

会议及活动运营
CONFERENCE AND EVENT OPERATIONS

主题：宴会活动订单 Subject: Banquet Event Order	共 6 页 6 pages
--	------------------

目标

OBJECTIVE

客人在组织活动时感觉良好，要求得到满足。

Guests have a positive experience when organising their function and receive what they have requested.

政策

POLICY

《宴会活动订单》(BEO)应尽量详细，按标准化程序书写且符合逻辑，并及时分发给运营团队。

Banquet Event Orders (BEO) are as detailed as possible and written in a logical, standardised sequence and are distributed to the Operational teams in a timely manner.

在餐饮部中宴会运营的员工了解如何解读《宴会活动订单》，并采取相应措施。

Food and Beverage (F&B) employees working in Conference and Event Operations (C&E Ops) understand how to read and interpret a BEO and then act accordingly.

程序

PROCEDURE

- 《宴会活动订单》为销售宴会团队制作的文件，用于和酒店运营部门沟通客户活动要求。
A BEO is a document generated by the Sales/Event team to communicate the clients' event requirements with hotel operations.
- 从客人处收到详细信息后，《宴会活动订单》应由销售宴会团队准备，并将一份 PDF 版本的《宴会活动订单》发给客户核准。
Once details are received from the guest, a BEO is prepared by the Sales/Event team and a PDF version of the BEO is sent to the client for approval.

- 客户核准《宴会活动订单》后，由销售宴会经理或餐饮经理核准（取决于谁来负责本次任务）。
The client approved BEO it is then approved by the Sales/Event Manager or Food & Beverage Manager (subject to who is responsible for this task).
- 随后，销售或活动团队在活动前一周（对近期预定而言，则至少提前 72 小时）发布《宴会活动订单》完整信息。
The BEO is then distributed by the Sales/Event team one week prior to the event (or a minimum of 72 hrs prior for short lead bookings) with complete information.
- 收到《宴会活动订单》的部门包括但不限于以下各部门-
Departments to receive the BEO include but are not limited to –
 - 会议及活动运营部
C&E Ops
 - 厨房
Kitchen
 - 管事部
Stewarding
 - 视听（内部或外来）部
Audio Visual (internal or external)
 - IT 部
IT Solutions
 - 财政部
Finance
 - 保安部
Security
 - 工程部
Engineering
 - 客房部
Housekeeping
 - 前厅部
Front Office
- 其他任何负责与活动相关的部门也应列在分发名单中。
Any additional departments who are responsible for any component of the event are also to be included in the distribution list.

- 如某活动在离实际活动日期 72 小时内得到确认，将其命名为“突发活动”。该活动的宴会活动订单应尽快发布。
If an event is confirmed within 72 hrs from the actual event date, it is termed a 'Pop-Up event'. A BEO for such an event is to be released as soon as possible.
- 在餐饮部中宴会运营的员工应遵照《宴会活动订单》中记录的所有指示和要求工作。
F&B employees working in C&E Ops are to follow all instructions and requests documented in the BEO.
- 已经发布的宴会活动订单如有任何更改，销售或活动团队应采用修正案形式清晰告知相关各方。
Any changes to the BEO once it has been distributed are to be clearly communicated by the Sales/Event team via an amendment form to all relevant parties.
- 《宴会活动订单》应完整说明各项活动，同时包括以下信息 -
A BEO is to be completed for every function and will contain the following information -

所有活动

ALL events

- 客户详细信息——组织者姓名、主办者姓名、公司名称、地址、电话号码、电子邮件
Client details – name of organiser, name of host, company name, address, phone number, email
- 活动——宴会厅名称、房间及方向标牌、包价项目（如适用）、费用、客人数、活动协调员姓名（酒店方）
Event – function room name, room and directional signage, package (if applicable), costs, guest numbers, name of event coordinator (from hotel)
- 时间安排——活动开始及结束时间、休息时间、主办者到达时间、客人到达时间、讲演时间。
Timings – start and finish time of event, break times, host arrival time, guest arrival time, speeches.
- 桌椅布置——描述桌椅及座位摆放形式。
Table layout - describes table and seating configurations.
- 舞台——按需提供舞台、T 形台或讲台。
Staging - staging, catwalks or platforms as required.
- 视听(AV)要求——包括在包价中的免费设备及其他额外要求。
Audio-Visual (AV) Requirements –including complimentary equipment inclusions in the package and any additional requirements.

