



Helpful Service Hints and Safety Guidelines Handbook

Current Office Locations at www.partystaff.com/contact.html
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Terms and Conditions of Employment

Welcome to The Party Staff, Inc. (hereinafter "The Party Staff" or "the Company"! We are pleased to have you as part of our team. At the time of your hire you will be provided with a copy of the Company's Employee Handbook. Please refer to your Employee Handbook for the terms, conditions and benefits of your employment. These Helpful Service Hints and Safety Guidelines outline the practical considerations of your day-to-day work, awareness of safety hazards and instructions for service, but do not replace the provisions of the Employee Handbook. To the extent that there is a conflict between the two, the terms of your Employee Handbook shall govern. This Helpful Service Hints and Safety Guidelines Handbook supersedes all prior oral and/or written policies on the subject matter contained herein. Accordingly, please discard any and all copies of previously issued policies.

Working with The Party Staff - Event Tips

Listed below are event issues staffers have brought to our attention and we feel would be helpful to share with you. It is up to you to use your professional judgment in every situation and be able to adapt to new methods of doing things. No two parties are exactly alike, so your flexibility and willingness to accept new challenges is critical. Find out what the client or captain needs and take the initiative. Variety is one of the attractive benefits of being a Party Staff member.

A key attitude to take towards events is to remember the times you have received great service; what the individual did to make it happen and how it made you feel. Remember this, and you can give your guests the same superior service experience. You need to function as a sort of psychologist, and be able to size up the needs of your guests and adjust your service to meet their needs. All these rules of service, ranging from wearing the proper attire to why you serve from the left, work to support this goal.

- Before leaving for the party, make sure you are in the appropriate attire and map out your route to the party to find the quickest way there. Bring the waiter kit (corkscrew with foil cutting knife, lighter and pen) we assigned to you at orientation, and your assigned bar-kit if you are scheduled as a bartender. Make sure you have change handy for parking or money for public transportation. Check your messages and your calendar on our website well before you leave for an event to check for possible last minute changes on your event.

- Don't be late! Part of The Party Staff's reputation is based on our staff's promptness. If you are late (even just a few minutes) the client may panic and this starts your relationship off on a bad note. An extra cushion of time allows for potential direction or parking problems. Remember, the first time you go to a new location may be confusing.

- If you are going to be more than 10 minutes late, immediately call the office, or emergency line, or as a last resort call the client. Heavy traffic is not an excuse for being late.

- You should always eat before leaving for the party. It is a good idea to bring a snack and some water with you, just in case. Frequently, the caterer or host will offer you food, but you cannot count on this and nothing is worse than being hungry and having food you can't eat in front of you.

- Party Staffers service all aspects of the event from set up to breakdown.

- Introduce yourself to the Party Staff captain or lead, and try to meet the rest of the staff when you arrive.

- Always consider set-up time a precious resource. The more we can get done before an event, the less we have to worry about during and after the event. Remember to take the initiative and find things to do. If you are unsure, immediately ask your supervisor. You must continue to keep yourself busy at events or the client may put you on their refusal list for just standing around doing nothing. Be proactive!

- One of our highest goals as servers is to allow the host/hostess the freedom to enjoy the guests. Reassure the client that you are there to make things go more smoothly. Be friendly, courteous and energetic. Smiling and maintaining a positive attitude is a great way to make others feel comfortable and helps keep your spirits up too.

- The client, captain or caterer should go over all details with you about what needs to be done and the approximate timeline. All Staff should become familiar with the party area: where the food is to be served, the location of the kitchen, bar, rest rooms, etc.

- Find out where the necessary items are that might be needed during the party; trash bags, ice, food to be served, cups, plates, silverware, set-up, and serving utensils. In some cases, you may need to explore and find the supplies yourself. In general, get as prepared and organized as possible before the guests arrive.

- Captains and clients alike appreciate when you regularly check in to see how you can help. Make sure you finish the duties assigned to you.

- Always keep the party area very clean. Bus all plates, napkins, and glasses. Keep the buffet table clean, food replenished, and clean plates and silverware available. Trash cans and ashtrays should be emptied frequently, and all trash removed from the floor and put in the proper place. Be sure to double line trashcans and avoid taking trash out in front of guests.

- Slow times are a great time to check on details, refill drinks, empty ashtrays, and pick up trash. Be sure to circulate to all areas of the party and make sure everything is under control. It is a good idea for the Captain to occasionally check with the host/hostess to make sure everything is going smoothly and alleviate any unforeseen complications.

- If you are assigned to stand at attention on the floor or at a bar, always stand up straight with your hands behind your back. Do not sit down or lean against the wall and never put your hands in your pockets while on the floor. Keep conversation with the other staff members to a minimum and related only to the event at hand.

