

“Every job is a self-portrait of
the person who did it.
Autograph your work with
excellence.”

FOH Training Manual

Updated 2/17/2023

Nicole Cook

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Set-Up

Our Set up crew plays a very important role in the success of our events. The Set-up crew sets the foundation for the whole set, flow, and utilized space for each event. It is very important that the little details are set for the sake of being uniform and setting a standard for the whole set of each event. First, we will walk through the equipment used by our Set-up Crew.

We have multiple sizes of tables used for different purposes. In the main venue we have 15 tables each 48" x 48" when set as a square and 6ft. rounds when the sides are all propped up. These tables are often set as 8 tops or 10 tops but can be as low as 6 tops based on the needs of the group.

We also have 4ft x 2ft tables often used for gift tables, registration or sign in tables, or appetizer tables.

We have 8ft tables that fold in half for easy storage and are most often used for buffet tables, gift tables or for the remote bar down by Pondsides.

We also have 6ft rounds that are used for outside that seat 8-10 tops based on the needs of the group. We often have 2-3 of these rounds set up in La Capanna for the Groom's room along with a coat rack for their jackets.

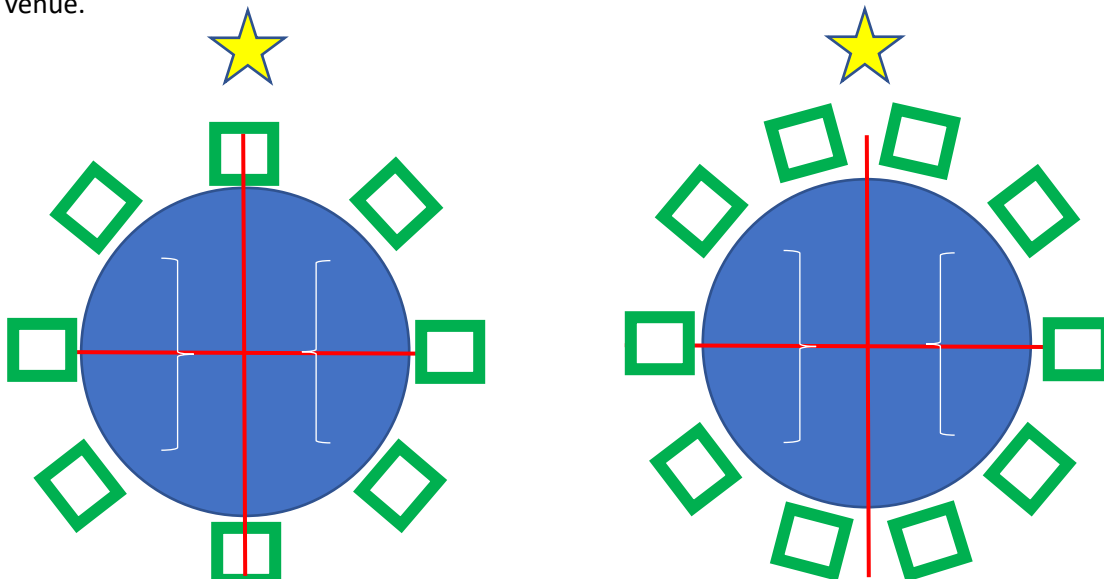
The Main Venue has black chairs that only used in the Main Venue along with the cocktail tables that are in the bar.

For outdoor use we have white folding chairs that are used for ceremonies, in La Capanna, and for receptions outside.

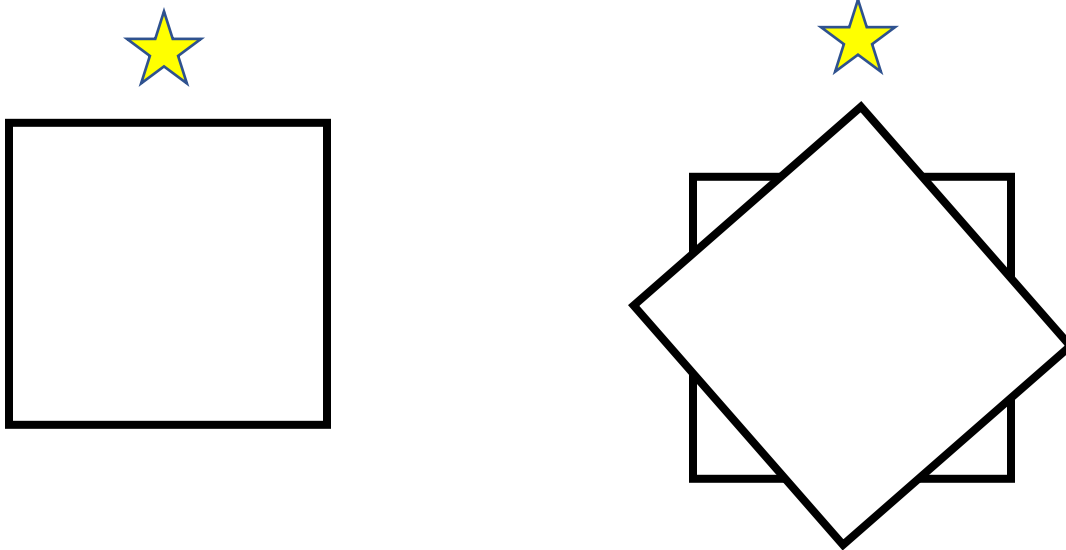
The tables and chairs are stored in Lower Storage, or the white trailer located on the far side of the pond.

We do have Patio furniture that is out in the Spring and Summer are kept outside until they are stored from the weather. These tables are stored in Upper Storage during the winter months.

All events have maps that will clearly display the tables and seating for each event. If there are any questions, please ask a manager. When setting up the tables and chairs, every table should be the same. The diagram below shows how the tables and chairs should be set. The Star being the focal point of the room. The table legs should all be facing the same way running up and down toward the focal point of the venue.



