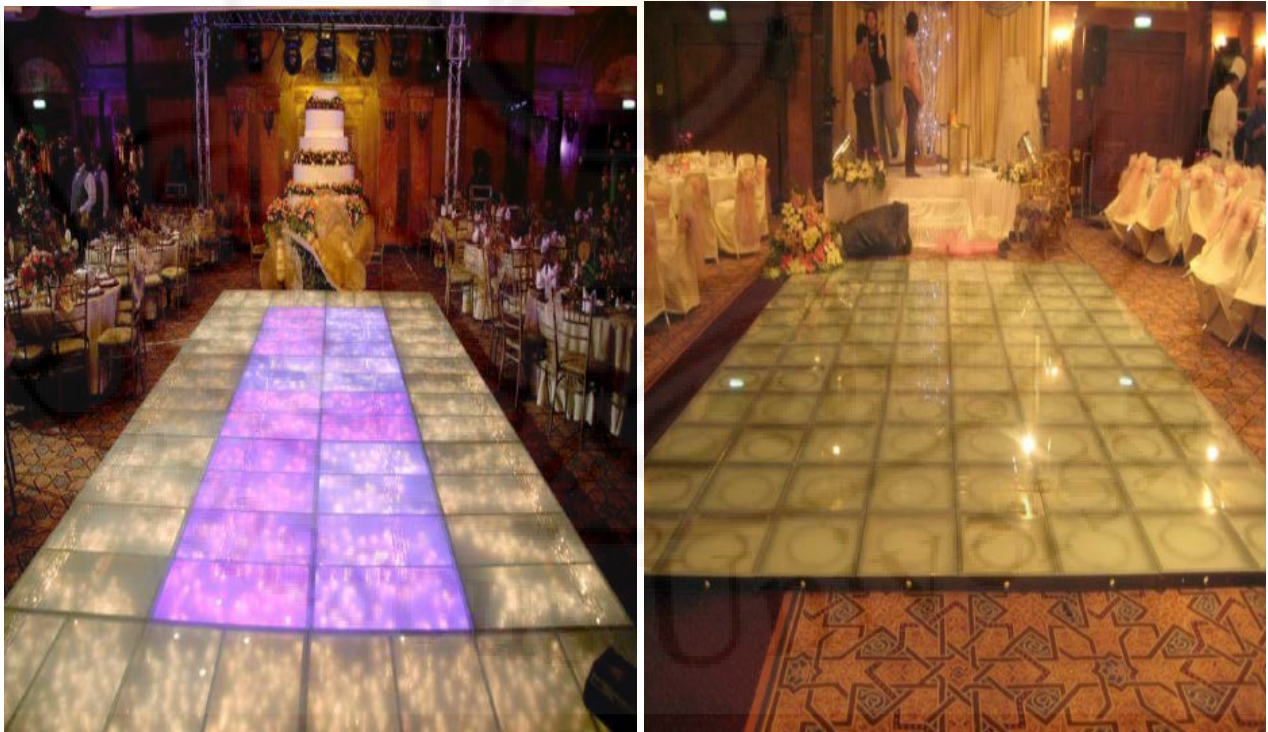
It may be from outside the hotel or from inside where the guest requests to decorate the hall with flowers, especially the podium for the newlyweds in wedding parties. It is possible to decorate the tables in some corporate celebrations, and it is possible to decorate the hall in celebrations of the New Year and birthdays.



Picture No. (8) Flower decoration

Dance floor

It differs between being inside or outside the hotel, where it is made of wooden panels or reinforced plastic, and it is easy to disassemble and install to form the space for dancing, and its place is agreed upon with the manager.



Picture No. (9) Dance floor

Booking

Booking is the principle of organizing work in the banquet department, as in other departments. However, in the banquet department, booking is the basis of the work of the department, and upon it lies a great responsibility, whether on the part of the administration or on the part of the guest. Therefore, every point must be taken into consideration and dealt with seriously and objectively. Booking is usually divided into two stages:

Preliminary booking

And it is done by any of the booking methods (in person - by fax - by phone ...) and upon its arrival it must be dealt with and recorded in its own notebook (which is a large notebook consisting of 365 pages on each page that contains the day, date and month, in addition to a plan for the banquet halls and the name of the guest who wants to host the banquet Persons, the guest's address and phone number). This notebook is in the manager's room.

This booking is only related to the agreed day, as for the rest of the matters, the guest must review the hotel upon confirmation.