- Bartenders are expected to also help with other event duties if their bar is slow. They are to help others with set-up and break down if their bar is finished.

- When you are near the end of the party, it is your responsibility to make sure all the dishes are done and put away, the kitchen is cleaned and wiped down, and the party area is restored to order. Depending upon what the host needs, you may need to assist in breaking down the party area, i.e. removing tablecloths, folding chairs, breaking tables down, etc. If you are using rented dishes, they must be rinsed and put away.

- Ask if the client would like any of their dishes or glasses to be washed by hand.

- Always leave the party scene cleaner than you found it!
- The Captain and staff should check with the host at the end of the evening to see if everything was satisfactory and make notes. If they were extremely satisfied or dissatisfied with our services, ask them to call, e-mail or write the office.

At the Event - Event Management

Working With Your Captain

The mission of a Party Staff Captain is to insure the success of an event. A Party Staff Captain or lead person will be present at most events and is the first person you should find when you arrive. The Captain obtains event information from the client and will delegate duties to each member of the staff. If you have any questions or problems, inform the Captain and he/she will go to the client.

Your Captain will guide you throughout the party; however, being a good team player you should take initiative and always find things to do on your own. In addition, you are responsible for signing in and out with the Captain, including for meal break periods. Failure to do so may result in errors in your paycheck, or accidentally receiving no payment at all. If you ever have a problem with your Captain, or a personal issue that does not require immediate attention, you may call us at the office after the event to discuss the situation confidentially. However, in a serious situation or one in which you experience or witness harassment or discrimination, you should contact us even during an event as discussed in our handbook.

Becoming a Captain

Captains for The Party Staff are paid a higher wage because they have demonstrated dedication and leadership abilities. They also get first priority to work. How can you become a Captain?

- Work hard, take initiative and be a model Party Staffer
- Build positive relationships with our clients and staff
- Make a point of learning new skills and the different styles of service
- Exhibit leadership, organizational, and communication capabilities
- Handle any and all problems with responsibility and good sense
- Attend our paid leadership class

Please let us or your Captains know if you are interested in becoming a Captain and ask for additional information

Working with Client Management

If you are new to The Party Staff, **NEVER** volunteer to the client that this is your first party with us. It may make them nervous. Always assure the client of your experience and that you can handle anything that you are asked to do (but ask for additional instruction from your

Captain if necessary). Clients feel more comfortable with staff that are professionally experienced, competent and confident.

If you are working with a catering company, their staff and Captains are also your Captains and you should follow their instructions. Remember anyone (from the dishwasher to the owner) who works for the catering company deserves our full respect and cooperation. This is a touchy area as some catering staff may look at you as an outsider, so you should be as friendly and helpful as possible.

It is always best to follow the chain of command. If you have any questions ask your Party Staff Captain first. Try to avoid approaching the owner or manager of a catering company during the event, as they are under a great deal of pressure. They should only be approached as a last resort if your Captain is not available and the issue at hand is important.

Due to the pressures of getting food out on time, the kitchen personnel or the owner may be short with you. Please don't take it personally. Please understand the pressures placed upon catering staff and how it may be reflected in their dealings with you. It is our responsibility to handle ourselves in a professional manner and make our client's event run as smoothly as possible.

The Host/Hostess or caterer may seem a bit nervous at first, but this is natural and should not be taken personally if you are doing your job well. Clients always appreciate a "can do" attitude. The question, "What can I do to help?" is music to their ears.

Promoting The Party Staff or Party Staff Clients

Promoting the Client (Industry booking) - Corporate or Caterer Bookings

These are the majority of events we do. When we are working with a caterer or an event planner, we will usually be considered part of their team and should promote them. Remember that the more work they get, the more work we can obtain for you. Ask the client for some of their cards to give out. We are there to enhance their image. Most caterers prefer us to tell the guests we work for them and **not** The Party Staff to avoid confusion (i.e. if we are working at the Opera Center we are "Opera Center Caterers" for that day). Your Captain will let you know if you are unsure. Please ask before the event begins.

Promoting The Party Staff (Direct booking) - Residential Bookings

For most smaller events (residential) or events where the Party Staff is booked directly by the host, part of your responsibility as a staff member is to participate in the promotion of The Party Staff. When you promote our company there will be more work for everyone! Make sure you have plenty of Party Staff business cards with you for these events. Often the guests are party givers themselves. When they see you being particularly helpful, they will ask about you and the service for which you work.

If someone asks about our service, you can say, “We are a professional event hospitality personnel service, which provides servers, bartenders, and kitchen help for corporate events, residential parties, and are subcontracted by caterers and party planners who need additional staff”.