We have two sizes of linens, 90"x 90" linens used for all tables sizes. We mostly use white, but we do have some black available. Some table set ups may take more than 1 linen to cover the entirety of the table. The seams on all linens when set should be face down toward the floor and the corners of the linen should be square to the front of the room. If the tables are double Lined the corners will be offset. When placing linens on Buffet tables the linens should be of even lengths all around the table. Appetizer stations, gift tables, registration/ sign in tables, the linens should reach the ground in the front to hide the table legs, but not so long the linen drags on the ground.

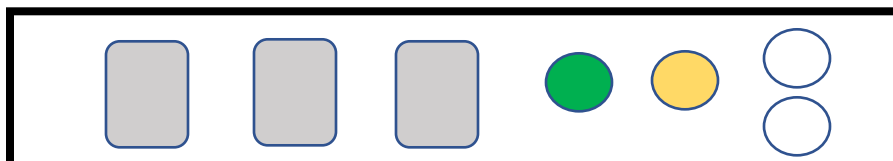


The other linen size we use is our linen napkins. Most often they are a tent fold or a flat fold depending on the event. We try to keep a bin full of folded napkins bundled together in stacks of 10.

Setting a Buffet Table and Appetizer Stations

Buffets are typically 2 8ft tables. The linens should be even. When setting the start of the Buffet, keep in mind the flow. Make sure the line is not going to be backed up into the bar, or the wall. The goal is the keep the line flowing efficiently and smoothly. Check the BEO for information about the menu and check the map for placement and to see if we are setting a 2-sided buffet. The first thing on the line will be the plates. We place out the exact number of plates for guests we are expecting in attendance. We keep track of how many plates are added to the line if needed and if not all the plates are used.

The second item in the buffet line will be the bread and butter. 1 level is needed for the bread. Next up is the salad, also needing 1 level. The levels should be not too tall as the bowl or dish is unstable. The buffet is how we are presenting our food and dimensions of the buffet table just adds a layer of detail to our presentation. Then we start getting into the hot food. Most often 3 chaffers are needed depending on the menu. Read the BEO, ask the kitchen team, or a manager if you have questions. There are many customizations that clients can make to their menu so be sure to read the BEO. We also put out menu signs and label the items in the chaffers and any other garnishes that are placed out for the buffet. We also put a sign at the front of the buffet line to help expedite everyone's flow through the buffet. Knowing what to choose from before they get there helps them get through the line much faster.



Appetizer tables will be similar in flow. Typically, the flow is from left to right or can be set with plates on both sides to keep the flow going on both sides of the table. Read the BEO and ask the kitchen team if you have questions on what the kitchen needs from us for set up. Included on an apps table you will have appetizer plates, napkins, and a basket of forks along with at least 1 level depending on how many appetizers are being set out.

Things to think about when setting up tables, chairs, and different stations:

1. Spacing, is there enough space for service around the tables with guests all sitting in chairs? Is there space for guests to move around the table and get in and out of their seat with ease?
2. Are the chairs even and straight? Uniformity in set up is so important because it becomes a standard that guests expect when they come here. Any little detail that is off is so noticeable and the uniformity shows that we care about what we are doing.
3. How is the flow? Where are the guests lining up? How are they exiting the buffet line or the station?
4. What utensils will be easiest for our guests to dish up with? Each utensil set out will need an appetizer plate to sit on rather than having them sit directly on the tables.

Setting a table

There are many types of sets. The most common set we use is 1 fork, 1 knife, 1 tent fold napkin, and a water glass. When beginning to set tables we should always start in the front left corner of the room and “snake” our way around. This way someone follows you checking your work, and we are less likely to be missing any part of the set.

When setting a table, ideally you would want to set from the center of the table outward; However, that is not always possible based on the event. Read the BEO for information about the centerpieces and linens and other décor.

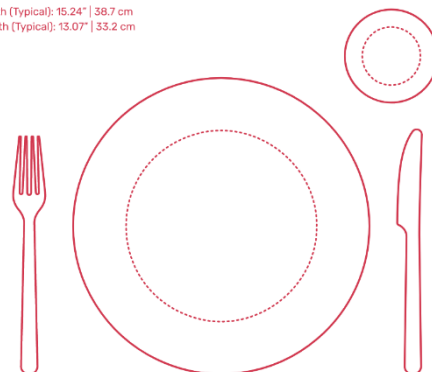
All silverware is polished and sorted in the bins located under the service side of the silver table in the kitchen. Most often we only use the larger dinner fork. The fork goes on the left and knife goes on the right with the serrated edge facing inward toward the center of the place setting. The tent fold is placed in the middle with the crease of the napkin facing toward the guest. And lastly the polished water glass will be placed directly above the knife creating the whole place setting in a square.

Tips and Things to look for when setting a table:

Silverware should be placed before napkins to ensure that each place setting is straight.

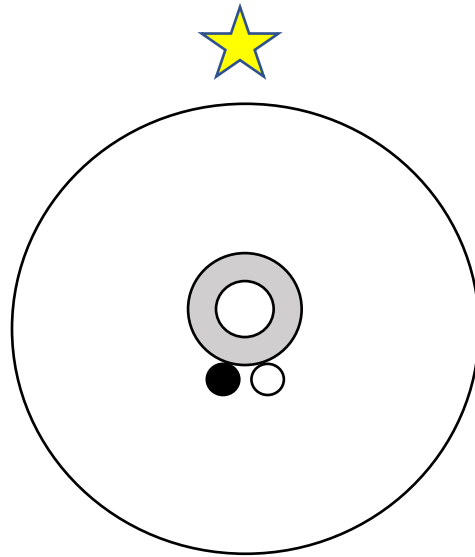
1. Use both hands for setting silverware. There are two reasons to do this. When you are using both hands you must stand directly behind the chair to set each place setting. If you are behind the chair, you can see if the silverware is straight. Also, you can see the width of each place setting. The width