Booking Confirmation

The booking is confirmed when the guest coming to the hotel to view the banqueting halls, agree on the appropriate hall, and choose the modifications he desires and the decorations.....

The guest also agrees with the banquet manager on the expected or actual number of people, the hour at which the banquet will start, the artistic program he desires, food and drink, and in the event of agreement, the contract is signed on the matters that have been agreed upon.

The banquet contract will be as follows:

Hotel name	Address
	Phone number
Contractor's name	His phone number
Banquet time	Banquet date
Banquet type	Banquet place
Number of guests	Number of guests expected
Food menu	
Beverages ordered	

Special instructions	
Technical equipment	
Advance payment	Payment instructions
Date	The place fee
Receipt number	
Responsible signature	Guest signature

How the contract is distributed

- A copy for the manager to know who is the owner of the banquet and the hall in which the banquet will be held
- Four copies for the kitchen: one for the hot, cold, sweets section and one for the main chef's office
- A copy for the accountant to calculate taxes and audit the invoice
- A copy for the maintenance department to supply lighting and air conditioners
- A copy for security
- A copy for the linens section
- A copy for the bar manager to prepare drinks
- A copy for the reception department
- A copy for the Public Relations Department
- A copy for the Purchasing Department to purchase what is needed for the banquet

The basic points in organizing the banquet

When agreeing on any banquet, we must take into consideration the following points:

- Day, date and time
- The hall where the guest wants to hold the banquet.
- The name of the inviter, his address, telephone number and post office box, if available.
- The actual and expected number of guests.
- Determine the type of meal and its price.
- The required drinks of alcoholic and non-alcoholic.
- Print the menus and the names of the guests.

- Possibility of needing to have a conversation during the banquet.
- Decoration with flowers, smoke and others, whether by the guest or the hotel.
- The band and the time for serving food to its members.
- Arranging the venue for the dance floor.
- Government tax for all parties.
- Possibility of the presence of security personnel inside and outside the hall.
- Placement of cameras, lighting and speakers.
- additions by the host.
- Approval from the security authority.

The relationship of the banquet department with other departments

The relationship of the banquet department with the security office

The banquet department is linked with the security office in several matters, including the possibility of introducing additional workers to the hotel, as well as being present in the banquet hall if the guest requests that, and maintaining the safety of the guests from any danger that may threaten them.

The relationship of the banquet department with the warehouse

The relationship between the banquet department and the warehouse is a close relationship, in order to request all supplies from the warehouse that the party department may need and record what is missing and what is available.

The relationship of the banquet department with the maintenance department

The relationship with maintenance is related to decoration matters, and these matters include (installation of fixtures, equipment, etc.)

The relationship of the banquet department with the accounting department

The accounting department is discussing with the banquet department a number of issues:

1. The salaries of essential workers are processed monthly
2. The salaries of the additional workers to be given to them immediately after the end of the banquet
3. The total value of the banquet, in addition to the additional requests for the banquet

The relationship of the banquet department with the other department

The mission of the bars department is to provide the banquet department with all kinds of alcoholic and non-alcoholic beverages

As for the relationship with the laundry, it provides the banquet department with all its needs, including linens for guests and all matters related to workers as well.

As for the relationship with the housekeeping department, it is through the mission of the housekeeping department to clean the hall before and after the banquet, and to provide the banquet department with all cleaning supplies for bathrooms and so on.

The relationship of the banquet department with the kitchen department

The task of the kitchen department is not limited to preparing food and preparing pastries, bread and sweets for the banquet only, but the kitchen staff intervenes in preparing the buffet for the banquet, and it cuts food for guests and sometimes cooked in front of them.

Hotel Management Department

Case study

Umayya Hall is one of the largest banquet halls located in the Sheraton Hotel in Damascus, where the largest parties and events are held. It can accommodate more than 800 people, and it has a beautiful decor that expresses luxury to suit different tastes. Umayya Hall is located in the hotel on the ground floor, as it has an entrance from the lobby, a private entrance, and a car garage.

Umayya Hall is used for weddings, exhibitions, conferences and fashion shows. There are other halls in the hotel, but they cannot accommodate large numbers of guests.

