Hospitality and Banquet Manager

Hospitality – some show separate hospitality and banquet into two positions

The person or committee in charge of Hospitality and the show Banquet handles all aspects of making the public and societies feel welcome at the show, including:

1. Working with the **Staffing and Volunteers Manager** to recruit people to work at the reception table
2. Drawing up a chart showing all the time slots when volunteers will be needed, making sure at least one person is scheduled for each time slot and confirming this schedule with each volunteer just prior to the show
3. Setting up the reception table, signs, cachet sales area, door prize blanks, cash box etc.
4. Setting up a registration form to record all attendees (to build a mailing list) and passing out name tags to admit them to the show
5. Accounting accurately for all cachet sales etc, giving the proceeds to the **Finance Manager**
6. Pleasantly welcoming all visitors to the show and offering all possible assistance
7. Arranging society tables
8. Working with the **Youth Activities Manager** to welcome school groups and to invite all children to visit the youth area
9. Contacting Linn’s and other stamp publications to request sample copies to place on a publications table along with society handouts, auction catalogs, dealer flyers and information on upcoming shows in the region

**Food and Beverage Service**

The person or committee in charge of Hospitality and the show Banquet also handles all aspects of food and beverage service for the show, such as:

1. Locating a site for the banquet if it is not to be held at the show hotel
2. Reserving the date and time
3. Negotiating an appealing and **affordable** menu to encourage attendance
4. Arranging alternate food selections for attendees with dietary concerns
5. Arranging for beverage service for the cocktails prior to the banquet
6. Arranging for space and tables for the display and distribution of the awards
7. Scheduling food service for dealers and show attendees – this will vary based on whether the show is held in a hotel with a restaurant or at some other facility such as a convention center, gym or field house
8. Arranging for food for the volunteers at set up and takedown and for the security guards
9. Developing reservation forms for the banquet listing the name of the facility, location, date, time for the open bar and dinner, food selections, costs and payment details

Several months prior to the show these details should be given to the **Advertising and Publicity Manager**, **Judging Manager**, **Exhibits Manager** and **Publications Manager**. The details on food service during the show should be given to the **Dealer Bourse Manager**. The **Awards Manager** should have input on the space, tables and layout of the awards area along with access to the area prior
to the banquet. The **Facilities and Staging Manager, Security Manager** and **Staffing and Volunteers Manager** will need input on food availability for set up, takedown and the guards.

Based on prior show banquets and input from the convening societies, a reasonable estimate of the number of dinners should be made. Banquet tickets are given to the judges and their significant others. An accurate record of all complimentary and paid for tickets must be kept and all details and proceeds given to the **Finance Manager**. About 24 hours prior to the banquet a hard count must be given to the restaurant or catering service. There is usually a minimum guarantee with at most a 5% overage, so it is important to get the numbers right. Some ticket sales come very late, but if they don’t come, the club could be left with unsold tickets that must be paid for.

Other items often arranged for at the banquet are:

1. Souvenirs provided to each attendee such as show cachets, souvenir cards from the societies, USPS or UNPA handouts etc.
2. Color coded place cards for reserved seating, indicating menu choices
3. Name badges for all attendees
4. Centerpieces for each table
5. Door prizes, including centerpieces, with a method for drawing the winners

Many banquets have a formal, printed program, listing the menu, the schedule to be followed, including the master of ceremonies, invited speakers and special guests. All visiting APS officers, society officers, judges and other visiting dignitaries should recognized at the banquet. It is also very important to publicly recognize the efforts of the show committee in making the show a success. Try to keep things moving and interesting for the spouses who attend. As a speaker I am always told to keep it brief and humorous, while my wife insists that out of courtesy to the spouses I shouldn’t talk about stamps! The banquet should be a celebration of the hobby and the fine people with whom we share it.

Many shows ask the **Chief Judge** to announce the awards while the **Awards Manager** or members of the committee hand out the awards. This gives a chance for photographs while not unduly slowing down the process. When there are large numbers of awards to be made, the banquet attendees are often asked to hold their applause until all the awards of a particular level have been given out. Youth awards are usually enthusiastically applauded at any award level. The gold and special awards are also applauded individually. **When it comes to special awards supplied by the APS, AAPE and visiting societies, it is appropriate to invite a representative of each group to present their awards. This will usually be the president or highest ranking representative of the group.**