



2015 Katherine's Catering Service Training Manual



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Understanding Staffmate



[contact](#)
[staff admin](#)
[user manuals](#)
[log out](#)

Account Options

Your Availability

Job Calendar

Your Schedule

Staff Memo

Job Calendar Links: [Calendar View](#) | [Line-Item View](#) | [Your Printable Schedule](#)

Job Title: Sample Event

Sunday February 22, 2015

Est. Event Start: 02:00PM

Venue: Sample Residence
 1 Sample Drive
 Ann Arbor, MI 48103

Venue Directions:

Job Details & Staff Member Instructions:

Event: Joe's 50th Birthday Party

Arrival: 3:00pm
 Start: 5:00pm
 End: 9:00pm

Guests: 30

Uniform: Tuxedo

Parking: Private residence. Please find street parking.

Notes: Client has requested that all staff enter from the garage. Do not use the front door.

Sample Event Staffing Needs

Server 02:00PM to Approx. 10:00PM
[Sign Up Now!](#)

Supervisor 02:00PM to Approx. 10:00PM
Position Available

Food Run Only 03:15PM to Approx. 05:45PM
[Sign Up Now!](#)

On-Site Server 04:00PM to Approx. 09:00PM
[Sign Up Now!](#)

Understanding Staffmate

Event Description

This section of staffmate will give you pertinent information about the event. Here you will find:

1. Name of the Event/Client
2. Onsite Arrival Time
3. Event Start Time
4. Event End Time
5. Guest Count
6. Uniform Requirements
7. Parking Requirements
8. Special Notes

Event Location

Here you will be provided a physical address for the place where the event is taking place.

Types of Shifts Available

There are several different roles that you may sign up for when choosing an event to work.

Roles/shift assignments are not guaranteed. The supervisor reserves the right to change any staffing assignments as they see fit.

Server

You will be responsible for serving during the event. Responsibilities will be decided by the supervisor and may include any single or combination of the following:

- a. Buffet
- b. Beverage station
- c. Passing
- d. Clearing
- e. Greeting
- f. Floating
- g. Any other task set forth by the supervisor

On-Site Server

You will be subject to the same responsibilities as a server. The only difference is that you will be arriving on-site rather than at the warehouse. Arriving onsite does not always mean that you are excused from coming back to the warehouse after the event. The supervisor will decide who leaves from the venue and who will return to the warehouse.

Bartender

You will be responsible for mixing and serving beverages. You may be asked to do some of the following:

- a. Serving guests
- b. Manning a service well
- c. Passing
- d. Table service
- e. Bar-backing
- f. Any other task set forth by the supervisor

On-Site Bartender

You will be subject to the same responsibilities as a bartender. The only difference is that you will be arriving on-site rather than at the warehouse. Arriving onsite does not always mean that you are excused from coming back to the warehouse after the event. The supervisor will decide who leaves from the venue and who will return to the warehouse.

Understanding Staffmate

Types of Shifts Available – con't

Porter

This is a back-of-house position. You will be responsible for some or all of the following:

- a. Setting up and maintaining a clearing station
- b. Organizing dishes/equipment throughout the event
- c. Carrying full trays from the service floor to the back-of-house
- d. Washing and cleaning equipment/dishes
- e. Preliminary breakdown/ loading the van or truck
- f. Clearing
- g. Any other task set forth by the supervisor

Coat Check Attendant

In this position you will be responsible for greeting guests upon arrival and seeing them out upon departure. Some of the duties that you may be asked to perform include:

- a. Verbally welcoming guests as they arrive
- b. Taking coats/bags/shoes from the guest
- c. Keeping record(tickets) of items that you are holding
- d. Offering any specific information the guests upon arrival
- e. Opening doors for guests
- f. Communicating with Valet
- g. Returning held items to the guests upon departure
- h. Thanking guests / seeing them out.
- i. Any other task set forth by the supervisor

Warehouse/Delivery Driver

This is a 'warehouse' shift. These shifts have a tendency to be shorter in length a carry a variety of potential assignments, which may include:

- a. Drop-offs
- b. DSP set-up or pick-up
- c. Equipment drop-off or pick-up
- d. Event set-ups/teardowns
- e. Warehouse tasks including: packing events, polishing, wrapping, and cleaning

Food Run/Stay

This position is much like the server position with the added responsibility of bringing the food and/or other needed items from the kitchen to the event.

Food Run Only

You will only be responsible for bringing food and/or other needed items to the event. You will not stay to service the event.

Understanding Staffmate

Hours are Approximate

While in-times are firm, out-times are ALWAYS an approximation. It is generally safe to assume that you may be done between 30 minutes before or 30 minutes after your scheduled out-time. There are occasions where an event may run exceedingly longer than anticipated or end much sooner than expected. This is not frequent but it does happen. If you are not available for the shift as it is listed in Staffmate, but would like to offer your services for a later time, please contact the Event Manager to see if that can be accommodated.

Hours/Assignments are Subject to Change

Events details many revised multiple times leading up to the event. It's important to note start and end times may be revised multiple times. Positions/staffing needs may also be revised. Please be sure to check Staffmate the day before the event to make sure you have the most current information. If you are ever unsure about the information or have a conflict with the changes that have been made, please contact the event manager.

Accidental Sign-Up

Once you have accepted a shift, only the event manager can take you out of it. Upon accidentally signing up, please contact the event manager IMMEDIATELY to explain.

Shift Cancellation Policy

Once you have accepted a shift, you are obligated to work that shift. If you are unable to fulfill your obligation to work, you must contact the event manager. If the event is within one week (7 days) of happening, it is your responsibility to find a suitable replacement for the shift. You may contact the Event Manager for the employee phone list if you need it. If you are unable to find a suitable replacement for the shift you are EXPECTED to be present. Failure to show will result in disciplinary action.

