

Chapter 1 : Conference & Banqueting | Researchomatic

Unit 13 Conference and Banqueting Management Assignment This is a solution of Unit 13 Conference and Banqueting Management Assignment given in City of London College. It discusses scope of catering and banquet industry in London and various factors regarding Hospitality Industry.

Food and beverage at an event is the main focus. This Nelson College conference and banqueting management assignment covers the various aspects of conferencing and banqueting industry taking into the consideration the forthcoming event – The Supporters Summit. It will take place on 26 September, from 10:00 to 18:00. This is a joint event by the football supporter. To organise this event the conference hall at Forty Avenue in London is booked. United Kingdom is the hub of events worldwide. The arranging of each of the territories that together structure the cooking bureau of a lodging ought to be seen over the long haul to make note of conceivable changes in operation. Environment and air must be considered in the arranging of offices and the adornment and design must be sufficiently adaptable to adapt to the evolving requests. At the point when dealing with the meetings, the take after things must be considered into points of interest. Stream of beverages and sustenance administration. The quantity of individuals. Seating arranging. Mechanical offices. Different variables are the quantity of clients expected and the time they can use impetuses on convenience, the time they can use on restaurants which must be reflected in the costs charged. An examination of everything of gear, offices ought to be completed. Nature and Scope of the event: This is a sports event that is organised by the football supporters worldwide. Dates and timings of the event – 26 September, This hall has capacity of 1000 people. It is centrally located and has good connectivity with the transportation. Tentative number of members for this summit is 500 people that is why this is the most suitable location for the event. Since this is a joint cooperative event, this conference hall is the most affordable and financially suitable for the event. There are lots of factors that must be considered for making the conference smooth and as per the customer requirements. The main factors to be considered are:

- Tum, The first thing to be considered is the spacious venue that has the plenty space for all the attendees. It should be tedious and comfortable for the people. Space is also essential for arranging the chairs comfortably, tables, overhead projectors and display stands. The meeting venue should be easily accessible with adequate transport links and parking facilities. People should be able to find the location easily. The parking space should be properly managed well in advance. Absence of these factors can dampen the atmosphere of the conference or banquet event. There must be right connections, reliability and speed for the attendees so that they can stay connected. Bad internet connection can distract the entire conference. Microphones and the projectors must be available in all the rooms. This makes the communication with the audience easy and effective. It is advisable to choose the large screens so that everything can be seen clearly. Ensure that the lighting is dim so that the delegates can easily view even from the back seats. Ensure that climate is properly controlled inside the conference room or banquet as per the outside temperatures. The air conditioners or the heaters should be properly managed. Excess chill or humidity can make people uneasy and uncomfortable. In a full day affair, it is advisable to make the appropriate arrangement of snacks and beverages for the attendees. It is a good idea to provide the snacks on the table at the back of the room. Make sure that there is plenty of water arrangement for the guests.

Conference and banqueting is the part of event management. An event is a plan of an occasion that takes place between the customer and space provider. Conference events refer to the formal business activities whereas the banqueting events refer to the personal celebrations of various occasions. It includes the venues and other wide destinations by the organisers and delegates. The industry has a very huge economic impact. The hotels and the conference centres host the most of the events in the United Kingdom. The events are booked two to eight weeks in advance and the average duration of event is one to two days. The venues are becoming even more optimistic due to increased international and national business events in United Kingdom. This is one of the fastest growing industries in United Kingdom. The industry is made up of London is a very popular city and number of visitors is increasing every year and hence the scope for the event industry has increased. It is a diverse industry due to its innovation, classification, level of service and future trends. This is the third largest sector of United

