

What to check when an event order arrives

Sample Hotel & Conference Center

Twelve checks, a few minutes per order. Checks 6 to 10 and 12 are the ones that move the crew.

☐ 1	Revision date or version	Newer than the copy you printed? Read the new one in full.
☐ 2	Date	Right day, right week.
☐ 3	Room	The room you expect. A moved function is the easiest change to miss.
☐ 4	Room clash	Does another function use the same room, or one that combines with it, during the same hours (setup through strike)?
☐ 5	Times	Setup, start, end and strike all present and in order.
☐ 6	Expected count	Present.
☐ 7	Guaranteed count (GTD)	Present, or blank with the cut-off still ahead. Blank past the cut-off needs a call to sales.
☐ 8	Set count	Present, or the number you will set (a little over the guarantee).
☐ 9	Service style and courses	Plated, buffet, stations, passed, coffee break, bar only. Poured wine? Number of courses?
☐ 10	Bars	How many, hosted, cash or consumption, and the hours.
☐ 11	Special meals and allergen notes	Counts and wording; allergens confirmed before any label prints.
☐ 12	Notes	VIP or head tables, cocktail hour, AV, anything that needs extra hands.

What to do with what you find

Missing time or count	Flag it, staff from the expected count until the guarantee arrives, and write down who you asked.
Two functions in one room	Call sales before anything is set.
Allergen wording unclear	Do not guess. Ask, then confirm it once.
Revision newer than your printout	Reprint, hand out the new copy and take the old one back.

Check the date, the room and the guarantee against the booking system's calendar or the day's list, not only against the page.