For All Events

Wear the Proper Uniform

Staffmate will tell you what the uniform requirement is for the particular event you are working. In general, the uniform guidelines are as follows:

Warehouse shifts (drop-off, DSP, or any other warehouse shift), event set-ups, picnics and tailgates:

- | | |
|--|---|
| a. polo | d. black shoes – must be ALL black (no colored markings, soles, or stitching) |
| b. black pants – dress pants (no jeans/yoga pants/cargo pants, etc.) | e. black belt |
| c. black socks | f. name tag |

Client tastings and all other stay-through events:

- | | |
|--|---|
| a. tuxedo shirt | e. black shoes – must be ALL black (no colored markings, soles, or stitching) |
| b. black pants – dress pants (no jeans/yoga pants/cargo pants, etc.) | f. apron |
| c. black socks | g. name tag |
| d. black belt | |

Whatever type of event you are working; practice good hygiene and make sure your appearance is neat and tidy. If you have any questions about the uniform please contact the event manager PRIOR to the shift. It is good practice to always have BOTH uniforms handy... Just in case

For All Events

Clocking-In

Do not clock-in until you are in uniform and ready to work. If you re-arriving to the warehouse the time clock is located near the front office; on the wall across from the copy machine. If you are meeting on-site please be sure to record your arrival time (i.e. clock-in) with your supervisor.

How to Clock-In

1. Press "CLOCK IN"
2. Enter your employee ID number
3. Press "ENTER" twice
4. Press "BKSP" to clear the job code ID field
5. Enter your job code
 - a. Service = 300
 - b. Warehouse = 500
6. Press "ENTER"

Changing Your Job Code

If you need to change your job code in the middle of your shift please use this method:

1. Press "JOB CODE"
2. Enter your employee ID number
3. Press "ENTER" twice
4. Press "BKSP" to clear the job code ID field
5. Enter your job code
 - a. Service = 300
 - b. Warehouse = 500
6. Press "ENTER"

Check-In with the Supervisor

If you are meeting at the warehouse, as directed by your supervisor assist with the following:

1. Gathering items from the needs list
2. Brewing coffee and gathering other beverages
3. Cutting/wrapping garnishes
4. Collecting any food items that are needed
5. Inspecting the pack
6. Loading the van

Leaving for the event and are scheduled to drive a van:

1. Make sure you take the van that is assigned to you
2. See if there is another person that can ride with you.
3. Sign the van out
4. Be prepared for parking** - use an expense report to account for money spent.

Taking your own vehicle to event:

1. See if there are other staff members that can ride with you.
2. Fill out an expense report with the mileage* and any parking** expenses.

For All Events

During the Event

Follow the assignments set forth by your supervisor throughout the event. Check out with your supervisor before your scheduled leave time to make sure it is ok to leave. *NOTE: leave times posted in Staffmate are approximate. Please plan for about a 30 minute variance. Some shifts may have a more significant discrepancy.*

After the Event

Once you have completed all of the tasks set forth by the supervisor and s/he has granted you permission to leave, please do one of the following:

1. If you are returning to the warehouse, clock out on the time clock.
2. If you are leaving from the venue, record your time with the supervisor.

Types of Stay-Through Events & Styles of Service

These instructions are very general. Every event is different and may require different setup and/or service. Please use these instructions as a guideline and point of reference. Your supervisor or event manager will give you specific instructions on your event should it be necessary.

Buffet

The most common stay through event at Katherine's. In this style of service, all of the food is placed on a buffet for the guests to help themselves.

How to Set the Buffet

1. If plates are not on the guest tables, they should be at the start of the buffet.
2. After the plates, start with the cold food; generally placed in order of price and quantity.
 - a. The least expensive/most abundant to the most expensive/least abundant item.
 - b. If there is a specific order that the event planner wants the food in, it will be outlined in the event notes.
3. Hot food goes after cold food using the same ordering guidelines.
4. Desserts (if they are not on a separate station)
5. Silverware and napkins

Buffet Set-Ups

Buffet setups will vary based on the specific food items and the intended flow of the event. Below are some general guidelines for buffet setups. Please see your supervisor or event manager for more detailed information about how to set for your specific event.

* See Addendum I

Beverage Stations

In addition to setting up the buffet, you will also need to set up a beverage station. These setups are pretty standard, however may require adjustments to fit the needs of the event. The diagrams shown here split the hot beverages from the cold beverages. More often than not you will be setting hot and cold beverages on the same station. Keep the hot and cold beverages separated on the station.

* See Addendum II

Types of Stay-Through Events & Styles of Service

Buffet – con't

How to Service a Buffet

If your supervisor has assigned you to the buffet, it is your responsibility to make sure that the buffet looks clean and plentiful throughout service.

1. Changing hotel pans:
 - a. Once the pan is approximately 1/3 full, return to the back of house to get a replacement
 - b. Use two people whenever possible.
 - c. One person lifts the empty pan from the chafer; one person inserts the new pan.
 - d. If people are still getting food when you return with the new pan, wait until there is an opportunity for you to access the chafer without forcing your way through the guests. Always excuse yourself when you need to reach past someone or move in front of someone.
 - e. Take the empty pan to the back of house and place inside one of the hotboxes.
2. Between replenishing the items on the buffet
 - a. Pick up food particles that have fallen onto the table
 - b. Clean up spills
 - c. Restock plates, napkins and silverware. (Do not wait until it runs out!)
 - d. Be courteous to the guests going through the buffet. Do not be intrusive. Wait for openings when you can and always excuse yourself when you need to move in front of someone.
3. When an items is completely gone (i.e. there are no more backups and there is nothing on the buffet)
 - a. Remove the chafer or platter and elevation.
 - b. Remove menu cards and serving utensils.
 - c. Rearrange the other items on the buffet to fill the space.
 - d. Strive to make the buffet look like nothing is missing
 - e. Be courteous to the guests going through the buffet. Do not be intrusive. Wait for openings when you can and always excuse yourself when you need to move in front of someone.