Kingdom that provides employment. The scope and the size of the banquet and conferencing industry are also increasing due to the increased globalisation and multinational business trends. The benefits of the conference and banqueting are: Can better utilise the assets and space Better capitalisation on annual events Enables the additional revenue streams for hotels and restaurants It attracts the local business Enables the bulk purchasing Competitive The scope and size of conferencing and banqueting industry in United Kingdom is the main reason behind the organisation of The Supporters Summit in London. The factors that have influenced its development Events consist of various ways of either celebrating the occasion or arranging the big business meetings. The commercialisation of cultures has contributed to the growth of events industry Berridge, The Supporters Summit is a type of personal event held jointly by the supporters of football. These types of events are the major contributor to the development of the entire industry. The factors that have influenced the development of banquet and conferencing industry are Swisher, Entry of international brands and companies in a country contributes to the big conferences and events. Events are considered as the cost effective way to reach the potential customers for the companies. The corporate events have become the part of marketing mix It introduces the fresh manpower and fresh ideas. Growth in disposable income and consumer spending. Rising needs of structured and organised events Task 2: Strategic and operational issues The Supporters Summit is a big event to organise. The key strategic issues involved in the effective management of the conference hall are: This includes the decision-making , information gathering, critical path analysis CPA for staffing and design considerations, budget projections, licensing law implications, health and safety legislation. The major Operational issues had been: This includes the evaluation and review techniques, client and guest evaluation procedures, profit realisation, venue appraisal, closed loop evaluation methods Goldblatt, Operational challenges: The issues for room space, extra vacancy or back to back conference Quality of room offered as compared to the need of the client. In case a banquet hall has capacity of people and the need arises for persons, the same cannot be catered to. Internal monitoring challenges for the staff of Hotels. Diversified Menu to be served at different banquet hall at the same time. Not adequate facilities to cater to demands of the banquet. Untrained or unprofessional staff. Etiquette and protocol issues: These includes the order of precedence, business cards, seating arrangements, place, menu and table cards, signing ceremonies, recognition of honoured guests and cross cultural fundamentals. Permission and compliance requirements: This includes the issues related to obtaining the various permission and compliance requirements. These are required from the safety point of view and government policies. These are in the form of written permissions or the licence. Other issues faced by the industry are: The market is fragmented with low barriers of entry of event organisers. The procedure for equipment import is very lengthy The entertainment tax imposed by the government is very high The event industry is dependent on overall industry growth The sponsor led models of business are still prevailing The events requires the regulatory clearances The frequent changes in the international trends are also a key issue in front of industry. Since the organisation of The Supporters Summit involves lots of efforts from the various people involved. It is necessary to do the performance and quality review time to time so that the event becomes successful. The management is included in both strategic arranging and everyday operations, especially in connection to structures and premises. Likely zones of obligation include:

Chapter 2 : CONFERENCE AND BANQUETING MANAGEMENT ~ Cheap Assignment Help

Introduction. This report presents a research into the banqueting and conference sector of the hospitality industry, focusing on size and scope of banqueting in UK and the importance that has grown in the past years because of world-wide conference and meeting development as well as and the financial evolution that has brought the segment to the national economy Conference and banqueting is.