If the client compliments your work, make sure they know your name, so when they give us feedback you can be added to their request list for future events. We love to hear from happy and satisfied customers and may reward staff members with increased ranking and work. Always keep in mind that in order for you to maintain a positive working relationship with The Party Staff, we need to hear positive feedback from Captains and clients about your performance at each party. Keep in touch — we enjoy hearing about your experiences in the field.

The Party Staff Billing Rate Breakdown

Some staff may have a concern about the rate we charge our clients vs. the rate we pay the staff. In order to create an understanding of our fees and costs please review the following breakdown of Party Staff finances.

Up to 85% of the hourly fee we charge our clients goes back to you in the form of wages, taxes, and insurance. Your hourly wage, government taxes for your social security and unemployment insurance, workers compensation insurance (which is protection to cover you in case of injury on the job) and processing your paycheck are just some of the costs we incur to employ you.

What’s left over goes to pay the bills at The Party Staff, such as:

- Office Rent;
- Advertising & Marketing to bring in more work for staff;
- Office administrative and executive staff salaries;
- Office equipment (computers, copying machine, phone lines, etc.);
- Office supplies;
- Corporate taxes;
- \$5,000,000 in liability Insurance to protect our clients and you, our staff.

As you can see from this information, the staff, our most important asset, gets up to 85% of the fee billed to the client. The remaining 15%+ goes to keep The Party Staff in business and serving our clients to the highest degree possible. Also, you will always be paid on scheduled paydays even if our clients take longer to pay us or even if they don’t pay at all!

The Party Staff is also in business for you - to act as your one stop center for a variety of great catering jobs.

Job Safety Policy

Every employee is responsible for the safety of themselves as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times. To promote the concept of a safe workplace, The Party Staff maintains an Injury and Illness Prevention Program. A description of the Injury and Illness Prevention Program is available for review by employees in the main office.

Report all accidents or injuries to your Captain immediately—even if they do not seem serious at the time. We provide Workers' Compensation insurance while you are on the job, but you may be personally billed for medical treatment unless you follow the proper procedures.

Of course, if the injury requires immediate attention, get to the hospital first and worry about the paperwork later. In any case, contact The Party Staff office the next business day and make sure we have received all the information, as your claim may be delayed or denied if you do not make a prompt report.

In order to maintain a safe working environment, follow these policies:

- Read, be familiar with and follow all safety measures presented to me in these Guidelines, at training and at the time I am hired.
- Report any unsafe conditions or potential hazards to your Captain immediately at the event and to the Staffing Director on the next business day
- Report any accident or injury which occurs to yourself, a fellow employee or a guest, to your Captain or other management representative immediately
- Read and follow operating instructions on any equipment you may use
- The Party Staff employees are not allowed to drive any vehicles while working events.
- Do not participate in any type of horseplay at any job.
- Keep your copy of The Party Staff policies and procedures booklet to review when requested.

Know How to Prevent Electrical Accidents.

- Inspect Cords: Ensure that no plugs or insulation are broken or frayed. Keep cords away from rough, sharp, hot or greasy surfaces.
- Make sure plugs are grounded. All equipment should have three prong plugs or be insulated.
- Be alert for trouble signs: If a machine overheats, smokes or sparks, or if you feel a slight shock, unplug it immediately and inform the manager or client.

- Water plus electricity equals trouble. Don't touch electrical equipment if you are in or near wet spots.

Know How to Prevent Falls

- Pick up everything spilled or dropped on the floor. Liquids, paper, even flower petals can be dangerous.
- Pull, don't push, wheeled vehicles through doorways so you can lead the way and see where you are going.
- Always use handrails for extra support when going up or down stairs
- Keep carts out of the way so they won't create obstacles to others.
- Be alert for anything that's in the path of traffic or that makes walking hazardous.

Falls Can Be Eliminated If You. . .

- Use a stepladder for out-of-reach things. Chairs, crates and other makeshift ladders cause trouble.
- Watch your step. Don't read while walking and don't obstruct your vision with high loads.
- Walk at a safe speed to avoid falls.
- Be careful as pant cuffs that are too long, leather heels and untied shoelaces can cause falls.
- Wear sensible shoes with non-skid soles and moderate height rubber heels.
- Never, under any circumstances, leave articles on stairs or in a passageway.

Preventing Cuts

- Sharp objects should be wrapped in cloth or paper before you transport them – store in a separate place.
- Don't try to catch a sharp or breakable item if it falls. Pick it up or sweep up the pieces afterwards.
- Wastebaskets may contain broken glass or other sharp objects. Don't reach in while emptying.
- Broken glass is a common danger on restaurant floors. Sweep it up and promptly dispose of it in proper receptacle.
- Use scoops or gloves, as required, to handle chemicals, hot materials, sharp objects, etc.