How to Service the Tables

If your supervisor has assigned you to the floor, it is your responsibility to make sure that the guests' needs are met throughout service.

1. Clear plates and glasses
 - a. When a guests has finished eating clear the plate from the right side of the guest using your right hand.
 - b. Do not wait for the entire table to finish. If you see an empty plate, pick it up.
 - c. If the guest is still seated, ask the guest if you can take the plate before you pick it up. With this style of service some people like to keep their plates until they have finished going through the buffet, others will want a new plate if they choose to get seconds.
 - d. When clearing glassware, clear from the guest's right with you right hand.
 - e. Leave water goblets on the table until the very end of the event.

Types of Stay-Through Events & Styles of Service

How to Service the Tables – con't

2. Refill beverages
 - a. Primarily you will only be refilling water
 - b. Pour water from the right side of the guest with your right hand.
 - c. Some guests may require assistance getting beverages. Although we do not typically do beverage service to the tables during a buffet, please use your best judgment. If you have an elderly or disabled guest, please offer this service.
3. Check in on your tables periodically to make sure they have everything they need.

How to Maintain the Back of House (BOH)

If you have been assigned to the BOH by your supervisor or signed up for a porter shift, it is your responsibility to make sure the servers on the floor and the servers on the buffet are able to service their respective areas effectively.

Clean and organize the back of house. Know what you have: make sure you examine the pack thoroughly while you are organizing and place equipment and other items in a logical place that you can easily access. Servers will often run in the BOH frantically in need of something. If you have everything organized and neat, you will be able to get them what they need quickly and avoid a panicking server. Assist buffet servers with replenishing food on the buffet. Assist floor servers with clearing (carrying full trays to the BOH).

Keep clean and dirty equipment separate, set-up a clearing station where servers can bring dirty dishes. Scrape the plates and pack them as they come back. As you fill crates and glass racks with the dirty dishes – start loading them into the van as soon as possible. From the time you arrive at the venue you should be thinking about the quickest and most efficient way to clean up and get out of the venue once the event is over.

Plated/Family-Style

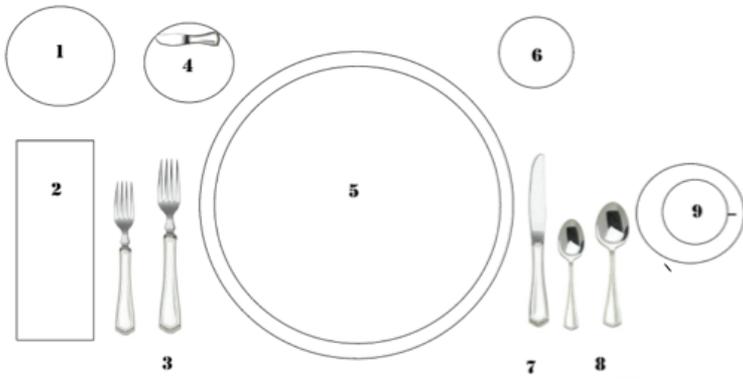
This is second most common style of service at Katherine's. In this style of service all the food is either plated individually (plated) or on platters (family style). The guests do not help themselves to the food; it is delivered to them at the table.

Table Settings

1. Make sure the table setting/ tablescape is conducive to the food that is being served.
 - a. As you are setting the table, you should be anticipating guests' needs based on the menu and the place settings. Example 1: if you know that there is coffee service but you do not have teaspoons, bring that to the attention of the supervisor right away so they can trouble shoot before it become problematic. Example 2: You know there are at least 6 platters that will need to be placed on the table for a family style service. Try to keep your place setting as compact as possible to allow for platter space.
 - b. If you have any questions or concerns with table settings on an event please bring it to the attention of your supervisor or event manager right away.
 - c. Table settings will vary from one event to the next. There are many factors that go into deciding how to set the table. Please ask the supervisor how to set the table for your event. The photos shown here are for reference only, it is not going to be exact.

Types of Stay-Through Events & Styles of Service

Table Settings – con't



1. Preset Dessert

2. Napkin

3. Salad Fork / Dinner Fork

4. Bread and Butter

5. Dinner Plate

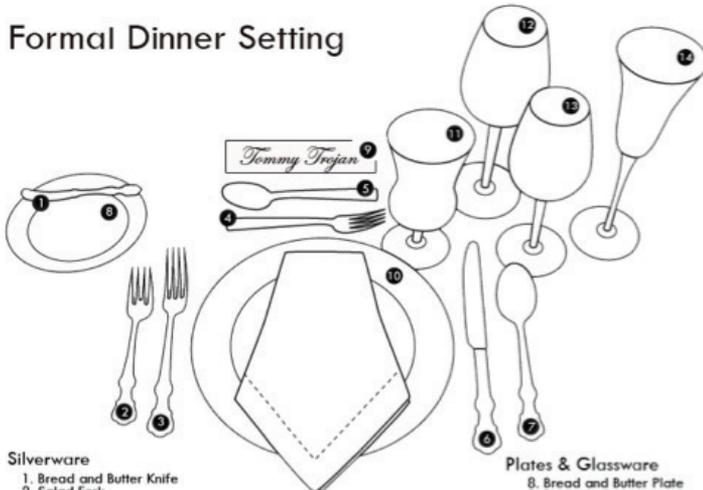
6. Water Goblet

7. Dinner Knife

8. Tea spoon / Soup Spoon

9. Cup and Saucer

Formal Dinner Setting



Silverware

1. Bread and Butter Knife

2. Salad Fork

3. Dinner Fork

4. Dessert Fork

5. Dessert Spoon

6. Knife

7. Soup Spoon

Plates & Glassware

8. Bread and Butter Plate

9. Place card

10. Dinner Plate

11. Water goblet

12. White wine goblet

13. Red wine goblet

14. Champagne flute

There are several ways to set a table. Place settings will vary from one event to another. Use these diagrams as a guide and consult your supervisor or event manager for specific place setting needs.