Width (Typical): 15.24" | 38.7 cm
Depth (Typical): 13.07" | 33.2 cm



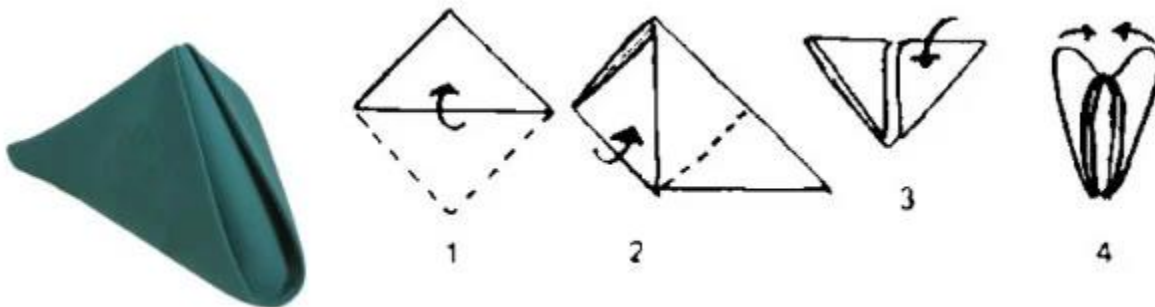
of each setting should be no wider than the width of the chair.

2. Salt and Peppers. These are placed on the opposite side of the focal point of the room, toward the back of the room and Salt always goes on the right and Pepper always goes on the left.



Napkin Fold

Most often the fold we use is a tent fold. There are many ways to fold a napkin and any special requests for napkin folds can be done; However, tent folds are our most common. The following chart shows how to fold a tent fold napkin.



Reading a BEO

General Information found in the red box:

- Date
- Day
- What kind of event
- Guest count
- Venue

Account #:	6112022	Contact:		Guest Count:	60
Account Name:	Jennifer Olson	Phone:		Venue:	Creekside & Main Venue
Event Date:	6/11/2022	Email:		Event Manager:	CE Event Professionals
Event Day:	Saturday	Address:		Bill Method:	
Event Description:	Wedding & Reception				

Menu Information found in the green box:

- Service style
- Time service starts.
- Location
- Apps/how many ordered.
- Menu/how many servings ordered.
- Any dietary restrictions

MENU									
Service:	Buffet Style								
Time:	6:05 PM								
Location:	Portico								
Apps:	<table border="1"> <tr> <th>Qty:</th> <th>Selection:</th> </tr> <tr> <td>4 - per dzn with a 4 dzn min.</td> <td>Caprese Skewer: Ciliegine Mozzarella & Balsamic Glaze (Per Dozen with a 4 Dozen Min.)</td> </tr> <tr> <td>4 - per dzn with a 4 dzn min.</td> <td>Pulled Chicken Cacciatore Bruschetta: Button Mushrooms (Per Dozen with a 4 Dozen Min.)</td> </tr> <tr> <td>4 - per dzn with a 4 dzn min.</td> <td>Polpetta Alla Marinara: Marinara & Parsley (Per Dozen with a 4 Dozen Min.)</td> </tr> </table>	Qty:	Selection:	4 - per dzn with a 4 dzn min.	Caprese Skewer: Ciliegine Mozzarella & Balsamic Glaze (Per Dozen with a 4 Dozen Min.)	4 - per dzn with a 4 dzn min.	Pulled Chicken Cacciatore Bruschetta: Button Mushrooms (Per Dozen with a 4 Dozen Min.)	4 - per dzn with a 4 dzn min.	Polpetta Alla Marinara: Marinara & Parsley (Per Dozen with a 4 Dozen Min.)
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4 - per dzn with a 4 dzn min.	Polpetta Alla Marinara: Marinara & Parsley (Per Dozen with a 4 Dozen Min.)								
Bread:	60 Yes								
Salad/Soup:	60 Caesar Salad								
Sides:									
Main:	60 Pasta Elegante: Two Pasta Options: Spaghetti & Penne, Choice of Gina's Marinara Sauce (Vegan Friendly) & Albert's White Wine Alfredo Sauce, Three Meats: Grilled Chicken, Italian sausage, Genoa salami, Veggies: Caramelized Onions, Seasonal Roasted Veggies, and Kalamata Olives & Toppings.								
Stations:	3 tier cake with chocolate covered strawberries cascading down								
Dessert:	Cake Service								
Allergies/Notes:	No Allergies								

Beverage Information found in the purple box:

- What time the bar opens.
- Is there a limit on the bar?
- Are any items hosted or not hosted?
- Any special items?
- NA items hosted.
- Any special signage?

BEVERAGE	
Bar Opens:	4:35 PM
Bar Budget:	\$500.00
Prepaid Amt (w/o T&T):	\$500.00
Hosted Items:	Beer, Wine & Non-Alcoholic Drink
Beer Selection:	Open Bar: Estimated Bar Credit of \$500, after that the guests will purchase their own beverages
Wine Selection:	Open Bar: Estimated Bar Credit of \$500, after that the guests will purchase their own beverages
Liquor Selection:	Estimated Bar Credit for Signature Cocktail only, all other cash
Specialty Order:	Signature Cocktail: Sexy Hooker
Non-Alcoholic:	Open Bar: Estimated Bar Credit of \$500, after that the guests will purchase their own beverages
Bar Sign:	CE* Generic Bar Menu Sign
Notes:	

Setup Overview found in the pink box:

- What color linen?
- What color napkin?
- Guest board, gift table, favor table, cake table, vendor tables, tables
- Buffet table, or apps table?