Food Production and Service System Based on the nature and type of the event identified in Task 1, evaluate the various food production systems, methods and styles of food and beverage services. Food Services play a very important role in the catering and banquet industry. It all depends on the type and size of the hotel that the various facilities and amenities should be provided to the people who come and visit the hotel. There may be one or many restaurants in the same hotel. It all depends on the size and the level of management that the hotel is having. The various types of food services that are observed in the event or the hospitality sector are: A-la-carte, Bar Menu, Buffet Menu services, room services and the catering services. Restaurants have been giving the following methods and the types of the food services: Outlets for the fast Food “ It has a production that has fast food that may be displayed in the form of the units or the stalls within the hotel in either an open area or the covered one. Take Away Units “ These are the arrangements of the restaurants within the hotel for taking the packed food along. Catering for a larger group or segment of audiences “ This is the catering that is done a large scale for the various customers and the guests in the hotel. Fine Dining “ This kind of food production systems are having very skilled and talented manpower in the back end as well as front support systems. Catering at the Mainstream “ This system has a good service level with a theme based approach? In terms of the food for the restaurants, there are basically two types of restaurants: Ethnic Restaurants “ These are the restaurants that are producing the ethnic foods like Chinese, Italian and the various other types. These are employing the people who are specializing or belonging to the places from where the ethnic concept of the food is being taken. Fast Food Restaurants “ These are the restaurants that are producing the foods that are fast types like burgers, patties and rolls etc. Explore all other Hospitality Management Assignments here. While planning a menu for food for the event or the activity of specified types, it is always advisable that the requirements and the needs of the individuals, groups is studied. It is being found out that what types of people would be involved in the various activities of the functions. Kind and type of people in the people in the activity or the event “ In order that all the customers are satisfied and happy it is essential that their preferences are been kept in mind while planning the key menu for the event or an activity. The price that has been negotiated for the event “ Based on the price or the cost that has been negotiated, it is important that the price of the various food items are being kept. The different types of menu items that have been kept “ Based on the type of people, their origin and the level of preference, the menu could have many options on food. Various combinations of food items that may satisfy the people “ There should be a great combination on food in terms of inclusion of all the colours so that the menu as well as display looks quite attractive. HACCP refers to hazard analysis and critical control points. It is an approach or the process whereby the control and the analysis on the food is being done. In case an activity is being planned, along with taste, menu options, the quality and food safety is of great significance. It is a way via which the hazards could easily be prevented and controlled. There are certain principles that the catering and the banquet departments keeps in mind in order to control and monitor the making and the production of foods and related items. Conducting an analysis for the various hazards, identification of the various control points, establishing the limits for the critical points, establishing the requirements for the monitoring, taking the corrective actions, Development of practices ensuring that the HACCP system is working perfectly and keeping the specified records and the data Fukuma, In the case of above event could be organized with the buffet kind of food menu. The menu will have the Breakfast, Lunch and Dinner menu that have been planned with different food items. Each will have 3 Non-Vegetarian and 3 Vegetarian Items. There would be around 4 beverages in terms of different types of soft drinks and juices. Last day will have dinner with the liquor options. The liquor will have four main types of drinks that would be supplied in unlimited options. Desserts

would be of four types with different options in each meal. The conference event is the annual meet for the company wherein the business discussions and the performance reviews of the company would be done. This event has to be organized in such a way that the decor is very simple and light with all kinds of business meetings tools and equipment being available in the event: Laptop and Projector Arrangements Qu et al, Speakers, Mikes and the hand held devices for speaking. Music and sound control systems and the devices. Screen for visual watch of the conference that will make the atmosphere very lively and bring a zeal and feeling of serious event that has been taking place. Besides these the system of the tables and chair arrangements has to be done in such a way that they are in the form of a round table with around 10 chairs on each table. There would be tent cards for the name of each employee would be sitting on the table. The table will have the major amenities like: Conference notepad, pencils and pens. There would be a small mineral water bottle with the bowl of cookies and toffees to keep the team refreshed. The arrangement of food in buffet format would take place outside the conference hall with the people who will do the serving. This serving of food would also be done on the tables for sitting that would be arranged in the eating hall Watanabe et al, Since the hall has an arrangement for around people so it is quite big for people. The arrangement has to be done in such a way that should look spread out with the bigger sizes of the screens and the sound and audio control systems. The complete environment and ambience should have a big hoarding or a banner on the stage with the name of the event with the logo and event date of the company. The stage will have the arrangement of a dice with around 5 chairs that are arranged and decorated in a linear fashion so that the seniors and the company board can sit and discuss on the evaluation and the performance of the company in the last financial year. Besides this there should be standees and the banners even outside the conference hall that would guide the team on the directions and details of the program that is taking place in the conference hall of the hotel. Hospitality Provision in Travel and Tourism Conclusion Conferencing and the buffet management has been one of the key and very crucial functions that are taking place in almost all the hotel of United Kingdom today. The hotels have seasons when the tourists are visiting and their rooms are being occupied. They are creating the vacant hall that could be decorated and arranged in such a way that it looks as per the requirements. For example in case a family function has to be organized then DJ, Stage for family owners and the chairs would be arranged in linear order along with the corners for the food menu planning. On the other hand the business conference would have different requirements like: The food and beverage menu has to be planned as per the kind of event that the hotel is planning out. The major issues related with the operations, food quality and the managerial problems have to be addressed as soon as possible to avoid any kind of problem during the event. The kind of menu that has been selected will decide on the contract terms that have been signed by the company and the hotel manager. The event that has been discussed above has been an annual conference for the company so all the arrangements have been done accordingly. The most important consideration is that hotel should take care of quality in conferencing and banquet arrangements in the hotel Lawson, A review of web-based job advertisements for Australian event management positions. The employability prospects of graduates in event management: Using data from job advertisements. Riding the Wave of Tourism and Hospitality Research, Patent and Trademark Office.

