

SOP Template: Banquet Event Order Review and Pre-Event Briefing

This SOP describes the process for **banquet event order review and pre-event briefing**, which includes confirming event details, verifying client requirements, coordinating with relevant departments, reviewing setup and service plans, and conducting a comprehensive pre-event briefing with the event team. The goal is to ensure seamless execution, clear communication, and high-quality service delivery during banquet events.

1. Scope

This SOP applies to all banquet and event staff involved in planning, setup, and execution of banquet events.

2. Responsibilities

- **Banquet/Event Manager:** Lead BEO review, communicate with departments, conduct pre-event briefing.
- **Sales/Catering Coordinator:** Provide updated BEO and client requirements.
- **Department Representatives (Kitchen, AV, Housekeeping, etc.):** Review requirements and communicate readiness.
- **Event Staff:** Attend briefing, clarify responsibilities, execute tasks.

3. Procedure

1. **Banquet Event Order (BEO) Review**
 - Obtain the latest, signed BEO from Sales/Catering.
 - Thoroughly review all sections, focusing on guest counts, timings, menu, audio-visuals, setup, and special instructions.
2. **Confirm Client Requirements**
 - Contact client (if needed) or Sales/Catering to verify any ambiguities.
 - Document any changes and circulate updates to all relevant departments.
3. **Coordinate with Departments**
 - Send the final BEO to all department heads (Kitchen, AV, Housekeeping, Engineering, Security, etc.).
 - Schedule a readiness check-in with each department for confirmation of resources, staffing, and supplies.
4. **Setup and Service Plan Review**
 - Walk through the event space with key team members, reviewing setup requirements (tables, chairs, stages, signage, etc.).
 - Check inventory of all required materials and equipment.
5. **Conduct Pre-Event Briefing**
 - Gather the full event team (including temporary staff) at least 1 hour before setup/start time.
 - Review the event program, assignments, special instructions, and emergency procedures.
 - Address questions and clarify roles and responsibilities.
6. **Sign-off and Final Confirmation**
 - Obtain sign-off from each department lead, confirming understanding and readiness.
 - Document attendance and key points from the briefing.

4. Documentation

- Latest BEO (signed by client)
- Pre-event briefing attendance sheet
- Briefing agenda and notes
- Departmental confirmation checklists

5. References

- Banquet Event Order (BEO) template
- Venue emergency protocol
- Company event policies and guidelines

6. Revision History

Date	Version	Author	Description
2024-06-27	1.0	GPT Staff	Initial template release