

# Service Staff Guidelines

## ABC Catering

### Objective

- Our objective is to serve clients and guests as they have never been served before, with the utmost creativity, integrity, and courtesy.

### Goals

- To have clients trust us completely
- To have clients continue to do business with us and refer us to others
- To have every detail of an event reflect our striving for perfection, and therefore insure the finished product be of the highest quality
- To create a team of individuals who enjoy serving our clients and working together
- To create elaborate and elegant foods displays using the highest quality food ingredients
- To work for en Ville at 100% and to have our clients notice this
- To impress our clients with our punctuality, decorum, and professionalism

## ABC Catering

Listed here are ABC procedures, policies, and rules. These are neither optional nor merely suggestions - Compliance is Mandatory.

### Uniforms

#### Ladies

- White tuxedo wing tipped collar shirt
- Black dress pants
- Black hosiery
- Black bowtie and cummerbund
- Polished black shoes (running shoes in any style are **not** acceptable)
- Summer Tshirt uniform - if you are required to wear this for a summer event, you will be notified at time of booking. Only staff who have purchased an ABCC black T shirt with gold logo will be able to work these events.
- Minimum jewelry
- No perfume
- Matches, corkscrew, and wristwatch ALL STAFF MUST HAVE ALL THESE ITEMS
- Hair long enough to be tied back must be. Hair that is long enough to be braided or in a bun or a French Twist, must be tied up.

#### Men

- White tuxedo wing tipped collar shirt
- Black dress pants
- Black socks
- Black bowtie and cummerbund
- Polished black shoes (running shoes in any style are **not** acceptable)
- Summer Tshirt uniform - if you are required to wear this for a summer event, you will be notified at time of booking. Only staff who have purchased an ABCC black T shirt with gold logo will be able to work these events.
- Minimum jewelry
- No cologne
- Matches, corkscrew, and wristwatch ALL STAFF MUST HAVE ALL THESE ITEMS

#### All Staff

You are required to arrive for work **dressed in your uniform and ready to work at your start time.** If you will be doing set up work you will be told in advance, and may arrive for work wearing a plain black or white T-shirt with the rest of your uniform.

# Service Staff Guidelines

## Scheduling

Jane Doe handles all the staff scheduling. As we take bookings, Jane will phone you for availability and leave a message on your machine mentioning the date and time of the shift. If you have a pager, cell phone, email, or fax machine at home, let Jane know. If you have a car or access to a car, let Jane know.

When you work a shift of more than 4 hours, you must inform Jane at the end of the shift. You may phone and speak to Jane, or leave a message if she's not available, or you can call in the times to our answering machine on 555-4730. When working a function **with other staff, one person** shall be delegated to call in all the finish times for everyone. If your hours are not called in, you will be paid the minimum 4 hours. The clients invoice is prepared promptly after the event and we must have the hours.

When Jane is booking you for a function, this is the time to mention if you can only work until a certain time on that date. **Do not show up for work and expect to be excused early** if you have not previously arranged this with Jane.

## Eating

If you are working a 4-hour shift such as lunch at a corporate client's office, you will not be supplied with a meal and are not to eat leftover food. **This food belongs to the client.** They have paid for it and they look forward to this. Please eat before you come to work.

If you are scheduled for a longer shift, you will have a chance to eat (usually after the guests have been fed. Staff meals for waiters working more than 6 or 7 hours will be arranged by the Account Executive in charge of the event.) Because this is usually much later, do eat before you come to work. When and where possible, the chefs will put aside food for the staff. Eat only this food, and use proper utensils. Do not snack or pick at food.

Do not arrive hungry and try to sneak hors d'oeuvres in a back corner. You will be noticed.

LEFTOVER FOOD is NOT to be taken by staff. There are many reasons for this, the foremost being that once staff are allowed to take food home, hoarding begins and food that is for the clients starts disappearing into waiters' knapsacks etc. This is not acceptable.