- Catching fingers in doors and drawers is an ever-present danger. Be sure to use the handles.

Avoiding Fire Hazards

- Do not smoke at any events.
- Inspect your work area and equipment frequently. Report unsafe conditions.
- Avoid piling trash and other flammable material and keep fire exits clear.
- Use extra caution around gas flammables and oxygen equipment.
- Know what to do in case of fire.
- Know evacuation plan.
- Know where alarm boxes are located.
- Call 911 if necessary.
- Know where fire extinguishers are located.

Know the types of fire extinguishers

Class A - for wood, paper, textile fires

Class B - for flammable liquids and gas

Class C - for electrical fires

Some extinguishers can be used for more than one type of fire!

How to Lift Safely

- Always use your legs, NOT YOUR BACK, to lift heavy objects.
- Size up the load before trying to lift.
- If something is too heavy for you to lift safely, ask for help. Remember you are part of a team.
- Don't try to lift or move more weight than you are capable of safely handling.
- Check for splinters, nails etc. before picking up items
- Check the load for stability—you don't want the weight to shift while carrying it.
- Make sure the contents are protected from breakage.

GET SET

- Feet comfortably parted (one behind the other)
- Knees bent in sit down position
- Back straight (not necessarily vertical)
- Arms tucked in
- Load close to body
- Chin tucked in
- Grasp with whole hand

LIFT

- Lift with legs, not your body.
- To set a load down let leg muscles carry it down.
- Make certain toes and fingers are clear.

MOVE

- Elbows and arms tucked in.
- Load close to body.
- Look where you are going.
- Shift feet to turn - don't twist body.

Carrying Oval Trays

- Approach and face the tray.
- Give the tray a careful shake to check for stability.
- Place thumbs on the tray & forefingers against the tray-stand (to keep the stand from tipping over).
- Pull the tray 4-5 inches toward you.
- Squat beside the tray facing your left.
- Pull the tray toward you, using your left hand while sliding your right hand under the tray (above the tray stand straps).
- Before lifting, check for balance and move your right hand to the balance point.
- Using your legs to lift, stand up straight.
- Adjust tray so it is just off your shoulder but within an inch or two of your neck.
- The tray should be parallel to your line of sight.
- Turn with your legs.
- Check for traffic by looking over your shoulder before walking away.

- Leave one hand free to open doors and to prevent guests or other waiters from bumping into you.
- Don't place a tray stand immediately behind a guest. They won't know it's there and may push their chair back and knock it over.
- Learn to carry trays with just one hand.
- NEVER add anything to a tray that is being carried—it upsets the balance point.

Sanitation

- Keep hot food hot and cold food cold
- People are the most common source of food poisoning

Wash your hands often, and always after:

- Using the restroom
- Scratching any part of your body or touching your mouth.
- Handling raw food
- Bussing dirty dishes
- Eating, drinking or smoking
- Using a handkerchief or sneezing
- Touching anything dirty

If you are ill, call in sick. Guests do not want to be waited on by someone who is sniffing. Please give us as much notice as possible so we can find a replacement.

We expect you to bathe daily and report for work neatly groomed and dressed.

- Nail polish, long or ragged fingernails and excessive jewelry are not permitted.
- Your hair must be fixed so it cannot fall into the food.
- Never touch food or food contact surfaces with your bare hands. Always use tongs, ice scoops, plastic gloves or serving utensils.
 - Handle cups, glasses, silverware and disposables by the base or handle, not the part that touches the guest's mouth.
- Remove chipped or cracked place settings as the cracks and chips can harbor germs and are dangerous.

Alcohol Awareness

Don't Over Pour

Don't Play Bouncer

Don't Get Anyone Drunk

Don't Serve anyone under 21 years of age. Feel comfortable carding any guest who appears to be under 25.

DO NOT SERVE AN INTOXICATED GUEST OR HOST

Treat Alcohol Like Any Other Private Property

- Don't waste it
- Don't drink it
- Don't steal it
- Don't give it away
- Accurately account for inventories

Early Warning Signs of a Potential Problem Guest

- Drinking faster than anyone else
- Insisting on rounds for everyone
- Bringing own bottle
- Extra bottles of wine on the table (taken from empty tables)

Steps to Prevent Intoxication

- Have snacks handy for munching
- Offer alternatives to alcoholic drinks
- Don't push guests to drink
- Ask host or client to help

Recognizing Intoxication

- Slurring words or talking loud
- Becoming withdrawn or sullen
- Drastic changes in attitudes
- Staggering

Handling the Problem

- Don't serve the guest more alcohol.
- Unobtrusively ask your Party Staff Captain, the client supervisor or the host for assistance—in that order. If working by yourself, check with the client or host.
- Avoid embarrassing the client or host, the guest and yourself
- If it becomes necessary, refuse service (because your supervisor is unavailable).

