



Banquet Staff Training & Service Excellence Protocol 2026 Checklist

Pre-Shift Briefing & Grooming Standards

Verification of staff uniform cleanliness, personal hygiene compliance, and review of the daily banquet event timeline and VIP guest profiles.

Briefing Date

Briefing Start Time

Staff Uniform Compliance Check

- ☐ Clean and pressed uniform
- ☐ Polished footwear
- ☐ Nametag visible and straight
- ☐ Hair and grooming standards met

Event Specific Instructions

Write something...

Supervisor Verification

Station Setup & Tabletop Precision

Inspection of table linens, silverware alignment, glassware cleanliness, and correct placement of chinaware and centerpieces according to the BEO (Banquet Event Order).

Inspection Date

Enter date...

Table Linens Condition

- ☐ Pristine/Clean
- ☐ Needs Replacement
- ☐ Stained/Damaged

Tabletop Elements Verified

- ☐ Silverware/Cutlery Alignment
- ☐ Glassware Cleanliness
- ☐ Napkin Folding Accuracy
- ☐ Centerpiece Placement
- ☐ Salt & Pepper Shaker Refill

Discrepancies Found

Write something...

Photo of Setup Completion

 Upload File

Lead Server Verification

Service Sequence & Etiquette Mastery

Standardized steps for greeting guests, synchronized plate service, beverage replenishment, and professional clearing of plates (crumbing) without disruption.

Greeting Protocol Compliance

- ☐ Full Compliance
- ☐ Partial Compliance
- ☐ Non-Compliant

Service Steps Completed

- ☐ Water/Bread Service
- ☐ Menu Presentation
- ☐ Synchronized Plate Delivery
- ☐ Beverage Refill Management
- ☐ Crumbing & Clearing

Observation Notes

Write something...

Supervisor Verification

Menu Knowledge & Dietary Allergen Awareness

Staff competency check regarding ingredient lists, preparation methods, and the ability to communicate allergen risks to guests effectively.

Identified Allergens in Today's Menu

- ☐ Gluten/Wheat
- ☐ Dairy
- ☐ Nuts/Tree Nuts
- ☐ Shellfish
- ☐ Soy
- ☐ Eggs

Specific Menu Item Dietary Notes

Write something...

Staff Verification of Allergen Cross-Contamination Protocols

Write something...

Staff Competency Assessment Result

- ☐ Passed
- ☐ Needs Retraining
- ☐ Failed

Trainer/Supervisor Acknowledgment

Beverage Service & Wine Pouring Standards

Guidelines for professional wine service, champagne presentation, water replenishment, and maintaining appropriate temperature for all served beverages.

Service Items Inspected

- ☐ Wine Glasses
- ☐ Water Pitchers
- ☐ Champagne Flutes
- ☐ Ice Buckets & Stands
- ☐ Soda/Soft Drink Dispensers

Wine Pouring Technique Accuracy

- ☐ Compliant
- ☐ Needs Improvement
- ☐ Non-Compliant

Temperature Check: White/Sparkling Wine (Celsius)

Enter a number...

Corrective Actions Taken

Write something...

Supervisor Verification

Communication & Inter-Departmental Coordination

Protocol for communicating with the kitchen (BOH), floor managers, and event planners to ensure seamless timing of food courses.

Shift Date

Event Manager Name

- ☐ Lead Coordinator
- ☐ Assistant Manager
- ☐ Floor Supervisor

Departments Notified

- ☐ Kitchen / BOH
- ☐ Front Office / Reception
- ☐ Housekeeping
- ☐ Maintenance / Engineering
- ☐ Audio Visual (AV) Team

Critical Communication Notes

Coordinator Acknowledgment

Equipment Handling & Safety Compliance

Safe practices for transporting heavy trays, handling hot plates, operating buffet chafing dishes, and navigating the banquet hall floor to prevent accidents.

Safety Equipment Inspected

- ☐ Serving Trays & Skillets
- ☐
- ☐ Mobile Buffet Stations
- ☐ Hot Holding Cabinets
- ☐ Glassware & Stemware

Condition of Transport Trolleys

- ☐ Operational & Safe
- ☐ Needs Maintenance
- ☐ Unsafe - Remove from Service

Observed Safety Hazards

Write something...

Corrective Actions Taken

Write something...

Safety Supervisor Sign-off

Post-Event Breakdown & Reset Procedures

Systematic removal of soiled linens, clearing of glassware, breakdown of buffet stations, and restocking of service stations for subsequent events.

Breakdown Completion Date

Enter date...

Completed Tasks

- ☐ Linens sent to laundry
- ☐ Glassware/Silverware cleaned and polished
- ☐ Buffet equipment sanitized
- ☐ Leftover food properly stored/disposed
- ☐ Tables and chairs returned to storage

Damage or Breakage Report

Write something...

Total Inventory Discrepancies

Enter a number...

Supervisor Sign-off

Incident Reporting & Guest Feedback Capture

Procedures for documenting service errors, handling guest complaints in real-time, and recording feedback for post-event debriefing.

Date of Incident/Feedback

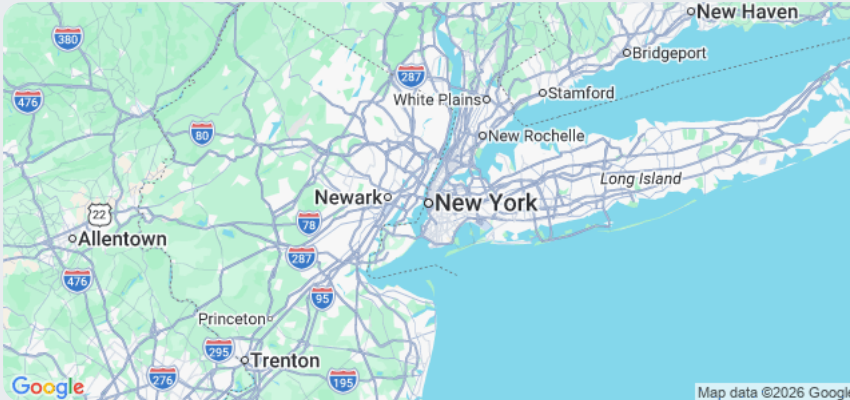
Enter date...

Time of Occurrence

Enter time...

Event Area/Hall Name

 [Set My Current Location](#)



Incident Type

- ☐ Service Delay
- ☐ Staff Conduct
- ☐ Food Quality Issue
- ☐ Equipment/Facility Failure
- ☐ Guest Complaint (General)
- ☐ Injury/Accident

Detailed Description of Incident or Feedback

Write something...

Staff Involved

- ☐ Server
- ☐ Bartender
- ☐ Runner
- ☐ Manager
- ☐ Kitchen Staff

Immediate Action Taken

Write something...

Reporting Staff Signature

< Previous

> Next

✓ Finish

 **Generate Sample Report**