SETUP OVERVIEW			
Lines:	White (Included)	Napkin:	Other: Bringing in their own Colored
Tables:			
Guest Board:	Yes	Gift/Card Table:	Yes
Favor Table:	No	Cake Tables:	Yes
Vendor Table:	Yes: 2 tables	Additional Tbl Needs:	No
Dese of Add. Tbl Needs:	DJ Table x2	Deck Tbl Lined:	Yes
Buffet Table:	1	App Table:	No, Tray-Served App.
Notes:			

Ceremony Details found in the orange box:

- Location Plan A
- Location Plan B
- # of chairs in each row
- Reserved chairs
- Handicap chairs
- Aisle Décor
- Alter Décor
- Other Décor
- Is the couple using a unity item?
- Does the officiant need a stand or table?
- Are there ushers?
- Any other notes

CEREMONY DETAIL	
Location Plan A:	Creek Side Outdoor Ceremony (max 185 Seats)
Location Plan B:	Main Venue Indoor Ceremony (max 140 Seats)
# of Chairs Ea. Row:	Creek Side Option: 4 chairs on each side all the way back
Res Chairs (L):	
Res Chairs (R):	4 - Gayle & Collin
Handicap Chairs:	0
Aisle Décor:	Flower pedals (real) down the middle of the aisle, bringing in mason jars with flowers hanging from the chairs at the end of each row. - Jenick (Jen & Nick)
Alter Décor:	CE* White flower garland
Other Décor:	Bringing in Wooden sign at the beginning of the aisle that says "Pick a seat not a side" - Jenick
Unity Item:	Yes; Unity Sand - Whole family will partake in this!
Stand/Table:	No
Stand/Table Type:	No
Ushers:	
Ushers Names:	
Notes:	All three Black Iron

Reception Detail found in the blue box:

- Location Plan A
- Location Plan B
- Dancefloor?
- Reception Seating
- # of Reserved tables
- Is there how head table, how many people is it seating, is there a sign?
- Centerpieces
- Head Table Décor
- Other Décor
- How is the lighting set?
- Rental lighting?
- Is the topiary lit?
- Is the deck lit?
- Are they using the deck parking spots?
- Do they need reserved parking?
- Are they doing a Grand Entrance?
- Are they doing a Grand Exit?
- Any other notes

RECEPTION DETAIL	
Location Plan A:	Main Venue Indoor Reception (110 Seats)
Location Plan B:	Main Venue Indoor Reception (110 Seats)
Dancefloor Local A:	Patio Deck
Dancefloor Local B:	Main Venue or Portico
Reception Seating:	Assigned ; Guests will be assigned a specific tables but they can sit anywhere at that specific table
# Res Tables:	2: Parents / Kid
Head Table Type:	Sweetheart Table: Just the Couple
# of ppl @ HT:	2 Sig @ HT: No
Centerpieces:	Black table runners, Table numbers - Jenick, using CE*Heart Shaped Table Number Stands. Set of 3 tall vases with LED lights - Jenick, Clear rocks and flowers with floating candles - Jenick. Sitting on top of square mirrors - Jenick. Teal table scatter gems and votive candles in holders - Jenick.
HT Décor:	Bride/bridesmaid bouquets in vases(bringing in), teal sequin table runner, Mr & Mrs wooden sign - Jenick
Other Décor:	(2) Wooden signs with (their) Easels for guest book and cards/gifts, Card box, mason jars w/flowers moved from ceremony space to tables inside after the ceremony - Jenick
Indoor Lighting:	Romantic Mood Lighting: Top lights off, chandeliers and sconces dimmed - Dim lights down for first dance
Rented Lighting:	Yes; DJ's package included dance floor lighting (ex: lighting tree)
Topiary Lit:	Yes Deck Lit: Yes
Deck Parking:	No: We will keep all cars across the street
Reserved Parking:	Yes; 4 Reserved Spots: MOB, Bride, Brenson
Grand Entrance:	Closed doors until the DJ announces the couple in as Mr. & Mrs. Wilson
Grand Exit:	Yes, still deciding
Notes:	Jenick will be bringing in a board with assigned table seating. Once they find their name and table, the guest may choose where to sit within that table.

Setting up for a Ceremony

When setting up for a ceremony the aisle needs to be wide enough for couples to walk through comfortably and be centered to the alter. We use the alter as the reference point. There is a set of 2 ropes attached to a nail at the end we use to section out the aisle when we are setting chairs. This allows us to make sure the aisle is centered, and the chairs are evenly spaced. One chair hanging out in the aisle is going to be an eye sore and can be distracting in pictures and to the ceremony.

What to expect on Event days

We will have 1-2 openers depending on the size and needs of the event. Openers are in charge of setting tables, setting buffets, helping the client with any needs they may have, polishing water glasses, get everything prepped for the day. The next shift will work the event and close it down. If needed, we may have a third shift assigned to tearing down and re-setting if necessary. The day of an event, a task list will also be provided. There is side work and prep that can be done in down times during the event. Once the group is done with dinner service, we typically start rotating on breaks and work on prep and side work until the end of the event so that clean up and any additional set up needing to be done that night can be done quickly and efficiently. Tasks will be divided as we work together as a team to accomplish the same goal. There will also be a map posted with sections marked and jobs assigned. Once everyone is checked in for the day, we will have a Pre-Shift meeting. This is to go over the menu, any changes, and special announcements, and any questions you may have regarding that event or an upcoming event that you may have. Changes are always happening so flexibility is important along with communication. The day of an event, a task list will also be provided. There is side work and prep that can be done in

Service

Buffet Service

When setting up a Buffet, be sure to add about a half an inch of hot water to the inside pan of the chaffer. Chaffers should be polished and clean when they are set out. Above we talked about the order the menu is laid out on the buffet. Our menus are customizable and can change all the time. Our kitchen team does a wonderful job notating on the white board in the kitchen the order in which the Buffet laid out. If you have questions, that is the first place to look, or ask our kitchen team or a manager. Make sure each chaffer has 2 sternos, and make sure they are at least 1/3 full so that they will not burn out mid service. The sternos need to be lit 30 minutes before the food goes out on the buffet. Plates used on the buffet are salad plates rather than full dinner plates, this helps us control portions and the ability to keep the line moving.