A contract was concluded for a wedding party to be held at the Sheraton Hotel in Damascus, in the presence of the invitee, Tariq, to the party department in the hotel. When knowing the type of parties to be held, he was shown some models of parties held in the hotel, and it was agreed on the following:

- Type of: wedding
- Actual and expected number of people: 250-300
- Hall: Umayya Hall
- The meal to be served: luxurious oriental appetizers (yalanji, hummus, mutabal, salads, watercress, thyme, tabbouleh, cheese salad, shrimp salad).
- Main course: fish fillet with sauce, mixed grill.
- Desserts: cake
- Beverages: soft drinks, orange juice, beer
- Alcoholic drink bar open to order
- Price per person (100,000 SP)

- Suite reservation for the newlyweds for two days
- Decorating with roses for the hall
- Round tables, pist, vaster.
- Carpets in the entrance, candles on the tables
- A band with a singer in addition to sound equipment
- Security men outside the hall
- The lighting is strong while eating. Dim lighting while dancing
- All sheets and linens are white
- Date 12/12/2022 at eight o'clock in the evening
- Payment on account: 5,000,000 SP
- These terms have been agreed upon and the contract has been signed

The contract was distributed as follows: a copy for the general manager, a copy for warehouses, a copy for accounting, for maintenance, for security, for the laundry, for the bar manager, for the reception department, and for information department.

The hall is divided into sections according to the entrances to the hall to facilitate the service process, with the presence of a corridor for the newlyweds and the invitees, and two entrances to the hall were used for the service.

There are emergency exits to the hall other than the main entrance, equipped with signs indicating the exit that make the guest within seconds outside the hall, **in the event of any emergency.**

Tables: circular tables were used **because they have a proportional view, ease of service, and the most important thing is that all the invitees see each other.**

Workers: The banquet department needs additional workers in order to carry out the initial preparations, prepare the equipment, and

carry out the service process. It also needs captains **to assist in the initial arrangements and for the preparations and service.**

Additional workers, such as students of hotel institutes or students of the College of Tourism, are employed after training them on the applicable service system. They are selected by phone in return for a specific daily wage, **which saves the hotel costs because such parties are considered seasonal.**

The air conditioning in the hall must work four hours before the party **in order to obtain a suitable temperature for the hall.**

Some Terms & Conditions:

1. Guest Number:

Sheraton Damascus Hotel & Towers preserves the right to charge no less than guaranteed number as agreed on, and for any unexpected persons exceeding the guaranteed number.

2. Pre-Payment Policies:

The function holder has to pay 25 % of the contract amount to the hotel as deposit upon confirmation, 50 % of total amount must be paid upon signing the contract which will be deducted from the final invoice. Total amount of the guaranteed number must be paid before forty-eight hours of the function, provided that total amount must be settled right after the finished function.

3. Use of The Place

Putting banner, decoration, nails, pins, painting, etc... on the walls is not allowed without a written approval of the Hotel. In case of any damage resulting from the installation of décor, audio – video system, light equipments or the band in the function venue. The statement and estimation, made by the hotel, is considered as

definitive. The client is responsible to ensure himself that any external contractors involved in his event is informed about the necessity of delivering the event place as receiving it.

4. Postponement:

In case the client wants to postpone the function before the reserved date:

- 30 days before the event: the advance payment will be deducted as compensation, From 31 to 45 days before the event: 75 % of the advance payment,
- More than 45 days before the event: No amount is deducted, provided that a new reservation is made instead of the postponed one.
- At the second postponement, the cancellation Conditions will be applied.

5. Cancellation:

If the client wants to cancel the event, the cancellation conditions will apply based on the date of the contract signature as follows:

- Less than 60 days before the event: deposit is deducted as compensation,
- Less than 45 days before the event: 20% of the paid amount, less than 30 days before the event: the whole paid amount will be deducted.
- **In case of any relative's death, - God forbid, whole paid amount is refunded, yet the client has to prove that.**

6. Food Service:

Any food must be exclusively provided by Sheraton Damascus Hotel & Towers, and it is forbidden to take out any food of the hotel property without the administration's approval.

7. Beverage Service:

Sheraton Damascus Hotel & Towers is responsible for beverages sales. Any beverage must be provided exclusively by the hotel, Exceptionally, the hotel may authorize bringing beverages from outside, and in this case a corkage charge per person (according to guests' number) will be applied. Moreover, **the hotel is not responsible for its potability.**

8. Music:

In case of holding the event on the swimming pool, music will stop definitely at 02:00 a.m. After this time, the sound volume must be controlled to a level that agreed with our in-house guests' comfort and which be estimated by the hotel management.