Here are some suggested wordings. Note the friendly tone and the show of concern for the individual:

"I'm sorry, but you shouldn't have another drink, I wouldn't want you to have a problem driving home."

"I could lose my job if I continue to serve you."

"You look tired. Have a rough day? Let me get you coffee or a coke. Another drink might make you sleepy. Wouldn't want anything to happen to you on the way home. Can I get you something to eat?"

Do not use the word "drunk" because it may make the guest angry.

Do not serve an alcoholic beverage to anyone who appears to be intoxicated.

Glossary of Catering Terms

Preface:

The following is a general outline of catering terms and procedures. Since 80% of our business is working with catering companies, it is imperative that you, as a Party Staff employee, familiarize yourself with the information below. The demand for staff that is self-sufficient at off-site catering set-up and break-down is now becoming the norm for our Company. You will be asked on many occasions to perform tasks with which you may not be familiar. If you are unsure of which procedures to follow, ask your Party Staff supervisor or team up with one of your co-workers. Knowing this information will help you to get more work with us and handle the challenges of larger events.

Banquet Table

When setting up any tables, it is important to make sure that the legs are locked into place and that the table is on a stable foundation. Tables that are used outdoors will at times need levelers (small pieces of wood) that are generally provided by the rental company. Care should be taken not to place a table on soft ground as heavy equipment may be placed on the table.

Types of tables

- The standard tables used are 6' and 8' rectangles and 4' and 5' rounds.
- Serpentine (half circle) tables are banquet tables with leg extensions.

Buffet line

A station that features food items at which guests pass through the line, take a plate and are served food. Buffets can also be self-served. Buffet stations are usually set -up with 6'-8' tables with linen, chafing dishes, and other serving dishes and utensils.

Buffet set-up

When asked to set up a buffet station the following may need to be performed:

- A 400 pan is the larger pan in a chafing dish that is to be filled with 1 1/2 inches of hot water. If the 400 pan is used for frying it is not to be covered.
- A 200 pan holds the food that is placed into the 400 pan.
- 4 or 8 quart round chafing dishes need to be filled with one inch of water. These are usually used for sauces or the appropriate accompaniments stationed next to main chafing dishes.
- Chafing dishes need to be filled with water and Sterno or other fuel needs to be placed in the holders underneath.
- Sterno is opened mixed up with a spoon (to last longer) and is lighted 45 minutes prior to food arrival.
- Chafing dish handles are to be wrapped with napkins to protect the server's hands from burns.
- Back-up Sterno: Have at least four back-ups for each chafing dish as each Sterno will last about two to two and a half hours. Also check the Sterno during the event to make sure it is still lit.
- Ensure that kitchen tongs are at the station to change Sterno, as obviously it is hot!
- Always put a small plate under the Sterno area for protection of the table.
- Know where to obtain your back up food supply (see your kitchen manager).

Buffet Serving Utensils

Make sure the station is stocked with the necessary utensils. Ask your kitchen manager which of the following will be needed: tongs, serving spoons, sauce ladles, cooking utensils, etc.

Bussing

Bussing entails the removal of dishes and glassware from the guests' table with a small tray. The dishes and glassware are then taken to oval trays until they are full. When full, trays are then taken to the assigned scullery area. It is best to use one oval

bus tray for glassware and another for dishes. Scraping dishes on the floor is not considered appropriate but may be necessary when time is a factor to clearing the floor.

Dishes/Silverware

Sufficient quantities of plates need to be on the buffet table before the guests arrive. Reserve dishes are to be placed under the table. Different dishes are also placed under the table if the station will be changed to a different type of food during the course of the event. Have sufficient quantities of silverware (if not preset on tables) on the buffet station and in reserve under the table. When silverware is preset on tables, backup silverware is usually placed under the coffee station.

Floor

The area where guests will be seated, also known as the “front of the house”

Grilling

- If grilling is to be done at the buffet station, the two-burner stove needs to have a full sheet pan under the unit to protect the table.
- Sometimes a grill station is set up by using bricks with a cast iron grill placed on top of the bricks. Sterno is used underneath the grill for heat, with a full sheet pan placed underneath to protect the table.
- A fire extinguisher needs to be nearby when grilling or frying is being performed on the floor.

House

Refers to something that belongs to the client’s home or is the equipment brought by the caterer. (i.e. is this house or rentals?).

Lined Trash Can

Should be at every food station. Can be a lined cardboard box. Always double line trash cans.