If you are assigned to watch the Buffet, you have a very important role in the smooth flow of service. Tables are called 2-3 tables at a time depending on the size of the party. The person (the day of event coordinator or another person assigned to this task) will help set the pace of the group and allow for us and the kitchen to always keep food in the chaffers. Communication is very important. We never have empty chaffers. Food is called back to the kitchen when the chaffer is no lower that 1/3 full, some groups may eat faster so gauging how fast the food is going to the pace is of the group is important.

Buffets are the most popular menus chosen at our event. When someone purchases a Buffet, we guarantee our guests that we will not run out of food for the hour that is designated for their meal service ensuring all guests are fed. If you have questions about to-go boxes on the buffet, the simple answer is no, we do not allow to-go boxes on buffets.

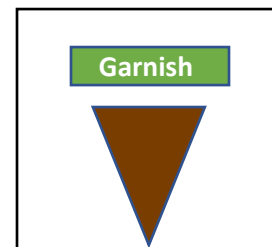
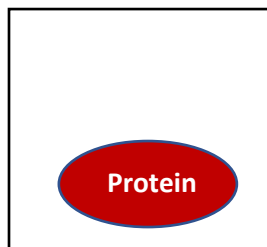
Tableside service

Table side service refers to serving a plated meal. Meals are plated in the kitchen and carried out and served to each guest individually. When serving these meals be sure to get a head count of guests in your section. Maps will be posted with your section clearly marked. If you have questions about your section, ask a team member or a manager.

When serving guests their meals we serve to the left with our left hand going around the table in a clockwise direction. We always serve the eldest lady first, followed by the rest of the ladies, then all the men are served.

When clearing a table we clear from the right with our right hand, moving around the table in a counter-clockwise direction. It is important that all plates from 1 course are cleared before the next course is served. When serving a table, always make sure you have enough plates to serve the whole table at the same time. Nothing is more frustrating for a guest than waiting for the rest of the table to get their food. If a serving partner is needed to accomplish this, we will have serving partners for the sake of the flow of the event.

When serving each course, there are set ways in which the food is presented to each guest. For example, the salad plate when placed with have the garnish at the top of the plate when placed in front of the guest. The entrée will be placed with the protein facing the guest, and dessert will be served with the garnish at the top, or the point of the cake will be placed facing the guest. Some of these items may vary depending on the menu, but orientation of the plate when served is another small detail that does not go unnoticed.



Bussing

Bussing is clearing all the dirty dishes from the tables and taking them to the dish pit to be washed. Dirty dishes sitting on the tables is unacceptable. Bussing is done through out the night. Plates, garbage, silverware, used linen napkins, and any other items left on the table. Waters are not to be pulled until the guests are leaving, along with centerpieces. Anything else on the table can be cleared once it is no

longer needed. Make sure to ask guests before taking their plates *if* you may take their plate. If you keep on top of pre bussing your tables, clean up at the end of the night will go so much quicker! Plates are to be scraped off into the garbage, and silverware is to be placed in the silver bin by the sink filled with hot soapy water. Glasses are to be dumped out and placed upside down in the appropriate glass rack. Bar glassware will go back to the bar to be washed. The goal is to get all the dishes to the dish pit before 10pm. Anything left in the dish pit after 10pm will need to run through by our team and the dish pit closed, as we do not want to leave a mess for our kitchen team.

Setting up Pondsides Bar

When setting up a bar Pondsides, there will need to be 3 8ft. tables used. We will need to have one for back side, one for the side, and one for the front. The table on the front will be used laid flat on top of the 2 barrels located in La Capanna. Also needed for this set up is 2-3 Lexon tubs, a water dispenser, plastic cups, a beer and wine display, and the bucket for keg and the hand pump tap if a keg is needed for that event. You will also need a tablet for a way of payment and keeping track of drinks ordered. There will be no cash back available at this bar, so card or hosted items only.

The day prior, we need to harvest ice from the ice machine to make sure there is enough ice to keep all the product cold and the ice machine has time to make more for the rest of service. We can use a large garbage bag, fill with ice, and place in the walk-in freezer overnight.

Make sure any inventory used to stock this bar is recorded on an inventory sheet at the start and end of each event. This inventory can be combined with the inventory found at the Main Venue Bar.

Opening the Bar

When opening the bar, you will need to make sure that you have your product stocked. Wine, beer, the kegs, liquors, juices, simple syrup, the bibs for the soda gun, fruit will need to be cut, and the ice well will need to be filled. Make sure you are also checking the cleaning solutions for the dishwasher. Make sure you have all your tools, shakers, strainers, spoons, muddler, ice scoop, plastic cups if needed, knife, cutting board, wine keys, and bottle openers. You will also have a cash bank of \$250.00. Make sure you are signing on to the door when you are putting your bank into the cash drawer. Inside the bank bag, there is a slip to sign to show verify you counted the amount in the bank before the event, at that point you are now responsible for if the cash is over or short.

When stocking your bar, there is an inventory sheet located in the liquor room on a clip board. That inventory sheet is only for the liquor room. If anything is added to this stock, it needs to be added to the inventory sheet. If anything is taken out of this stock it needs to be subtracted from the inventory. There is also an inventory sheet for the Main Venue Bar. This inventory is only what is stocked at the Main Venue Bar and is to be done with an opening inventory at the start of every event and a closing inventory done at the end of each event.

In the back of the kitchen, we have a running shopping list, anything you may need, juice, fruit, cleaning supplies, all goes on that list. Be sure to add things to the list BEFORE they are completely gone giving up plenty of time to pick up the items. Beer, wine, and liquor orders need to be turned into a manager by Sunday close each week.