Types of Stay-Through Events & Styles of Service

Table Settings – con't

2. Napkin folds – there are countless ways to fold napkins. Three of the most commonly used folds at Katherine's are:
 - a. Pyramid
 - b. Tri-fold – with this style, you will fold the linen napkin in thirds and lay it over the edge of the table, under the place setting.
 - c. Pocket-fold
- * See Addendum III*

Serving

1. Prior to service

- a. Before the start of the event your supervisor or event manager will call all of the staff over for a lineup. You will be assigned a section and teammates. Make sure you understand what your tables are and who you are working with. You will be told the timeline and event specifics. The chef or event manager will explain the entrée and how to “drop” (present) the plate to the guest. This is the perfect time to ask for any clarification you may need. Do not hesitate to ask. It's better to know for sure that you are doing the right than to guess and risk being wrong.
- b. All servers will be assigned to teams of at least two. Please stay with your team throughout dinner service. It is IMPERATIVE that you do not get separated!

2. At the start of dinner service

- a. ALL teams will be in the BOH waiting for their turn to deliver plates to the tables.
- b. Expo will call your team and table number when your food is ready to “sell” (deliver to guests). Each tray will have a tray card on it that tells what table you are serving and what the table is getting. Each team member will take a tray and deliver it to the table that correlates with the tray card. Serve the plates to the guests at the table:
 1. Serve women first
 2. Serve men last
 3. Serve from the left of the guest with your left hand.
 4. “Drop” the plate according to chef's instructions for presentation.
 5. You will know which plate goes with each guest by looking at their “Escort Card” – this is a place card with their name and entrée selection. It usually is color coded. For example: yellow dot for chicken; blue dot for beef; green dot for vegetarian. The tray card will have the “key” so you don't have to memorize what the dots mean.
 6. Once the entire table has been served, bring your tray back to the BOH. *STAY WITH YOUR TEAMMATES.*
 7. Once you are in the BOH, wait for your next table to be called and repeat the process. Continue this until all your tables have been served.
 8. If there are caveat to this you will be instructed during lineup
- c. If a guest needs something that is directly related to the meal that you have just placed in front of them, such as a knife, get this right away.
- d. If a guest asks for something that is not directly related to the meal that you have just placed in front of them, such as a drink from the bar, tell them that you would be happy to get that for them as soon as you have finished serving dinner. *DON'T FORGET TO FOLLOW THROUGH.*

Types of Stay-Through Events & Styles of Service

Serving – con't

- e. If a guest requests a different entrée check the escort card.
 1. If the entrée is incorrect according to the escort card bring it back to the BOH and tell expo what the correct entrée is.
 2. If the entrée is correct according to the escort card let the guest know that once everyone is served you will see if we have any extra of the entrée they would like instead.
 3. If there is an allergy that we were not aware of, bring the plate back right away and tell expo.
 - f. After all the guests have been served, refill waters and tend to other needs of the guests.
 - g. Check the tables to make sure the guests have whatever they may need for the next course. For example; a guest may have used a utensil that will be needed for an upcoming course. It will need to be replaced before the course is served.
 - h. Clear plates as soon as the guest is finished. Remember to clear from the right.
 - i. After the course has been cleared, repeat the process for any additional courses.
 - j. If dessert is being served with coffee:
 1. One team member will serve the dessert while the other team member serves coffee.
 2. If a guest does not want coffee, flip the coffee mug upside down. When you are refilling coffee you will not have to ask, just refill the cups that are right-side-up
 3. Complete dessert service one table at a time with your teammate.
3. After dessert, maintain the tables for the duration of the event by refilling beverages, clearing unused plates and glassware, and assisting guests with any other needs
4. At the end of the event:
- a. Follow the instruction of your supervisor to breakdown and clean up.
 - b. Do not stop “serving” during this time. It is important to start breaking down and cleaning up but you cannot forget that you have guests that still require service.
 - c. Remember that you want to end on a high note. Don't let the guest leave thinking that service was great in the beginning but fell off in the end. *UNTIL THE VERY LAST GUEST HAS LEFT THE VENUE, THEY ARE YOUR NUMBER 1 PRIORITY.*

Stations

This type of service is used occasionally by Katherine's. Station can either be self serve or chef attended. The idea behind stations is that guests can stroll throughout the event and try different varieties of food.

When stations are not attended by a chef:

1. Each station will have a server designated to it. The server will treat this station in the same manner as s/he would a buffet.
2. The server should be prepared to answer questions about the food at his/her station and explain the other station available to the guests.

If the station is chef attended:

1. The server will maintain the buffet and assist the chef with anything s/he may need.
2. The chef will be the one who has the majority of guest interaction.

Types of Stay-Through Events & Styles of Service

Passed Hors d'Oeuvres

More often than not, this is a service that is offered in addition to another service style. Usually we will see passed appetizers during a cocktail hour prior to dinner service. On rare occasions an event will be entirely passed.

Passing

1. If you are assigned to pass you will need know:
 - a. The formal name of the item that you are passing.
 - b. The main ingredients of the item you are passing.
 - c. The name and ingredients of any sauce or garnish with the item.
 - d. Any potential allergens.
2. Most of the time there will be chef present to plate the hors d'oeuvres. If there is no chef the supervisor or event manager will platter them
3. Always carry the platter in one hand and a napkin swirl in the other hand.
4. Keep the platter balanced on your hand and wrist. Do not wrap your thumb around the edge of the platter, unless you are passing cones.
5. When you are on the floor
 - a. Walk around the room at a slow pace.
 - b. Do not "sell" your Hors d'Oeuvre to the guests. You do not want to be intrusive. This will only make you and the guests feel uncomfortable.
 - c. Pay attention to body language and eye contact. Approach people that seem interested in what you have.
 - d. Once you have captured a person's attention, you can introduce your item and offer it to any others in the group.
 - e. After you have served your item to the person/people, continue casually strolling through the room, strategically walking close to people that you know have not tried your item or that really enjoyed the item.
 - f. Make sure you cover the entire event space.
 - g. Do not stand in one place.
 - h. When your tray is 2/3 gone, begin making your way to the BOH. Do not let your tray get empty.
 - i. If people do not seem interested in your item anymore, communicate with your supervisor. You may need to switch items or slow your pass.
6. You may start to feel like you have already passed to everyone. Do not stop passing! Continue walking around the event space until your supervisor pulls you from the floor.

