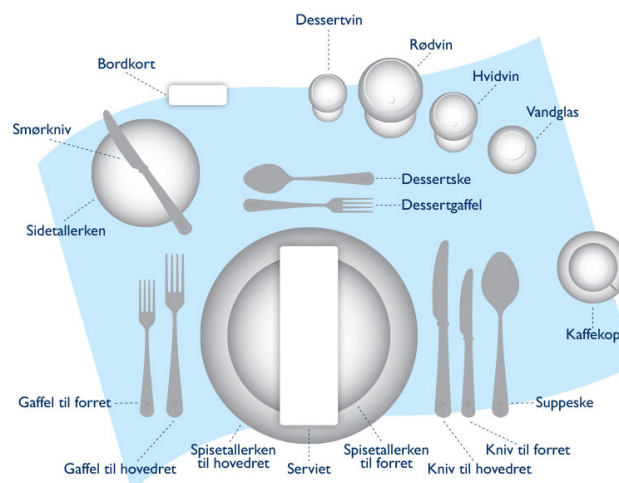


# Dinner Parties Program

The program is guiding and applies unless the customer requests a different procedure. Therefore always start by asking about the customer's needs. Please note that by customer is meant the business partner who has booked us, the guests/company are those present at party.

## **Before the guests arrive**

- Agree who is the go-to person if there is no chief or manager on the job. The go-to person asks the questions to the customer and the company and reports back to the krew, see further below.
- Orient yourself to the venue and find out where the toilets, storage, drinks and various cold rooms etc. are located.
- Ask for a possible plan. If the customer has not prepared one, ask them and write it down on a piece of paper so you know exactly how the evening will go.
- Check that white wine, cava and soda are refrigerated.
- Check that glasses, cutlery and plates are neat and clean, otherwise they must be run through the dishwasher or polished. If possible use an electric kettle where the glasses, cutlery etc. is steamed and dried afterwards with a clean tea towel.
- Set tables according to instructions and ensure that they are neat and tidy. Follow the instructions / picture below for correct table settings:



- Switch on the draft beer system and check that it works - only if it is in the venue of course. If in doubt about how to change a keg, ask the customer so that you are not in an inappropriate situation later in the evening.

- If champagne/welcome drinks are to be served, put out champagne glasses and any snacks shortly before the guests arrive, start filling up glasses, and fill up continuously. Ask the customer where they want it to be served. Now remember to line up the glasses symmetrically and aesthetically and fill all glasses with the same amount. Tilt the glasses when filling and fill them approximately  $\frac{2}{3}$  full.
- Put water with and without bobbles on the tables and light any candles.
- Before serving food, cold white wines and red wines at room temperature are placed on the tables (and extra bottles are placed on the buffet, if one is available)
- Put soft drinks on the buffet/tables and fill up continuously.
- Ask about any allergens among the guests.
- One person should ask the toastmaster for speeches and features, during speeches and features you stay in the background and make as little noise as possible. This is also where it makes sense to coordinate small breaks, taking turns.
- One should ask the organizer if the guests want their wine poured continuously, or if they want bottles on the tables. This generally applies mostly to private events (garden parties etc.), in venues there is usually a procedure, ask the customer.

#### During service

- When serving platters, make sure that all dishes are distributed evenly over the entire table(s) and that they are topped up continuously.
- When serving plates, be aware that everything is run at the same time, remember to serve from the right side. We generally go with 3 plates at a time.
- Remember cutlery for shared dishes.
- If there is any doubt about how the food should be served (order, number of bowls per table or similar), ask the chefs in the kitchen.
- At both long tables and round tables, the tables are divided among you, so that you are always in control of the guests' needs and who has had what, and that you know about the guests' possible allergies(!).
- Make sure that one round table/long table is filled up at a time. When all the food has been served, go around and check that everyone has food and give the guests the opportunity to ask if they need anything.
- Continuous inquiries are made as to whether everything is as it should be and whether the guests are missing anything.

- Always ensure that at least 1 waiter is within sight when the guests are eating, so that they can turn to them if they need anything.
- Remember to SMILE and be service minded, always :)

### **After service**

- Clearing the tables is done in one go, wait until EVERYONE at a table has finished eating.
- Coffee and tea are served on the buffet for dessert, unless otherwise stated in the ticket. Remember sugar and milk for the coffee.
- If there is no dishwasher, or the dishwasher is present for a limited period of time, wash all dishes and glasses continuously during the job. If there is any doubt as to where it should be placed, it must be put together somewhere in the kitchen.

### **When closing**

- Put all tables and chairs in place according to instructions from the customer.
- Clean up and wash glasses, plates, dishes, etc. and put them back in place.
- Gather tablecloths.
- Excess wines, soft drinks and beer are placed together in the fridge.
- The room is cleared of waste.
- If there are areas with a lot of liquid on the floor, this must be wiped up.
- Kitchen tables are wiped down and the floor is swept, if it is very dirty, wash it with water.
- Run a self-cleaning program on the dishwasher and wash the filter by hand.
- The outdoor area is cleared of rubbish, crockery, cigarette butts and the like.
- Rubbish is thrown into the container.
- Check that all windows and doors are closed and locked
- The lights are turned off in the room and kitchen
- ATTENTION Check that the crockery is clean and tidy, otherwise it must be washed again

**In the event of deficiencies within or during the company, contact the customer or the office as soon as possible.**