Linen

- Rental linen napkins, tablecloths, tray jack stand covers, etc. Linen is always separated into trash bags at the end of the event. When napkins are put in a separate bag, a single napkin is tied to the outside of the trash bag to indicate this is a napkin bag. Wet linen is to be placed at the top of the bag to avoid mildew growth.
- There are a multitude of different types of linen that caterers rent. The main ones are 120" long cloths for 8' tables, 90" round for 60" tables and 120" round for 72" tables.

Milk crates

Used to transport rental dishes and are usually taken to the scullery area for repacking dishes. When lined with trash bags, they are sometimes used behind the bar for chilling beverages or as small trashcans.

Propane Tank

Metal canister filled with propane used to fuel ovens. Other uses for propane tanks are: solar heaters, two burner stoves and forced air heaters. Turn clockwise to turn off, counter clockwise to open.

Scullery

- The area assigned for the scraping, cleaning and sorting of used glassware and dishware.

- **Scullery set-up:**

The following are components of scullery set -up:

- Empty glassware boxes
- Dish crates (lined with plastic bag)
- Slush bucket - A receptacle used to empty waste liquids from used glassware. This is usually a container with some type of strainer on top. Not to be used in view of guests
- Containers for silverware (filled with soapy water for soaking)
- Buckets to rinse dishes
- Trash cans (double lined with trash bags) for waste food
- Spatulas for scraping food from plates

Skirting

There are a wide range of skirting techniques but these principles always apply: Skirting in general means to place a cloth on a banquet table or bar to cover the front, sides and at times the back as well. When a banquet table is to be skirted for food display, it is best to ask your Party Staff Captain how the client wants the tables covered (catering companies have different styles of skirting). Some general types of skirting are a gathered box, a pleated box or straight box. As a general rule, none of the table legs should be visible from a guest's point of view and the linen should drape consistently to 1/2" above the ground.

Solar heater

Used to keep outdoor areas warm and usually set up by the rental company. To light, turn the control knob counter-clockwise. If the pilot light goes out, notify your staff supervisor.

Sterno

Canned heat used under chafing dishes to keep food warm. Although there are different types of canned heat, the most common type is the "Sterno" brand. Sterno is activated by prying the lid off with a spoon and stirring the contents (don't spill the clear liquid- it is highly flammable). Another type of canned heat is the wick type that has a blue or red cap. To activate the wick type, gently turn the can upside down (while the cap is on) for a moment to allow more fluid into the wick, then mash the wick down with a spoon slightly and light.

Tea Towels or Bar Mops

White kitchen towels used behind buffet lines, in the kitchen and behind the bar. They are not to be used on the floor in view of the guests.

Transit Box

Tall aluminum boxes used to transport food. Transit boxes are usually used to keep food warm. Sterno may be used to warm the box and care should be taken that food is not overheated. Transit Boxes are also used to chill food when dry ice is placed in them. Never touch dry ice with your bare hands.

Trash Liner

When used for trash they are always double lined with extra bags placed at the bottom of the trash can. Trash bags are also used to line rental dish boxes after dishes have been through the scullery process. Trash bags are also double lined at bar stations where ice is being used in tubs and boxes to chill beverages.

Tray jack

A stand that an oval bussing tray sits upon that is usually covered with linen and placed around the perimeter of the floor.

Two Burner Stove

Tabletop stove made of cast iron used to do display cooking. The two-burner stove is attached to a propane tank.

Under Liners

A small dish placed on a buffet table that is used:

1) To place a serving utensil on 2) to place condiments on 3) under a chafer to protect the table and 4) under anything to protect a buffet table from spills.

Velon

Plastic (usually colored) sheeting material used to cover trash cans, bar tubs or anything unsightly.

Zinc/Plastic tubs

Used in scullery to rinse dishes. Tubs may be placed on top of bricks with Sterno underneath to heat the water or behind the bar to chill beverages.

Catering Personnel

Generally each area of a catered event has a manager or Captain. The following is a list of assignments or staff types:

Buffet Manager

In charge of buffet servers, food runners and overall replenishment.

Busser

Ensures the floor is kept clear of plates, glassware, etc. by bussing from a small tray to a large oval tray and clearing oval trays to scullery area.

F.A.

Refers to a Food Attendant or buffet server.

Kitchen Manager

In charge of all aspects of the kitchen

Head Chef

In charge of food prep

Party Captain

The person in charge of all floor activities who works with the kitchen manager and host or the manager of the catering company.

Runner

The person in charge of food replenishment. Ensures that no food items run out and is responsible for communicating to the kitchen so that food will be delivered as needed on the buffet.

Scullery manager

In charge of set up and break down of scullery.