Silent Serve

This is a distinct style of serving a plated meal. It requires a high level of showmanship and excellent timing. We do not do many events in this style because of the number of service staff that is required to execute it successfully. However, it warrants recognition.

Everything prior to service is exactly the same as a plated or family style service. Teams are assigned with a minimum of 4 team members. Each team will have a team leader. This person will walk in front of the other servers and set the timing for the rest of the team.

Types of Stay-Through Events & Styles of Service

Silent Serve – con't

When the course is launched from the BOH, each team member will take 2 plates (one in each hand) paying attention to plate orientation. You want to make sure the plate is ready to be dropped for the proper presentation. All team members follow, in a line, behind the team leader who will lead the team to the table that they are serving.

Pay close attention to level at which the plates are being held. Keep your elbow bent and the plates just under your shoulders. Make sure you are walking erect and smiling. Again, this is very much about showmanship. You are not just delivering the meal; you are performing for the guest. When the team leader stops, the server behind him/her will skip one guest and stop behind the next guest. The next server will also skip a guest and stop behind the next guest, and so on until all the servers are surrounding the table.

If there are 10 guests at a table then there are 5 servers around the table; a server behind every-other guest. On the team leaders cue, all the servers place the entrée in their left hand in front of the guest, on the left side of the guest, then walk to the right (counter clockwise) to the next guest while passing the plate in your right hand over to your left. Stand behind the guest and look to the team leader for the cue to drop the plate. All servers follow the team leader off the floor. Repeat until all tables are served.

Other Service Positions

These are other position that you may sign up for, or be asked to perform these tasks by your supervisor.

Expeditor (Expo)

This is the person that facilitates the dinner service. You are the liaison between the chef's and the servers. You will, more than likely, do this in conjunction with another role during an event. For example you may be assigned to porter and expo.

How to Expedite

1. Create a launch order. This is the order in which the tables will be served.
 - a. Be sure to rotate sections so that the servers have enough time between tables to serve their table before their next table is ready to launch.
 - b. Make sure you know where all the special meals / dietary restrictions are and communicate those to the servers and the chefs.
 - c. Be sure to know where the VIP tables are or the tables that need to be served first.
2. Launch the food in the order you have designated
 - a. Call the required entrees to the chef and assemble the plates on the trays. Make sure you have any accompaniment and garnishes ready on the trays.
 - b. Place one tray card on each tray and send the two trays out at the same time.

	Beef	<u> 2 </u>
	Chicken	<u> 3 </u>
	Veg	<u> 1 </u>
	Guests:	<u> 7 </u>
	EXPO: Joe	TABLE: 12

Other Service Positions

How to Expedite – con't

- c. Repeat for each team/table until all the tables have been served.
3. Help the servers fix problems that may arise with service.
 - a. A server may have the wrong entrée or have delivered to the wrong table. They might come back with an unknown allergy or special request.
 - b. Work with the chefs and servers to troubleshoot any surprises.
4. Keep track of the time make sure you and the servers are working at a steady pace.
 - a. You will need to have a sense of urgency but DO NOT RUSH. You will make careless mistakes and complicate service if you try to rush.
 - b. If you have trays to launch but servers are not ready, either you are going to fast or the servers are not going fast enough. Try to slow your pace slightly while encouraging the servers to pick up the pace.
5. After dinner service is complete, transition into you other role for the event.

Bartender

If you have signed up for this shift then you already know the basics of bartending. There are some policies and procedures that are unique to catering with Katherine's that you should be aware of.

Read the notes very carefully. You will find the following information:

1. Types and amounts of alcohol being served
2. Where the alcohol is being delivered (to KCI or onsite)
 - a. Make sure you read the menu carefully
 - b. If the alcohol is being delivered to KCI, it will be in and/or outside the beverage cooler.
 - c. Compare the packing slip with the event sheet to make sure you have the right alcohol and the quantities are correct.
3. Instructions for left over alcohol.
 - a. If you are leaving the alcohol with the client, be sure to communicate with the client regarding where they would like the left over alcohol stored.
 - b. If you are bringing the alcohol back to the warehouse. Use the inventory tags located in the warehouse to label the alcohol with the Date, Event Number, Client Name and Event Planner. Make sure the supervisor has an accurate inventory of the left over alcohol. S/He will record it in his/her paperwork.

