



**dusit thani**  
college

**IHM1213**

# **Food and Beverage Service and Operations**

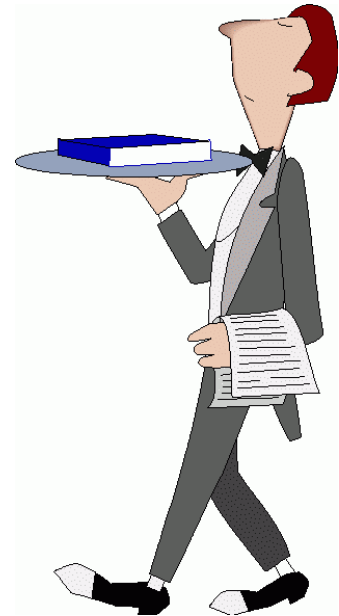
**Lesson 8 Catering Service**

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# Scope

- Catering service
- Types of catering
- BEO



# Objectives

By the end of the session, the student will be able to:

- Describe catering services
- Identify types of catering
- Analyze a BEO

# Review

- Types of Complaint
- Handling Complaint
- Proactive vs Reactive Response

# Catering Service



# Catering Service

- Task of planning, organizing and controlling the delivery of F&B services
- Two main categories: Institutional and Social



# Catering Service

## Who uses catering services?

- Convention Centers
- Hospitals, Universities, Nursing Homes
- Business Meetings
- Entertainments, Sports Events
- Sponsor Dinners, Fund-raisers
- \_\_\_\_\_

# Types of Catering Services

**On-premise  
Catering**

**Off-premise  
Catering**



# Types of Catering Services

## On-premise Catering

The function is held exclusively within the caterer's own facility.



# Types of Catering Services



## Off-premise Catering

Transports all the food, serving products and personnel to a location other than the building or facility where the food is prepared.

# Types of Catering

## Corporate Catering

- Clientele comprised of large or small corporate and business accounts.

## Social Catering

- Set for social gathering such as weddings and other celebrations

# Types of Catering

## Corporate Catering



# Types of Catering - Corporate Catering



# Types of Catering

## Social Catering



# Policy Sheet



- Contains the list of specific policies concerning banquets
- Must be given to the client and reviewed at the initial planning meeting

# What is a BEO?

- A standard form used to document the requirements of an event as pertinent to the venue.
  - A planner used to supervise and coordinate the strategic, operational and logistical activities necessary for an event.



# BEO

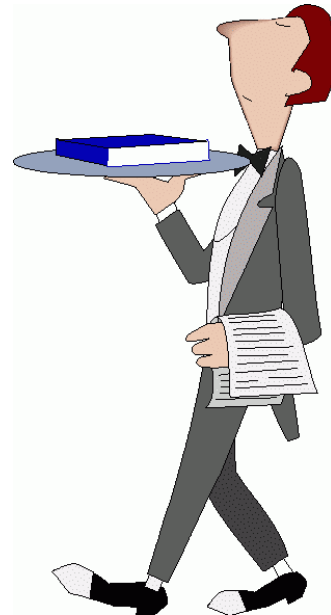
**Part I:** Basic information of client

**Part II:** Work order for the employees after the BQ manager determines client needs

**Part III:** Filled after all plans have been agreed

# Review

- Catering Function
- Types of catering
  - Location
    - On-premise
    - Off-premise
  - Nature of event
    - Corporate
    - Social
- BEO





# Thank you