Chapter 3 : Conference And Banqueting Management Jobs, Vacancies & Careers - CatererGlobal

Communication factors: The communication between employee to employee as well as organization to organization and also organization to guest should be managed by the management team of the key strategic and operational issues involved in the effective management of a given conference or banquet. As well as they have to keep try to improve the.

Traditional event Outdoor Catering These banquets are generally done at the time of wedding, anniversary, birthday party, festivals, get together, etc. Moreover, hospitality sector is getting success in relation to their conference and banqueting services because they are linked with different event managers and organisers. These individuals have a short term relationship with these hospitality firms and both emphasise on increasing their income. Thus, they can also known as main player for increasing the sale and turnover of hospitality sector. Some major factors which have influenced the hospitality sector in UK are economic development, political factors as well as the climatic change. Moreover, there also exist number of factors which helps in shaping the industry in UK. To find the major factors, elements of external environment has been taken into consideration and the brief explanation of the same has been discussed down under Political Conference and banqueting industry within the UK is providing immense support to economic condition of the nation. This sector is also considered as a major contributor in GDP of the nation and give their best in the growth and development of the nation. Further, UK government is also playing major role in boosting the performance of hospitality industry and framing favourable policies so that hospitality firms can operate in effective manner. Government has done major changes in their Visa procedures because any individual who arrives for attending meetings or conference, has to fulfil some legal formalities which are linked with Visa procedure. Now, local body has simplified this procedure with an aim to increase more of the conference and meeting within the country. Economic The major factors which impact the economic development of the sector are increasing interest rates, exchange rates, inflation and disposable income of the customers. With increase in international trade, the transfer of goods and services within UK has been increased in significant way. Moreover, as UK comes in European Union, there exists free trade policy within countries of EU which helps nation to generate more of the employment and production. This activity has generally enhanced the movement of business people within the destination and hospitality ventures are called for introducing meetings and conferences at a large scale. Social Change in needs and demands of customers play an effective role in the service industry. Hospitality sector is customer oriented industry and thus it is necessary for them to consider all the minute aspects of customers needs. For instance, increasing trend of destination wedding has influenced the working of this sector and firm have to make many changes in their existing facilities. Hospitality sector also has to satisfy certain needs of their valuable clients because they are their real assets. Therefore, ventures have to come up with certain new menus which satisfies maximises the customers wants in effective manner. This will certainly help firm in increasing their revenue, productivity as well as goodwill. Technological Technology is upgrading on constant basis and high tech technology is eventually shaping up the performance of conference and banqueting sector. Hospitality industry majorly relies on their technology and it is necessary for the firm to have complete software solutions. Video conferencing is a type of technology which has enhanced the way of conducting meeting where top executives of different locations can interact with one another at the same time. If these types of services are not available in the hospitality venture then it can influence their revenue and productivity upto great extent. Environment Hospitality ventures is abided by the environment law and they have to use best of the technology and process in order to conduct their operations. Global firms like Hilton and Marriott use different types of eco-friendly techniques in order to reduce the pollution and enhance more of the contribution in growth and development of society and nation. Legal Some of the legal factors which hospitality sector has to consider is in form of health and safety instructions, customer civil rights and rules, labelling of products, safety of products, etc. Further, their exist many changes in the UK laws and regulations which has influenced ventures operations. The better conduction of the conference will require active human participation and increase the support of management which will certainly help in better management so that it will increase the success of the hospitality venture. Further, the performance of