Closing the Bar

At the close of each event, all glassware needs to be cleaned and polished before being put away. The rubber caps need to go back on the pour spouts, bottles need to be wiped off, the well needs to be wiped out, and the ice needs to be burned out of the ice well. Tools, mats, the sink cover, the mat on top of the dishwasher, all need to be run through the dishwasher. When done using the dishwasher make sure to clean out the trap inside and drain the water before turning off. Make sure the bottoms of the fridges are all wiped down and clean and beer and wine is organized inside. Fruit, juices, simple syrup, all need to be dated when they were cut, opened, or made before they are stored. Recycles will need to be taken up to the recycle dumpster. All boxes need to be broken down as well.

Closing FOH

At the end of the night, all centerpieces need to be disassembled and put away in lower storage, organized, and in the spot, they were pulled from. Linens need to be taken down and put into a linen bag to be laundered. Make sure we are using 2 linen bags, one for linen, and 1 for kitchen towels. These full bags will go to lower storage also. Linen pick-up and drop off day is Wednesday. Make sure to take the linen bag located in the kitchen if it is full as well.

Silverware needs to be polished and put away, napkins for the next event will need to be folded, glasses polished, and any prep work for the next event can be done in slower moments throughout the night. There will be a list of side work to be completed during every event so check in with a manager.

Before anyone leaves, the floors need to be swept and mopped. The bathrooms cleaned and stocked. The Bridal Suite and La Capanna need to clean. Pondsides will either be a full clean or a reset depending on the events coming up. Again, there will be a list posted with what needs to be done. Everyone needs to check out with a manager before they leave.

Task Lists

Opening for Wedding Tasks

Opening Wedding

Welcome! The goal of the opener's is to efficiently and timely open the ceremony and reception locations prior to the arrival of the day-of-coordinator. Please start at the beginning of this list and work your way down as it is listed in importance. The best way to conquer the list in time is to divide and conquer! Each opener should take a section of the list and complete it before moving onto the next area. (Updated 8/2019)

Timeframe	Task	Event Date: _____		Event Date: _____	
		Name/Initial	Manager	Name/Initial	Manager
Immediately upon clocking in (10 minutes max)	Enter through Skullery door and Clock in				
	<i>Review BEO and get familiar with all Event Details/Timeline/Etc</i>				
	Unlock Main Venue and Bar door, turn on venue and topiary lights, and set out open sign.				
	Set ipod music - vitamin string quartet if not specified on BEO info				
	Check windows/doors are clean: If not Windex front doors - check pocket doors, bar door, kitchen doors, or windows				
	Check Bathrooms Stocked & Ready				
10 Minutes	Open Outdoor Space				
	Set out Large "Customer Parking" signs (2) at roadside parking lot				
	Ash trays out - one on either side of portico along concrete wall by grass				
	Put up deck parking signs according to BEO - Reserved or No Parking (On Nail Hooks Under Railing)				
	Place cones to block south entrance and north side of deck to prevent cars from driving past portico (trying to reduce dust)				
	Sweep Portico and concrete in front on Bridal Suite and La Capanna				
	Put linens on ALL outdoor tables (when lining tables please make sure that seams are down AND corners on the linens are north and south on round tables)				
	Prepare Deck according to BEO				
	Plug in deck lights (plug in 2 cords (1) located under deck near tree (2) located under bar window)				
	Put up Umbrellas on Deck				
20 minutes	Windex Tables (if its going to be lined just quickly wipe down)				
	Sweep deck, deck chairs, stairs, and pavers at the base of the stairs				
	Linen tables (if applicable)				
	Complete Ceremony Space				

	Opening for Wedding	Tasks				
20-30 Minutes	Review BEO to confirm set properly					
	Count # of Chairs to confirm enough & setup correctly					
	Wipe down Ceremony Chairs and remove all tape residue					
	Apply Ceremony Chair Reserved labels					
	Move Sprinkler - if applicable (creekside)					
	Bring out additional decorations if applicable: easels, alters, alter decor, gift tables, guest book table, signs, columns, lanterns, etc.					
	Complete Reception Space					
20-30 Minutes	Review BEO to confirm set properly					
	Put up napkins (confirm napkin and linen colors match the BEO)					
	Spot check and polish silverware					
	Set out Salt and Peppers on tables					
	Set Venue Lights and turn on outdoor lights					
	Set out cake servers on cake table (2 app plates, 2 forks, and 1 cake cutting knife and 1 cake spatula)					
	Confirm centerpieces are complete and set correctly according to the BEO					
		Partial Open Bar				
	Fill bar ice (1/2 to 3/4 Full)					
	Cut bar fruit + Citrus Water Fruit: Bar Fruit goes in brown container: oranges, lemons, limes. Citrus water needs to be made in 2 pitchers (Bridal Room + Grooms Room put in immediately (atleast -30 min before arrival) with 5 plastic cups + lined tray) and for 2 Large 3 gallon containers (1 on Bar, other see BEO Placement)					
10 Minutes	Pull out cherry and olive containers and set on counter (so they can thaw)					
	Place well liquor in the quick grab on the front of the ice sink with pour tops on.					
	Turn fridge lights on					
		Setup Buffet				
15-20 Minutes	Review BEO and Buffet layout Diagram					
	Linen tables					
	Set out correct amount of chafing dishes and make sure to polish upon setting on buffet table					
	Pour half an inch of water into base of chafing dish and make sure there are sternos with each one					
	Place lids on all chafing dishes					
	Bring out column for salad bowls					
	Set out correct amount of plates					
	Set out correct serving utensils (2 per food item for double sided buffet)					
Bring out tiles and stands (2 per food item for double sided buffet)						

Write out each menu item on tile (in black dry erase)				
Tasks Can be Done After Client has Arrived				
Sternos on one hour before dinner is served:	_____	:	_____	
Make butters and place in refridgerator				
2 parking attendants out 15 min before guest arrival time in vests	_____	:	_____	
Water Goblets out 30 minutes before guests arrive:	_____	:	_____	
Sternos on one hour before dinner is served:				
Check Bathrooms Stocked & Ready				