## Drinking

Drinking of alcoholic beverages before or during a shift will not be tolerated. You may consume soft drinks and coffee, but NOT IN SIGHT of any guests. This means you may consume beverages back of house, but not at the bar, at a food station, or anywhere the guests might see you. The same rule applies to staff food...do not consume it where any guests might see you, and never enter a service area while still chewing something you ate back-of-house.

## Attitude

Your positive and cheery attitude will result in more business for ABCC , which in turn will result in more hours and more money for you. Use courteous and respectful language when speaking to clients and guests. Deal with emergencies in a calm manner. While standing in front of guests, do not stand with arms crossed or leaning against a wall. Stand up straight and proud. Keep your eyes on the room - don't stand in a clump and chat to other waiters.

During speeches at weddings and other events, be respectful and stay quiet. Do not talk to other staff, and quietly go about your work without crashing cutlery into bins etc. If you work for other caterers, please never discuss this at our functions. Also, do not discuss our company when you are working somewhere else.

## Beverages

# Service Staff Guidelines

Know what beverages are being served at a function. If you are passing greeting cocktails and there is a full bar available, mention this to guests: "Would you care for a Champagne cocktail? There is a full bar located behind me if you would care for something else"

Remember to offer cocktail napkins when passing drinks.

## Bar Service

Only open bottles of liquor as needed, and keep the caps to reseal at end of function.

Do not open too much wine at the beginning of a function, as open wine cannot be returned. It only takes a minute to open more wine, and waiters will help open wine for dinner service, as all staff always carry a corkscrew. Always check with your supervisor as to how much wine to open initially.

Keep a few corks for recorking opened bottles at end of function, as these bottles usually go back to ABCC for cooking.

Ice is always a problem, especially in the summer. Be aware of how much ice you have for the function and make it last. Put some in the freezer where possible for drink service later. If you know you are going to need more ice, inform your supervisor as soon as possible, as we usually have to go and buy it, which is often difficult.

If you are going to run out of any kind of beverage, tell your supervisor as soon as possible so that we have time to get more if needed.

Make sure your bar is ready 15 minutes before guest arrival time - people tend to arrive early. Remember to have your bar condiments on hand - limes, lemons, etc

## Rentals

If you arrive at a function before a supervisor, start unwrapping the rentals. As you unwrap, sort into stacks of each type of glassware, plate size, etc. Keep the clear plastic used to wrap the rentals, as this is used to line the crates for dirty china and cutlery.

Set up a bussing area with garbage can and slush bucket.  
Do not fill crates more than half full with dirty cutlery, as you will not be able to move them.

Coffee urns use a lot of power. **Never ever plug more than two into the same outlet.** Try to locate them well apart, on different circuits. Fill urns with water ASAP, as sometimes they leak and we have to call the rental company for replacements, which takes time.

Never fill wet garbage bins more than half full.

When using sterno under a chafing dish or coffee samovar, make sure you put a plate or some cardboard between the sterno and the table, as the heat from the sterno will burn the table and tablecloth.

Linens - we do not order more tablecloths than necessary, so every single cloth is for a specific table. If you have unfolded a cloth and find it's the wrong one, refold it. If you just throw it over a chair or crumple it up, it's useless, and we're in big trouble!

## Washrooms

Always know where the washrooms are, because guests will ask you.

## The End

As a function is finishing, there are a few things to remember:

# Service Staff Guidelines

Waiters whose shifts finish before the end of an event (leave early ) should not exit the event through the guest areas. Exit via a back door or service entrance.

Any equipment to be returned to ABCC should be put in one spot, i.e. cocktail napkins, kitchen equipment, food containers, any beverages provided by ABCC, bar condiments, doilies, kitchen utensils, aprons, unused coffee, etc.

Rentals should be all together in one place.

Any areas we have used must be left as clean or cleaner than when we arrived.

Cocktail napkins should be neatly put back in the box / wrapping in which they came.

## Payday

Pay periods are the 1<sup>st</sup> of the month through the 15<sup>th</sup>, and the 16<sup>th</sup> of the month through the last day of the month. The actual payday follows, usually about 3 business days after the end of the pay period.