hospitality industry will be the base of their success and firms will try to enhance the same with the conduction of every meeting and conference. Majorly, the quality of the products is seen in their kitchen department and venture has to provide best of the food services to their clients in order to get future attractions from them. Moreover, kitchen department of any hospitality firm need to be bid with professional kitchen equipments which can provide cooking with high class of standards. Further, all the progress have to be done by considering the compliances and food safety laws which is formulated by UK government. Further, their exist some key strategies for performance and quality which hospitality organisation have to consider and some of them has been discussed down under Using professional kitchen equipments Employment of skilled staff and professional managers Implementing food and safety control Introducing different quality and variety of food services Well managed marketing source for promoting services Moreover, in order to improve the quality of food, their should be training session of employees which need to be conducted by production or HR manager within the venture. Further, it is necessary for enterprise to increase the production for both of their restaurants and banquets. Following are the different performance evaluation and review techniques that can be used by the organisation Order Now We are here to help Take a quick look at our trusted writing services to learn more about our quality and hassle-free services. It involves certain techniques which company may adopt are Surveys Circulating questionnaires Standardisation Another important aspect of this type of industry is quality of the service. The company may used different tools and techniques in order to improve the quality of its services are Total quality management Six sigma d Factors to be considered when organizing off-site conference and banquet As the term off-site itself states things which has to be done away from the principle place of the business. Different organisers and event managers are responsible for the same and they have to consider different factors when they plan to conduct any type of conference and banquet. Some major points have been discussed down under Implementation of staff Event management firm should work with multi-talented and skilled staff which can provide best of the services to their potential clients. Proper work to be divided in team so that their does not exist any sort of complications or quarrels between the employees. This will generally lead into efficient and smooth working between each department. Further, staff so implemented must also have autonomy in the working as they must have certain freedom from the manager so that they can work with best of their efficiency and capability. The hospitality may require different number of staff and employees according to the nature of different type of events. For wedding event the company require large number of employees to cater the needs of customers. For birthday parties and family get-together the business require small number of personnel. Equipments to be used When a certain event is organised outside the home country then it requires high amount of cost and event manager has to take each and every necessary equipment with them. Further, the equipment which has to be used should not harm anyone and must be of better quality. Space utilization Event manager should properly visualise the place that where the event must be held. The place which is decided for event should be properly equipped with all the necessary equipments so that clients gets best of the satisfaction. Hygiene The main focus of hospitality industry is to deliver best quality of products or services to its customers. In meeting different needs of its customers it is essential for the business to maintain hygiene in each and every business process. It helps to clear the image of organisation in the eyes of several customers. It is the duty of customers adopt different hygienic methods while organising any event outside the hotel premises. Transportation Another important aspect that affect the business functioning of the hotel organisation. All outside events planned by the company should include transportation facilities to attract the customers more towards the organization. Manager must consider the choice of the clients and need to come up with the best of the menu at time of lunch or dinner. Further, menu should meet all the factors of hygiene and the taste of the food should be of top quality. Further, their exist many factors which event or banquet manager has to consider and some of them has been discussed down under Guidelines composition Menu which is so prepared must be served with proper sequence. It can start with appetizers, starters, salads, main dishes and at last deserts. Manager should make food as per the number of individuals who are called for and should purchase the raw material accordingly. The hospitality industry is known for its delicious food and its presentation. The hotel can reflect the particular nutrition value of each food in the menu itself. Another important aspect is the presentation and

