

First catering booking facilitator notes

Answer key and discussion guide

Use with the separate learner pack. The Cedar Room booking, customer decisions and every amount are invented. These answers support classroom review; they are not customer evidence, market rates or a complete real-world quote.

Prepare the session

Keep this answer key separate from student downloads and printouts. The 60-minute plan may be shortened to 45 minutes by assigning calculations in pairs and using a five-minute combined handoff/debrief.

Give learners the initial inquiry first. Reveal clarification answers only after they draft questions. Reveal the revision request after CLASS-Q1 is recorded as approved. Reveal the CLASS-Q2 response only after learners mark revision 2 awaiting approval.

No login, real event entry, AI analysis, account creation, email sending or live payment is part of the lesson. All decisions are spoken or written classroom simulations.

Intake questions

- What exact service time and time zone apply, and what is the agreed arrival/drop-off window?
- What is the complete venue address, access/loading arrangement and named on-site contact?
- Is 50 the total number of meals, including the two vegetarian meal requests? When is the final count due?
- What menu and service style are being requested, and what is explicitly included or excluded?
- What dietary requests and allergy information must be discussed and reviewed by the caterer?
- Is there a budget expectation, what does it include, and how should before-tax versus final payable amounts be presented?
- What customer and contact details are needed in the private office record?
- What is still Unknown after the card: real complete address/access details, venue contact and allergy information. The classroom placeholder is not adequate for a real delivery.

Accept other relevant questions. Do not award a guessed answer as a confirmed fact. Dietary information is a request requiring review, not proof of suitability.

Costing and customer quote answers

50 guest calculation

- $CAD230 + CAD560 + CAD200 + CAD50 + CAD10 = CAD1,050$ entered costs.
- $CAD1,050 \times 10\% = CAD105$ contingency; $CAD1,050 + CAD105 = CAD1,155$ cost allowance.
- $CAD1,155 / 0.80 = CAD1,443.75$; round up to the next CAD5 = CAD1,445.
- $CAD1,445 / 50 = CAD28.90$ per guest. The fixed total remains authoritative.
- $CAD1,445 - CAD1,155 = CAD290$ planned surplus; $CAD290 / CAD1,445$ approximately 20.1% achieved planning margin.
- Markup uses costs as the denominator; margin uses selling price. On a separate CAD100 illustration, 20% markup gives CAD120 and about 16.7% margin, while 20% margin requires CAD125.

Planned surplus after these fictional allowances is not verified actual profit. Contingency is an allowance for cost uncertainty, not another name for profit.

Customer quote outline

CLASS-Q1 - revision 1 - fictional classroom quote

Cedar Room training lunch for Alex, Training Client; event 2026-11-16.

Drop-off 12:00; service 12:30, America/Edmonton. Venue: Cedar Room training venue, fictional address pending; full address/access/contact remain to be confirmed before real delivery.

Fixed 50-guest drop-off package: 48 standard lunches and two requested vegetarian alternatives, subject to operator review. No on-site service or collection in this training scope.

Fixed whole-booking teaching price: CAD1,445 before sales tax. Display equivalent: CAD28.90 per guest. No additional per-guest charge is added.

Allergy details remain unconfirmed and require review. This training outline supplies no tax determination or commercial terms and is not ready to send as a real quote.

Record the supplied fictional 2026-10-26 response against CLASS-Q1 revision 1, 50 guests, CAD1,445 before sales tax. Do not infer receipt of money, allergen suitability, identity verification or acceptance of a later revision.

Guest count revision answers

60 guest calculation and retained history

- $\text{CAD}276 + \text{CAD}640 + \text{CAD}210 + \text{CAD}50 + \text{CAD}12 = \text{CAD}1,188$ entered costs.
- $\text{CAD}1,188 \times 10\% = \text{CAD}118.80$; cost allowance = $\text{CAD}1,306.80$.
- $\text{CAD}1,306.80 / 0.80 = \text{CAD}1,633.50$; round up to next $\text{CAD}5 = \text{CAD}1,635$.
- $\text{CAD}1,635 / 60 = \text{CAD}27.25$ per guest; planned surplus = $\text{CAD}328.20$; achieved planning margin approximately 20.1%.
- Before new approval: CLASS-Q1 revision 1 retains its 50-guest approval as history; CLASS-Q2 revision 2, 60 guests and $\text{CAD}1,635$ is awaiting approval. The request for 60 guests is not price approval.
- After the supplied fictional 2026-10-29 response: CLASS-Q2 revision 2 is the current approved scope. Retain CLASS-Q1 and its decision unchanged.
- Simply changing the calculator guest count leaves whole-job costs unchanged. The revised price here comes from explicitly supplied fresh estimates, not automatic scaling.

While revision 2 is pending, the last approved scope remains visible as the approved snapshot with pending-change context; do not tell learners that an unapproved 60-guest version is authorised for production.

Revision decision cards

First decision 2026-10-26 Fictional response from Alex, Training Client: I approve CLASS-Q1, revision 1, for 50 guests at $\text{CAD}1,445$ before sales tax, with the stated training scope.

Replacement decision 2026-10-29 Fictional response from Alex, Training Client: I approve CLASS-Q2, revision 2, for 60 guests at $\text{CAD}1,635$ before sales tax, with the stated training scope.

The first decision remains historical evidence. Only the second explicit decision makes the 60-guest revision current for the exercise.

Kitchen handoff and assessment

Current approved handoff

FICTIONAL TRAINING HANDOFF - CLASS-Q2, revision 2 - current approved scope.

Cedar Room training lunch; 2026-11-16; drop-off 12:00; service 12:30, America/Edmonton.

60 guests total: 57 standard lunches and three requested vegetarian alternatives, subject to operator review.

Training venue: Cedar Room training venue, fictional address pending. Real complete address, access/contact and allergy review remain outstanding and must be resolved by office staff before real delivery.

Packing practice: 60 meal boxes, 60 cutlery sets, two labelled transport crates. No preparation or packing check is pre-completed.

Kitchen acknowledgment: I have reviewed CLASS-Q2 revision 2 for 60 guests; I will use its approved scope and raise unresolved operational questions with the office.

Do not include customer email/private phone/raw inquiry, internal costs/margin, quote total, payments or other finance history.

The exercise is about revision and information boundaries, not recipes, allergy clearance, food handling or delivery readiness. New approved revisions require a fresh acknowledgment and checks; retain older checked history only under its original revision.

Assessment checkpoints

Unknowns At least six useful questions; remaining access/contact/allergy gaps stay visible.

Costing Correct CAD1,445 and CAD1,635 totals with allowance/division/round-up steps; no automatic guest scaling assumption.

Document boundaries Customer quote excludes costs/margin; kitchen handoff excludes private contact and all finance.

Approval Each customer decision identifies an exact reference and revision; no payment or future approval inference.

Revision integrity Revision-1 approval is preserved; revision 2 awaits a new decision, then becomes current only after its explicit approval.

Kitchen handoff 60 guests, 57+3 meals, current approved revision, new acknowledgment/checks and unresolved questions are clear.

Discuss with learners

- Which unknown could cause the biggest misunderstanding on a real booking?
- What would you do if the customer changed the time after approving the price?
- Which information does a customer, kitchen lead and office coordinator each need, and which information should stay private?

[Catering resources and companion templates](#)