餐饮要求

Food and Beverage Requirements

- 时间安排——告知开始提供食物的时间。如西餐，应规定头菜、主菜、甜点时间安排及配套葡萄酒等。
Timings - indicate time at which food service should commence. If Western Set, it may stipulate entree, main, dessert timings and matched wines etc.
- 包括过敏及宗教信仰引起的特殊饮食要求。
Any special dietary requirements including allergies and religious restrictions.

特殊要求

Special Requirements

- 为确保会议成功举办要将特殊要求告知与活动相关的部门。例如：衣帽间布置、代客停车、特殊服务顺序、贵宾、团体住宿细节。
Indicates any special requirement to departments associated with the success of the event. Examples include; cloakrooms set-up, valet parking, special service sequences, VIPs, group accommodation details.
- 销售宴会团队认为重要并对活动成功举办有帮助的其他意见或信息。例如：如公司社交活动；客户所在产业；客户使用酒店的历史（如年度活动）等。
Any additional comments or information that the Sales/Event team feel important and will contribute to the success of the event. Examples include: if a corporate event; the industry the client is in, client history at hotel (e.g. annual event) etc.

双语指示——遵从酒店政策，个别相关详情将在宴会活动订单中列出，其他将记录在酒店前台操作（PMS）系统中

Billing Instructions – Subject to the hotel policy, some of these details will be listed on the BEO, others may be recorded in the PMS system

- 账单细分——将客户需要支付的各项逐一详细列出。
Bill Breakdown - details each of the items, line by line, for which the client needs to pay.
- 信贷条款——出示认可的付款方式。例如，“活动结束后付款”，“为公司开具发票”、“对主办者客房收费”。
Credit Terms – shows agreed payment terms. Examples include, ‘payment at the end of function’, ‘invoice to company’, ‘charge host’s room’.
- 账单签字——告知签署账单、接受并认同活动收费的被授权人。
Signing the Bill – indicates the person authorised to sign the bill and accept and approve charges for the event.

- 付款——告知账单或发票接收方
Paying the Bill – indicates to whom the bill/invoice should be sent to
- 假房账户——告知将付款过账的账户。
PM account – indicates the account that the charges are to be posted to.

特殊活动（晚宴、午宴、鸡尾酒会等）

Special Events (dinners/luncheons/cocktail receptions etc)

除以上所列内容外，同时考虑 -

In addition to items listed above, also consider –

- 布草——指定餐桌及自助餐桌布颜色、覆盖物、桌裙或纸巾折叠样式。
Linen - specify colour of table and buffet linen, overlays, skirting or napkin fold style.
- 娱乐——告知娱乐采用录制音乐还是现场演奏。如现场演奏，简要说明乐队风格、乐师要求、布置时间和音乐时间安排。还可包括其他娱乐形式，如舞蹈、魔术、艺术等。
Entertainment - indicates whether entertainment is recorded music or live. If live, a brief description of the band style, musician requirements, set up time and timings of music. May also include other forms of entertainment, e.g. dancers, magicians, artists etc.
- 主题——概括说明客户所选主题。
Theme - generally describes the theme selected by the client.
- 装饰——鲜花、餐桌中央摆设等。
Decoration - flowers, table centrepieces etc.
- 特殊餐桌要求——贵宾席及主桌要求。
Special Table Requirements – VIP tables and head table requirements.

酒水要求

Beverage Requirements

- 时间安排——告知酒水服务开始及结束时间。说明某一活动的特殊时间安排细节（如“两小时鸡尾酒”、“白葡萄酒配主菜”、“香槟配甜点”等）。
Timings - indicate time at which beverage service should commence and finish. Indicate any specific timing details for a function (e.g. 'cocktails for two hours', 'white wine with main course', 'champagne with dessert' etc.).
- 酒水类别——列出所有酒水要求，包括特殊要求。
Beverage Items – list all beverage requirements, including special requests.