Opening for Event Tasks (non-wedding)

Opening Event

Task	Event	Manager	Event	Manager	Event	Manager
Unlock applicable venues & check cleanliness						
Stock bathrooms - mens & womens (hand towels, toilet paper, spot clean)						
Large parking signs (2) to roadside parking lot						
Ash trays out - one on either side of portico along concrete wall by grass						
Set cones - curve at bridge, south entrance driveway, pond if not rented						
Put up deck parking signs according to BEO - Reserved or No Parking at deck						
Put up Umbrellas						
Sweep Deck and Portico						
Wipe down tables & chairs/remove leaves, pine needles, etc before linening						
Move Sprinkler - if needed						
Water Goblets out 30 minutes before guests arrive:	_____:		_____:		_____:	
Sternos on one hour before dinner is served:	_____:		_____:		_____:	
Set up Buffet/check for all components-						
Windex front doors - check pocket doors, bar						
Salt & Peppers on tables						
Make Butters and refridgerate						
Fill Bar Ice						
Check all decor is correct according to BEO						
Set Venue Lights and turn on outdoor lights						
Put up napkins						
Citrus Water - 3 gal for bar and/or outside						
Set ipod music - vitamin string quartet if no BEO info						
2 parking attendants out 15 min before guest arrival time in vests	_____:		_____:		_____:	

Bar Opening

Bar Opening - Pond Side

(Updated 8/2019)

Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Initial	Manager sign off	Name/Initial	Manager sign off	Name/Initial	Manager sign off
Set and Open Till; only take \$50-\$100 in change from the till to the pond bar. This change must remain in the bartenders pocket throughout the event. Leave rest of cash in till in main venue.						
Check for Bar Fruit Cut Properly. Not all fruit is needed. Only Lime's for Corona and Oranges for Blue Moon.						
Check if enough ice. Kegs need to be completely covered with ice. Cooler with wine and/or beer need to be filled with ice to the top of the bottles. Have a clean pitcher of clean ice just in case someone request ice in their drink.						
Check BEO to make sure fully stocked for event needs.						
Check that Event's Bar menus are correct						
Need extra bottle of each wine offered for put on display for menu.						
If serving a keg, move to correct spot and tap Hand pumped 1 hour before needed (see step by step guide in binder)						
Make Sanizer Bucket with bleach (small amount approx. cap full) + water. Test by getting a PH strip from the kitchen and verifying color matches correct consistency.						
Need Extra trash can. (if 2 kegs, need to find different can. If 1 keg, use other big garbage can)						
Need dump bucket (empty orange home depot bucket for dumping liquid that cannot be dumped onto grass or into pond. ONLY WATER IS DUMPED IN GRASS OR IN POND.						
Need Plastic cups. Lots for water and beer. Special plastic cups for wine.						
Need 4-5 extra bar towels for spills and 1 roll of paper towels.						
Need bar napkins. May need shot glasses or big rocks or something to hold them down from the wind.						

Make sure there is a tip jar on bar with \$6. (5 dollar bill and 1 dollar bill)						
Have a pen and paper or something to take notes on. Often will need to record the number of bottles of wine opened and using a pen and paper to tally them as opened.						
Need Square reader. Bartender will need to have phone charged and logged into square. May need an adapter cord for aux plug in.						
Need Apron. Always need apron but especially need one for pond bar to keep track of extra change, pen, paper, square reader, etc.						

Bar Opening

Bar Opening Main Venue

(Updated 8/2019)

Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Initial	Manager sign off	Name/Initial	Manager sign off	Name/Initial	Manager sign off
Set and Open Till (see detail instruction in handbook)						
Check for Bar Fruit Cut Properly & check citrus water is done.						
Check if enough ice						
Reference current stock and make sure it accomodates for specific needs of BEO						
Check if event Event's Bar Signs are there. & Check that printed Event's Bar Signs are correct.						
Make Sanizer Bucket with bleach (small amount approx. cap full) + water. Test by getting a PH strip from the kitchen and verifying color matches correct consistency.						
Check and make sure bar counter, bar tables and the floor is clean.						
If serving a keg, Run 1 pitcher through the lines before serving to clear the lines.						
Turn on fridge lights.						
Make sure there is enough; Plastic cups for cirtus water, bar napkins on the bar, bar towels, paper towels, and straws.						
Take mixers out of fridge; triple sec, lime juice, sweet & sour, Margarita mix, Bloody mary mix, tobasco, woresteshire, bitters						
Make sure there is a tip jar on bar with \$6. (5 dollar bill and 1 dollar bill)						
Bring out anything that is frozen so it has time to thaw.						
Make sure your wearing Apron						

Bar Closing Tasks
Bar Closing

Task	Event Date:		Event Date:		Event Date:	
	Name/Initial	Manager sign off	Name/Initial	Manager sign off	Name/Initial	Manager sign off
Bar						
Close Till: After customers have left see additional instructions						
Empty citrus waters and dispose of fruit - wipe down						
Remove all pour tops/run through dishwasher at end of weekend - if event the next day: put plastic cups over all spouts						
place spouts in a shaker bottle and run through dishwasher-once washed put in plastic bin						
Run all bar tools through dishwasher and put away						
Run all glassware through dishwasher, dry, and put up						
Run counter mats through dishwasher						
Clean all counter tops, bar, back of bar, all stainless steel shelves (under plastic bin), top of dishwasher, sides of dishwasher, door of dishwasher, bar tables w 409 or sanitizer towel						
Clean sinks w 409 - make sure sinks are dry when leaving.						
Close out dishwasher - drain and dry completely/empty catch tray/leave open and turn off						
Windex fridge doors, bar door, and windows.						
Wipe base of cocktail tables, table foot stand and table pole with a clean damp towel.						
Empty garbages and <u>replace</u> bags						
Wipe bar swing doors and base of bar with wood cleaner (Liquid Gold) .						
wipe brass under counter w brass cleaner						
Restock all beer, wine and liquor in the correct spot						
Behind Bar: Move bar mats - sweep floor and Mop (with Pinesol) and also Mop the bar mats themselves						
Clean out/scrub floor drain with Bleach Water or Pinesol						
take rug outside to shake/sweep off						
sweep entire wood floor						
mop wood floor using sponge mop and murphy oil - NOT regular mop						
Last Event of Weekend: Burn off ice & thoroughly santize every ince of the ice bin						