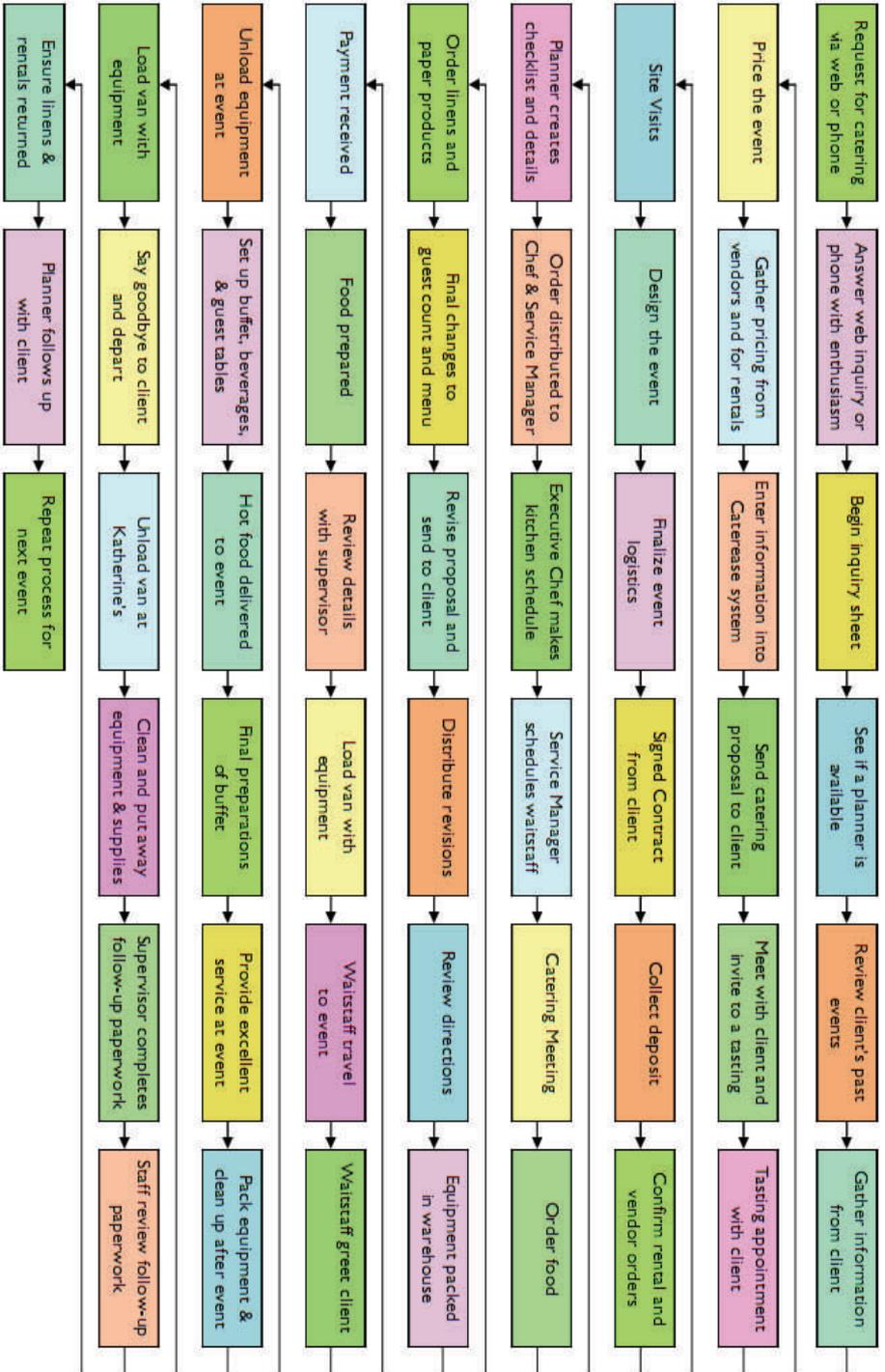
Know what the correct serving sizes for the drinks you are making. DO NOT OVER POUR. Use the following guidelines as a reference. There are exceptions to this; however it is the general rule of thumb.

1. Wine: 6 oz
2. Highballs: 1 oz liquor
3. Cocktails: 1 oz liquor, ½ oz liqueur
4. Martini: 3 oz liquor (max)

Do not serve anyone under the age of 21. There are NO EXCEPTIONS. You are required to check ID of anyone who looks under the age of 40. This applies to events in a person's home. You are legally obligated to respect the drinking laws whether in a public or private setting.

Do not over serve. You have a legal obligation to refuse service to individuals that are intoxicated. If you have any questions or concerns do not hesitate to talk to your event supervisor or event manager.

Event Process Flow Chart



Service Cheat Sheet

Served Dinner Etiquette

Serving:

- Serve children, women then men (in that order, unless there is a guest of honor, who would get served first).
- Serve from the LEFT, clear from the RIGHT.
- For placement of dishes, note the way the Chef wants the food to be presented in front of the guest.

Clearing:

- Wait until everyone at the table has finished before clearing a course.
- Take the time to groom the table before each course (ie. remove salt and pepper when dessert course is next).
- Always keep dirty plates as far away from the guest as possible.
- Using a trayjack, separate leftover food from flatware and plates to make it easier to clear.

Coffee:

- If a guest declines coffee, flip the coffee cup upside-down. Do not remove it.
- Never touch the coffee spout to the guests cup.
- Catch drips with a linen napkin.
- Pur until 3/4 full, to make room for cream and sugar.

Uniform Checklist

black pants	corkscrew
black tuxedo shirt or polo shirt	matches
black socks	pen
black nonslip shoes	minimal jewelry
black apron	hair tied back
black belt	mustash/beard trimmed
nametag	

Wine Service

Pouring

Cut seal with knife. Remove foil completely from neck of bottle. Insert the worm of the corkscrew into the cork, using your finger as a guide and twist. Using the corkscrew lever, pull cork straight out, with as little of a POP as possible. Hold bottle by thumb hole, with one hand and label facing the guest. If you must use two hands, rest the bottle neck gently on your other hand. Touching the base will warm the wine.

Red Pour – 4 to 6 ounces | White Pour – 3 to 4 ounces

Over pouring warms the wine and impairs the flavor!