STYLES OF SERVICE

The Party Staff has always taken pride in the “first class” service given to our catering function guests. In order to continue to maintain this level of service, it is critical that all personnel be aware of and well trained in our service standards. This section outlines the details of our standards for the service of food to our guests at seated meal functions.

1. American

In “American” service, food is plated in the kitchen and placed before the guest. Side

dishes are used for bread and butter and for salad (vegetables are placed on the main dish). The general rule for serving is:

“Serve solids from the left, liquids from the right, and remove soiled tableware from the right”.

Service is fast, and a minimum of training is needed. This is generally the service used in banquets.



American Style Service

2. French

The pattern of French service involves the use of elegant serving pieces (usually silver), the heating and garnishing of food at tableside by a Captain, and the serving of the food on a heated plate which is then served to the guest by a waiter. French service is impressive but requires ample space for using a guerdon, takes more time to complete, and needs more experienced personnel to implement.

Plated entrees are served from the right (may also be served from the left), bread and butter, salad, etc. from the left, beverages from the right. All are removed from the right.

3. Russian

In this service, the food is fully prepared and precut in the kitchen. All courses are served either from platters or from a special dish called a descrier dish. Tureens are used for soup and special bowls for salad. Server places the proper (hot or cold) plate in front of each guest (may be brought into the room separately or on the same tray with the course).

After the plates are placed, the server returns with the tray of food and, going counter-clockwise around the table, serves the food from the guest's left with the right hand. Before the food is served, it is a nice gesture to present the platter of food to the whole party, so they can admire the beautiful arrangement. With this style of service, the server controls the amount served to each guest and has the opportunity to please the guests by giving them the portion they want. The purchase of special serving equipment is required.

To recap: the rule for Russian service is to place empty plates from the right, by going around the table clockwise. Food is served from a platter from the left of the guest, the service going around the table counter-clockwise. Clear from the right, going counterclockwise.

A simpler form (generally used in hotels) is to place plates from the left, going around counterclockwise.



Russian Style Service

4. Butler

This service is somewhat similar to Russian service. The main difference is that the guest helps him or herself from the tray, which the server holds. This requires additional portioning, in case the guests take more than their share. For this reason, it is not a practical service in terms of cost.

5. English

English service is similar to Russian service and to the familiar “family style” service. Food is brought to the table on a tray, presented to the host, who either cuts the food him/herself or chooses to have it done by the server, away from the table. A good example is a whole turkey or roast beef. Additionally, vegetables are placed in bowls on

the table for guests to help themselves. This service is not in general use anymore.

6. Combination of American, French and Russian Service

The most common service in hotels is a combination of the elegance of Russian and French service used for in-room preparations, (tossing salads, serving soups from tureens, carving and slicing entrees; and garnishing desserts) and the simplicity of American service. The best of each service is used, performed by a single waiter or team of waiters. In this way, it is easily possible to create a memorable dining experience. Regardless of the specific type of service used, the basics of consistency, quality and hospitality never go out of style.

ORDER OF SERVICE:

Dinner

Order of Guest Service

- *Please Note: Always* serve the woman first.
- For smaller dinner parties, the host and hostess are served last.
- For larger parties (thirty guests or more), the honored guest or bride and groom are served first, then the host and hostess table, and then the rest of the guests.
- Dinner functions are generally more leisurely, relaxed affairs, as compared to the other meal periods. The exact order of service can vary greatly, depending on the number of courses, wines and extras included.

The First Course

If a first course is to be served at the table, a place plate is in place or the first course is actually on the place plate. In summer, the first course may be something like salad or vichyssoise; in winter a fish ramekin or hot soup in a bowl, a cup, or a flat plate.

The first course may be served once guests have been seated and have opened their napkins. All serving procedures described are intended to simplify work, save steps, and speed service. The servers come in from the serving pantry or kitchen with the soup or other first course in their left hands. Beginning with the lady at the host's right (never with the hostess), one serves counter-clockwise, ending with the host.

Everything is served from the left. If there is no first course and place plates are on the table, one exchanges the place plates for dinner plates, taking off the place plates with the right hand to the guest's left or right and putting down the hot plate with the left on the guest's left side. Then one brings in the main dish and sets it before the host if it is to be carved. If the main dish is arranged on a large platter, it is carried with the left hand on a clean, folded napkin, steadied, if necessary, with the right. Then the server brings in the vegetables, one dish in each

hand on the serving napkin. One first offers the dish in the left hand, then that in the right. In each dish is a serving spoon and fork, face down with handles toward the person to be served.