plating of the food to be served to different customers. The decoration of food should not involve any chemicals and artificial things. It only includes edible materials. Legal obligation It is utmost responsibility for manager to provide food of best quality so that all the laws and security relating to food is maintained. Further, no adulteration should be done and food must be prepared by the quality experts who are professional in their work. He should come up with best of the price quotation by considering the size and composition of the conference. Task B a Strategic and operations issues involved in effective management Hilton hotel and resorts has their effective operations throughout the globe. Venture employs a large number of workforce who gives their productive services throughout the globe. Their exist various strategic and operations issues which influence conduction of event, conference and banquet service. Some times the business meetings conducted by big venture involve many clients and thus by considering that, sitting arrangement has to be done for the same. Thus, sometimes this can be seen as a major concern for hospitality for the conduction of meeting. Conference meetings are taken as a scenario in order to fulfil the task in effective manner. Further, the conferences are of many times and nowadays it not only take place in the hospitality venture but also at different places as per the needs and demands of the clientele organisation. Further, manager of Hilton should consider the basic requirement of clients and should come up with the best price quotation which will give event manager or clientele organisation a base for conducting meeting. However, event managers usually compare the price quotation with the other hospitality ventures and if they get other firm who is giving best facilities and quality, then it can arise as a problem for Hilton. Moreover, some firms has fixed pricing policy and does not believe in discount because they give flat reduce price for customers satisfaction. Apart from it, manager of cited hospitality firm has to consider different administrative procedure which is essential in order to give quality of services to clients. Considering the same will motivate employees who are working in this sector as well and they are able to work with best of the efficiency and dedication to achieve their individual and organisation goals and objectives. Booking a diary will consist of all the major details regarding the conference as what arrangements need to be done and who will be responsible for different activities. Work has to be assigned accordingly as per the skills and talent of individual working in venture. Further, safety has to be done because if safety does not exist at workplace then employees will hesitate in completing their duty. Further, hospitality venture like Hilton has to work by following certain acts or procedures so that they can improve their efficiency and capabilities. Mentioned firm should strictly abide Health and Safety at Work Act, ; environment protection act, etc. If not so followed then organisation performance can hamper effectively. In this present scenario, a further, conference meeting is going to held next week where around members will take part. Thus, event manager has to provide best of the services so that conference can be concluded in the best effective manner. A proper schedule has to be prepared regarding the conference and the same agenda should be communicated to the manager of the meeting. It will state the time duration for each and every activity that when it will be concluded.

Chapter 4 : Different Key Factors to Conference and Banqueting Management

*LO1 Understand the nature of the conference and banqueting sector and the factors influencing its development
Diversity of venues: venues eg conference centres, specific conference and banqueting facilities within hotels, multi-functional leisure centres Nature of the industry: size and worth of the.*

Chapter 5 : Conference And Banqueting Management Jobs in United Arab Emirates - CatererGlobal

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Chapter 6 : Nelson College Unit 13 Conference and Banqueting Management

Understand the nature of the conference and banqueting sector and the factors influencing its development Understand the key strategic and operational issues involved in the effective management of conference and banqueting events Understand food production and service systems Understand the ergonomic considerations in the organization of.

Chapter 7 : Conference and banqueting management Assignment

Conference And Banqueting Management. EXECUTIVE SUMMARY. The assignment has tried to intricate the different facet of conference and banqueting sectors in UK context.. After this executive summary, an introduction which talks about the principal four tasks of the report and their subt.

Chapter 8 : Conference, Banqueting & Events Manager " University of Limerick - Shannon College Alumn

CONFERENCE BID FOR IFLA CONFERENCE AT SYDNEY CONVENTION AND EXHIBITION CENTRE Introduction The Sydney Convention and Exhibition Centre (SCEC) is the largest conference centre in Australia and is best-equipped to satisfy the requirements for the IFLA international conference.

Chapter 9 : Conference and Banqueting Manager Jobs in Gobions - Caterer

Conference and Banqueting Management Introduction to Conference and Banqueting Management Conference and Banqueting is considered as a part of the hospitality sector where certain events are done in form of wedding gigs, parties, dinner, conferences, etc. UK is now becoming as a major hub for different types of corporate companies and it shows.