Cocktails vs. Mixed Drinks

Cocktails

Style: Short, served up
Mix Method: Shake or Stir
Glassware: Cocktail glass
Examples: Martini
 Sidecar
 Manhattan
 Cosmopolitan

Mixed Drinks

Style: Tall, over ice
Mix Method: Ice Down Pour or Speed Shake
Glassware: Rocks glass or Highball glass
Examples: Rum and Coke
 White Russian
 Tom Collins
 Long Island Iced Tea

Making a Cocktail or Mixed Drink

Shake

Fill glass with ice and add liquids. Place cocktail shaker over the top to create a vacuum. Shake rapidly, close to your face and over your shoulder. Tap the side of the shaker to release vacuum. Strain and pour in a COCKTAIL glass. Us when mixing 2+ liquors or juices. Example: *Cosmopolitan*

Stir

Fill glass with ice and liquids. Hold the bar spoon vertical and roll between fingers for 3-4 seconds. Strain and pour in a COCKTAIL glass. Use when mixing 1-2 liquors. Example: *Martini*

Ice Down Pour

Fill ROCKS or HIGHBALL glass with ice and liquids, then garnish. Use when mixing 1 liquor with carbonated beverage. Example: *Rum and Coke*

Speed Shake

Repeat process for shake method, but only shake back and forth once. Strain and pour in a ROCKS or HIGHBALL glass. Float carbonated liquid, if necessary. Use when mixing liquor and topping with a carbonated beverage. Example: *Long Island Iced Tea*

Most Requested Cocktails

Manhattan

1.5 oz bourbon
 .75 oz sweet vermouth

Stir, garnish with cherry.

Cosmopolitan

1 oz vodka
 1/2 oz triple sec
 1/2 oz lime juice
 1/2 oz cranberry juice

Shake, garnish with lime wedge.

Tom Collins

1.5 oz gin
 2 oz sour
 club soda, to float

Speed shake, garnish with cherry and orange.

Long Island Iced Tea

.5 oz vodka, gin, rum, tequila, triple sec
 1 oz sour
 coke, to float

Speed shake, garnish with lemon.

Martini

1.5 oz gin
 .75 oz dry vermouth

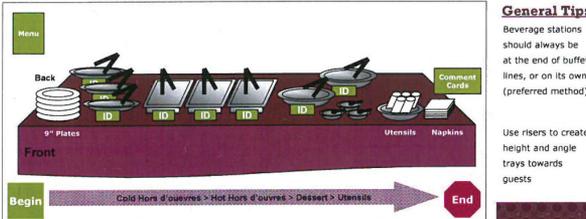
Stir, garnish with olive.

Dirty Martini – add a splash of olive juice.

Vodka Martini – substitute vodka for gin.

Addendum I

Small Bites



General Tips
Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

Use risers to create height and angle trays towards guests

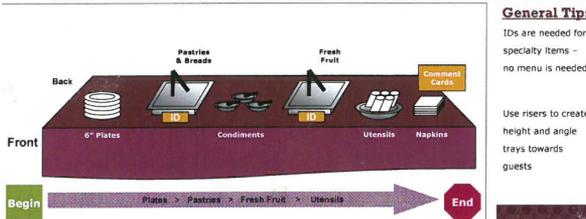
Key Small Bites Standards

All platters, bowls, and other service ware should be clean, matching, and undamaged
Lids should be removed prior to start of event
Chafers should be lit 5 minutes prior to food placement

General Buffet Standards

Inserts should be removed and replaced with fresh product – never “dump” product into chafers
Hot boxes should never be in view of guests
Use menu signs for hot buffets and ID tags for individual food items
Utensils should be appropriate to the food item

Cold Breakfast Set Up



General Tips
IDs are needed for specialty items – no menu is needed

Use risers to create height and angle trays towards guests

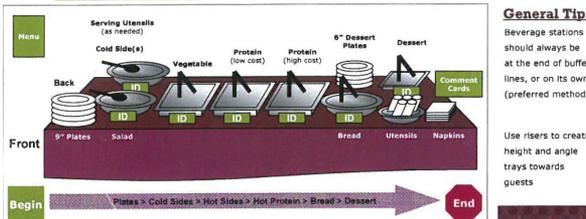
Key Cold Breakfast Standards

Add appropriate condiments:
• Muffins – butter, jam
• Croissants – butter, jam
• Bagels – butter, jam, cream cheese
• Scones – butter, jam
• Pastries – butter, jam

General Buffet Standards

ID's are needed for specialty items – no menu is needed for this set up
Fresh fruit should always be served cold
Offer a variety of pastries, muffins, breads, etc. – reference the acceptability or production factor for serving size

Hot Entrée Buffets



General Tips
Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

Use risers to create height and angle trays towards guests

Key Hot Buffet Standards

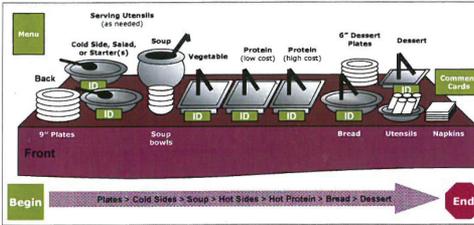
All chafers should be clean, matching, and undamaged
Lids should be removed prior to start of event
Chafers should be lit 5 minutes prior to food placement

General Buffet Standards

Inserts should be removed and replaced with fresh product – never “dump” product into chafers
Hot boxes should never be in view of guests
Use menu signs for hot buffets and ID tags for individual food items
Utensils should be appropriate to the food item

Addendum I

Hot Entrée Buffets with Soup



General Tips

Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

Use risers to create height and angle trays towards guests

Key Hot Buffet Standards

All platters, bowls, and other service ware should be clean, matching, and undamaged

Lids should be removed prior to start of event

Chafers should be lit 5 minutes prior to food placement

When soup is served, the soup tureen and bowls should be placed to the right of the cold side item or salad

Soup spoons should be placed with other utensils

General Buffet Standards

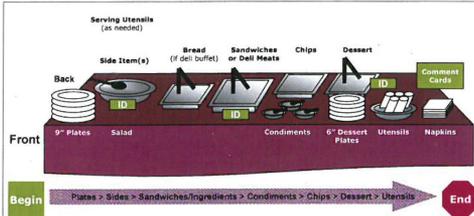
Inserts should be removed and replaced with fresh product – never “slump” product into chafers