Forks may be omitted if the vegetable is something like peas. However, with a vegetable like asparagus or a vegetable that actually needs to be lifted, both implements are provided. Asparagus, by the way, is sometimes offered on a folded linen napkin in the dish if a sauce is to be served separately or it must be well drained before being placed on the platter. Sometimes toast, too, is used as a moisture-catcher for asparagus and should be taken up by the guest when he serves himself and may be eaten.

The dish or platter should be held at a level comfortable for the guest, never too high and never so far to the side as to cause him to twist around in his chair. Sauces or gravies should be served immediately following the dish they accompany. Hot dishes should be very hot, cold ones chilled.

Serving and Removing Two Plates at a Time

In the most formal way of serving, a server brings in one plate at a time, always serving a person from his left, and always removing one plate at a time from a person's right at the end of that course. To speed up service, however, this procedure is frequently changed as follows: a server enters with a plate in either hand. One goes between two guests, lays down the plate in her left hand on the place in front of the guest on the left, and lays down the plate in the right hand on the place in front of the guest on the right. One removes them in exactly the same manner when the course is finished.

Bread & butter plates are cleared from the left side.

Please Note

Before any course, make sure all napkins are unfolded and placed on lap.

Clearing the Main Course Before the Service of Dessert

The server first removes the serving dishes and platters, then the soiled dishes, and finally the condiments. At an informal meal, a wine decanter or bottle may remain on the table. Unused silver is quietly removed to the same small serving tray that will accommodate the condiments. Glasses are never removed during the meal.

Crumbing the Table

The server crumbs the table just before the service of dessert. A folded napkin is used to the left of each guest to brush crumbs onto either a small tray, a clean plate or a "silent butler."

Prior to Guests Entering Room:

- a. Pre-set salt and pepper
- b. Sugar, bread and butter, coffee cup and saucer may be pre-set or, for smaller, more elegant functions, may be served at the appropriate time.
- c. Water glasses are filled
- d. Appetizer may be pre-set
- e. If wine service has been pre-arranged, pre-set appropriate wine glasses

After Guests Are Seated, Server:

- a. Passes butter and rolls and serves from the left.
- b. Pours white wine from the right.
- c. Serves appetizer (if not pre-set) from the left.

NOTE:

If wine has not been prearranged, server may announce (during appetizer course) the entree for the function and inform the guests that a la carte wine/mixed drinks are available.

- d. Clears appetizers from the right.
- e. Serves salad from the left.
- f. Clears salad from the right.
- g. Wine change. (If applicable).

If wine will be served with entree only, host may arrange for guest to be given choice of white or red.

- h. Serves entree from the left.
- i. Check tables to see if additional rolls, butter, water, etc. are needed.
- j. Serves additional wine from the right.

NOTE: If no wine is served, offer coffee at this point.

- k. Clears entree from the right.
- l. Clears salt and pepper, bread and butter, bread and butter plates, wine.

- m. Serves dessert from the left.
- n. Serves coffee from the right and sets cream on table.
- o. Clears dessert from the right.
- p. Clears table, leaving only: water glass, coffee cup, saucer, teaspoon, napkin, cream and sugar.
- q. Cordials served. If pre-arranged, cordials or after dinner coffees may be offered.
- r. Proceed according to scheduled requirements/ instructions.

General Rule of Service

When serving any food or sauce, serve from the left.

When clearing dirty plates, clear from the right.

When serving drinks, wine and coffee, serve from the right.

NOTE:

- 1) Wine glasses should be cleared after each wine course, unless guest requests otherwise.
- 2) Water should be replenished during the meal at anytime the server sees that a guest's glass is less than one-half full.
- 3) The Banquet Event Order may state that a full pot of coffee is to be placed on each table prior to server leaving dining room.
- 4) If the guests will remain in the room after the meal has been cleared, it is a good practice to station a Captain or waiter in the room until the function officially adjourns. This is not only a nice gesture, but can make a critical difference in case of an emergency.
- 5) When the program begins, all trays and tray stands should be removed from the room, not to be brought back until guests leave and final bussing begins.
- 6) Teapots are served on underliners and placed above, and slightly to the right of the beverage cup.
- 7) Cold beverages, such as milk, iced tea, etc., are served to the right of and below the water glass.

Desserts

Are placed directly in front of guests. For pies and wedge-shaped cakes, point should face the guest. If dessert is in the shape of, or has a logo, the logo should face the guest. For special molds, the tip of a heart is down, swan's tail is to the right, etc.

In large banquets, where a service of ten is decorated with a logo or special decoration for a group, the ice cream (usually a bombe or savarin) should be shown to guests (to admire), then portioned and served.

BASIC TABLE SETTING

Pictured below is a basic diagram indicating the relationships of items on the table. Except in unusual circumstances (i.e., several wine courses, etc.) these basic positions should be maintained.