Bridal Room Closing

Bridal Suite

Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Int	Manager	Name/Int	Manager	Name/Int	Manager
Take any bar glasses to bar						
Throw away all garbage						
empty trash and replace bag if needed						
Any items left behind bring to bar and inform manager						
Scrub inside of toilet bowl w Comet and brush						
Scrub all outer surfaces of toilet w Scrubbing Bubbles and paper towel (sides and base)						
Wipe sink and fixtures w 409 and paper towels						
Stock toilet paper, paper towels and soap						
Windex all mirrors with paper towels						
Sweep bathroom						
Mop bathroom with Pinesol and warm water						
Turn off bathroom light and fan.						
Close bathroom door.						
Spot clean walls and baseboards with 409 and paper towel						
Sweep wood floor						
Vacuum rug						
Arrange furniture correctly if moved, fluff pillows, straighten curtains						
Make sure heat, AC, or fans are all turned off.						
Turn off vanity lights, top light, and ceiling lights on top of door covering.						
Leave lamp lights on each side of door on.						

Pondside/Creekside Closing Tasks

Task	Event	Manager	Event	Manager	Event	Manager
Clean up anything left behind from ceremony						
- bar glasses						
- garbage						
- flower petals						
Ceremony Chairs - Mngr will say if they need to be moved/put away						
Iron Archway from pond back to storage						
Move any other tables/columns/ etc. to proper storage place						

Bathroom Cleaning

Bathrooms

Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Int	Manager	Name/Int	Manager	Name/Int	Manager
Clean inside of toilet bowl with comet & toilet brush (use pumms stone if there is a yellow ring forming)						
Spray outside surfaces of toilet with Scrubbing Bubbles (sides and base) and wipe with paper towels						
Use Scrubbing Bubbles on outside surfaces (base and top) of urinals and wipe with paper towels						
Wipe sink and fixtures with 409 and paper towels (pull napkin holder off and wipe underneath)						
Wipe down all walls and baseboards (pay attention to under urinals/behind toilets)						
Stock paper towels, toilet paper and soap						
Wipe down /dust frame of the mirrors & handwashing picture frame						
Dust/Clean paper towel holder, toilet paper holder, stainless steal handicap bar, and soap dispenser						
Replace garbage bags in cans (with Black bags) and twist to tighten arround can						
Sweep Bathrooms- make sure to move garbage cans out of the way to get full behind toilet						
Mop using very hot (Clean NOT Murky) water and Pinesol						

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Closing Front of House

Front of House Closing						
Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Int	Manager	Name/Int	Manager	Name/Int	Manager
Empty all garbages and replace bags						
Tie window curtain up so they are not resting on the floor						
Remove all glassware, garbage, S&P shakers, and centerpieces from tables.						
Take centerpeice décor to lower storage and put away in appropriate containers/areas.						
Remove all dirty linens and place into green and white stripped linen bags.						
After removing all linens and napkins take full linen bags to lower storage and place in front of linen shelving. Make sure bags are snapped shut.						
Review BEO information and layout for the next event. If applicable rearrange table layout.						
Linen tables with appropriate table linen color (check BEO). When linening round tables the corners are North and South. Make sure linen seams are facing down.						
Place centerpieces in the middle of the table (refer to BEO)						
Add salt and pepper shakers to each table.						
Place folded napkin at each place setting. (stand napkin up if the event is the next day and lay down if the event is not until the next week).						
Add a fork and knife to each place setting. (knife on the right with the serrated edge facing the napkin and fork on the left). The fork and knife should both be a fingernail length from the bottom of the table.						
Windex all windows and mirrors and doors (pocket doors too)						
Dust jutebox w luquid gold						
Spot clean walls w wood cleaner						
Dust off art work in front foyer and bar (shadow boxes)						

Sweep entire Main Venue (make sure to get under tables and between chairs)						
Mop entire Main Venue with hot water and pinesol. Remove rug from foyer before moping and make sure that curtains are pulled back and off of the ground. When moping replace water 2-3 times depending on how dirty the bucket gets (you should atleast change it 2 times)						
Dust/Clean ridges in columns (with a damp rag (water only-no product)						
Clean table legs and base if extremely dusty/dirty.						
Spot check the back and seat of the chairs. Wipe down with a damp rag if dirty.						
Once floor is dry bring back rug from outside and place in the foyer.						
Unplug toperary lights						

Lower Storage Tasks

Lower Storage Task: It is our goal to **ALWAYS** have lower storage clear, safe, and organized. If you are removing items from bins please make sure that it is placed completely and safely back on the shelf it came from. If you are in a hurry, please return to lower storage to put back items you retrieved.

Task	Event Date: _____		Event Date: _____		Event Date: _____	
	Name/Int	Manager	Name/Int	Manager	Name/Int	Manager
Pick up anything in the way/hazardous. Keep all walkways clean and clear						
Put away items in their correct place.						
sweep						
Ensure all dirty linen bags are kept together & as out of the way as possible. Put max dirty linen in every bag to limit using						
organize linens correctly - by color and all napkins together and all linens together etc						
Put all décor away in it's proper place on the shelves.						
Pick up all hangers and plastic up from the linen rack and throw away						