



Advanced Event Catering and Banquet Operations Training Course

14 – 18 June 2027
Vienna

Advanced Event Catering and Banquet Operations Training Course

Ref: 1561_215261 **Date:** 14 – 18 June 2027 **Location:** Vienna **Fees:** 5700 Euro

Overview

Advanced Event Catering and Banquet Operations Training Course is a one-week advanced course for banquet managers, catering supervisors, venue coordinators, and food and beverage leaders who need an Event Catering Operations Control Book. It connects the Banquet Event Order BEO with menu design, guarantees, costing, staffing, logistics, supplier controls, food safety, live command, and closeout. Participants convert client requirements into coordinated operating decisions. Agile Leaders Training Center delivers this course on event catering and banquet operations.

Who Should Attend

- Teams responsible for banquet planning, function specifications, and client handover
- Leaders controlling event catering production, service, and staffing
- Venue teams coordinating room setup, access, equipment, and timing
- Commercial teams responsible for proposals, guarantees, costing, and reconciliation
- Quality teams responsible for food safety and service control

The course assumes participants already coordinate catered events or banquet functions, and it leaves out introductory cooking skills and general event promotion.

Departments and Industries

The course supports departments and industries responsible for planned food and beverage delivery at events.

- Hotel banqueting and convention services
- Event catering and contract food service
- Conference, exhibition, and venue operations
- Corporate hospitality and protocol functions
- Food production, procurement, and logistics

Learning Objectives

By the end of this course, participants will be able to:



- Analyze client requirements and event operating constraints
- Build a controlled Banquet Event Order BEO
- Evaluate menu, service-format, and guarantee decisions
- Apply staffing, logistics, supplier, and food-safety controls
- Use cost and variance tools for commercial control
- Diagnose live-service issues and improve closeout reviews

Course Agenda

Day 1: Scope and Event Order Control

- Client Inquiry and Function Scope Checklist
- Banquet Event Order BEO Control Structure
- Event Space, Flow, and Capacity Map
- Guaranteed Attendance and Change-Control Log
- Function Risk and Dependency Register

Day 2: Menu, Service, and Commercial Design

- Menu Engineering and Dietary Requirement Matrix
- Banquet Service Format Selection Tool
- Portion Yield and Production Quantity Model
- Event Catering Cost Sheet and Contribution Review
- Proposal, Deposit, and Cancellation Control Schedule

Day 3: Staffing, Suppliers, and Logistics

- Event Staffing Ratio and Role Allocation Plan
- Production-to-Service Timeline and Critical Path
- Supplier Specification and Delivery Control Sheet
- Equipment, Linen, and Smallwares Loading List
- Venue Access, Setup, and Breakdown Logistics Map

Day 4: Safety and Live Service Command

- Time and Temperature Control Record
- Allergen and Special-Diet Communication Protocol
- Buffet Replenishment and Contamination-Control Plan
- Banquet Command Briefing and Escalation Tree
- Service Recovery and Incident Decision Log



Day 5: Delivery Simulation and Closeout

- Suggested BEO Accuracy Review Exercise
- Suggested Staffing and Timeline Simulation
- Suggested Live-Service Disruption Role-Play
- Suggested Cost Variance and Supplier Review
- Event Catering Operations Control Book Capstone Exercise

Practical Exercises

The course uses suggested activities to turn event requirements into controlled catering and banquet decisions.

- Suggested activity: convert a client brief into a BEO with timings, guarantees, setup, menu, service, and responsibilities.
- Suggested activity: calculate production quantities, staffing needs, and expected cost from a changing guest count.
- Suggested activity: lead a command briefing and resolve a delivery, safety, or service disruption.
- Suggested activity: present an Event Catering Operations Control Book and closeout review.

FAQs

Who is the Advanced Event Catering and Banquet Operations Training Course suitable for?

It suits experienced banquet, catering, venue, food and beverage, commercial, and logistics teams. Participants should already coordinate catered events or banquet functions because the course does not teach introductory cooking.

How does event catering and banquet operations training differ from general event management?

Event catering and banquet operations training focuses on BEO control, menus, guarantees, food production, service staffing, logistics, food safety, live delivery, costing, and reconciliation rather than the wider event life cycle.

What is a Banquet Event Order in event catering operations?

A Banquet Event Order is the controlled operating record that aligns room setup, food and beverage, timings, guaranteed counts, service requirements, responsibilities, and special instructions.

How should event catering teams control changing guest counts?

Event catering teams should record the guarantee, approval deadlines, production assumptions, staffing effects, supplier changes, commercial impact, and latest authorized count in controlled documents.



How are banquet cost variances reviewed after an event?

Banquet cost variances are reviewed by comparing planned and actual revenue, portions, labor, supplier charges, waste, incidents, concessions, and recovery actions before assigning improvements.

Conclusion

Participants take back an Event Catering Operations Control Book linking the BEO, menu, guarantee, costing, staffing, logistics, safety, supplier, and command controls. It gives departments one operating baseline for preparation and live delivery. It also creates a repeatable closeout process for reconciling results, documenting incidents, and improving later functions.