Hot boxes should never be in view of guests

Use menu signs for hot buffets and ID tags for individual food items

Utensils should be appropriate to the food item

Sandwich and/or Cold Deli Platters



General Tips

Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

Use risers to create height and angle trays towards guests

Key Sandwich Buffet Standards

Sandwiches should be cut in half and grouped on tray

For deli buffets, bread should be placed before meat

General Buffet Standards

Please refer to the recipe or Operations Binder for condiments

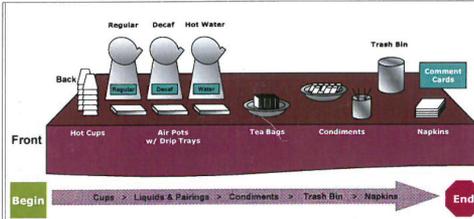
Some specialty sandwiches do not need sandwich condiments

ID's are needed for side items, sandwiches, and desserts

Utensils should be appropriate to the food item

Addendum II

Hot Beverage Set Up



General Tips

Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

No height (risers) are needed for this set up

Key Hot Beverage Standards

Preheat hot liquid containers with hot water to maintain coffee temperature throughout service

Use coffee guidelines in Coffee Calculator to provide the appropriate amount of selection

A minimum of 2 types of tea flavors should be offered

Set tea using the following ratio:

- Under 20 guests = 3 tea bags per 10 guests
- Over 20 guests = 5 tea bags per 20 guests

General Buffet Standards

Condiments consist of:

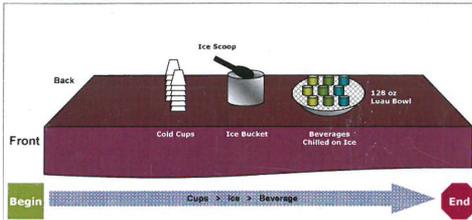
- Sugar
- Sweet & Low
- Equal
- Creamer
- Stir Sticks

Even if flatware is available, always supply stir sticks for ease to guest

Use ID tags for coffee service

Test dispensers for age and temperature before leaving

Pre-Chilled Beverage Set Up



General Tips

Beverage stations should always be at the end of buffet lines, or on its own (preferred method)

No height (risers) are needed for this set up

Key Pre-Chilled Beverage Standards

Allow plenty of ice per person:

- Small bucket serves up to 8 people
- Large bucket serves up to 12 people

Verify assortment on Cold Beverage Chart

General Buffet Standards

The standard % ratio is 1.1% of guest count for drinks

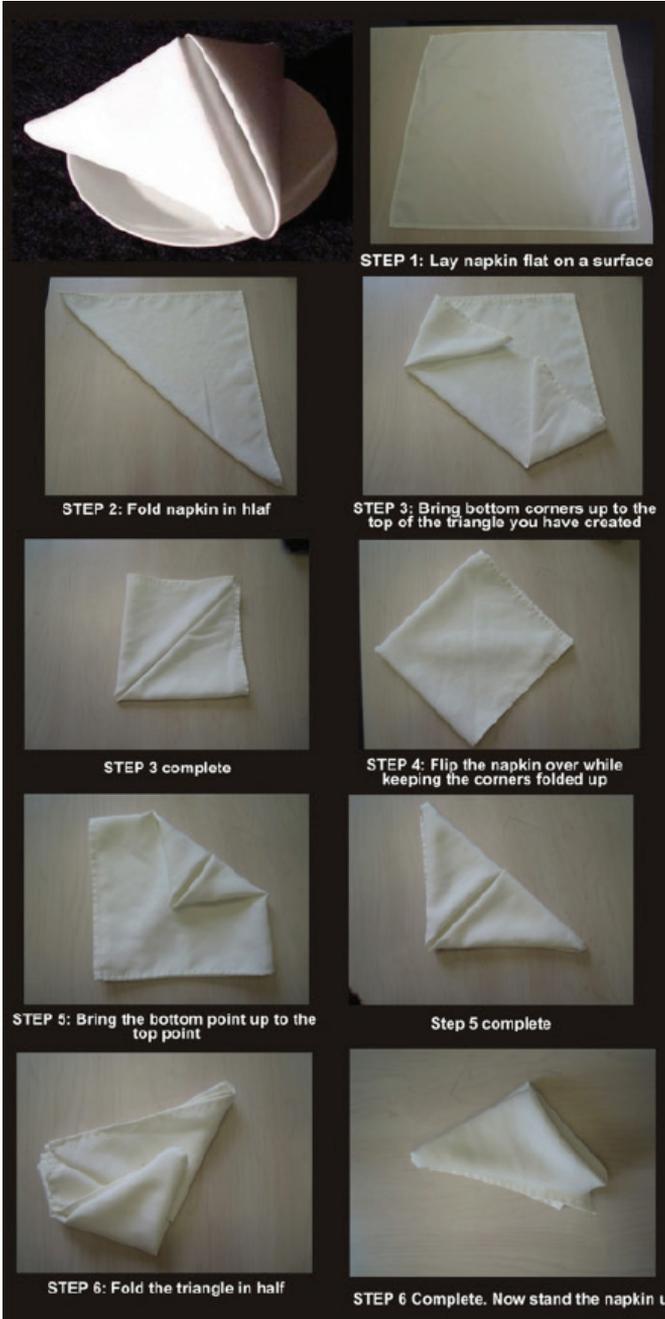
Cups should be placed upside down to keep dirt from getting inside

No ID's or menus are needed for this set up

Group like beverages together and face forward so that all labels are in the same direction facing the guest

Addendum III

Pyramid-Fold:



Addendum III

Tri Fold:



Pocket Fold:

Step 1

Lay the napkin face-down in front of you.

Step 2

Fold the napkin in half and orient the open end toward you.

Step 3

Fold the napkin into quarters. Orient the napkin so the open corner is facing away and to the left.

Step 4

Fold the top-most layer of napkin in half diagonally and press it down.

Step 5

Turn the napkin over so that the open corner is now facing away and to the right.

Step 6

Fold the right-side back about 1/3 of the way and press it down.

Step 7

Fold the left-side back also about 1/3 of the way and press. Tuck corner into the triangle pocket on the lower right corner.

Step 8

Flip it over, straighten it and insert the silverware

