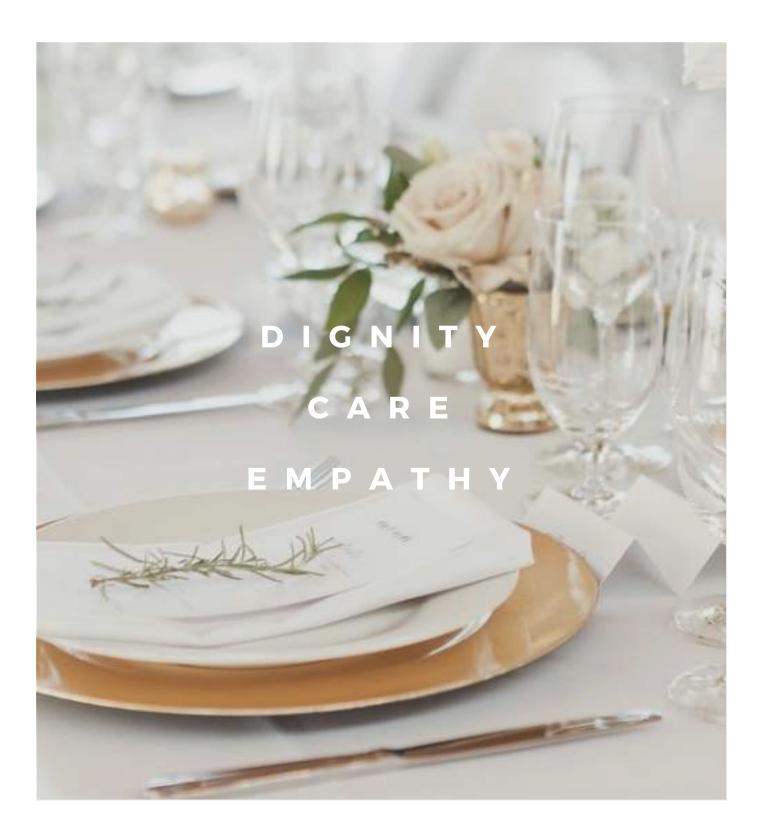


SERVICE TEAM TRAINING MANUAL



ABOUT DREW'S CATERING & EVENTS

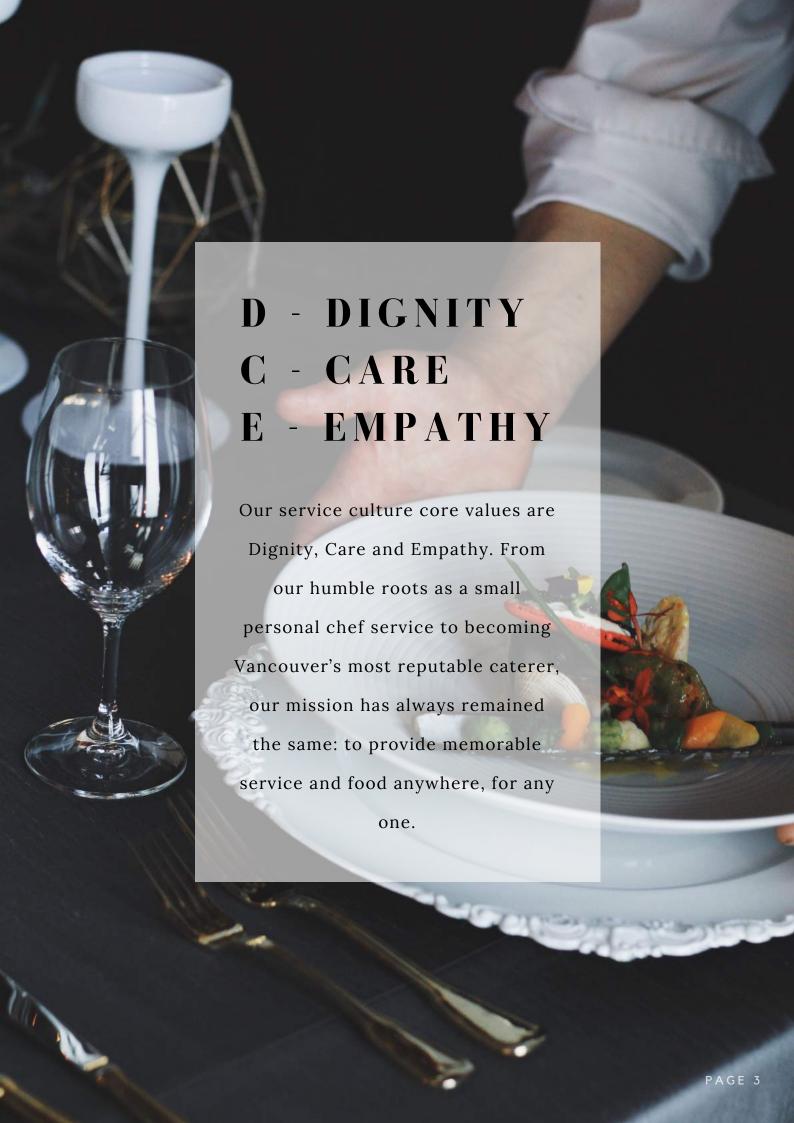
Drew's Catering & Events began in 2008 as a one-man personal chef service with a simple goal: to showcase BC ingredients and provide memorable service to every event. Since then, we've grown to become an award-winning Vancouver catering company, but our core vision has always remained the same.

From weddings, dinner parties, and barbeques to corporate lunches and banquets, we aim to bring our passion for Pacific Northwest cuisine and personalized service to each event we cater.

More than just delicious, locally-inspired food, Drew's Catering & Events provides a full range of event services, including skilled service staff, bar service, décor, party rentals and more.



TO BE THE MOST TRUSTED AND CONSISTENT EVENT CATERING COMPANYIN CANADA/KNOWN AS AN INDUSTRY LEADER BOTH FOR OUR INNOVATIVE PACIFIC NORTHWEST FOCUSED FOOD AS WELL AS OUR SERVICE EXCELLENCE





OUR TEAM

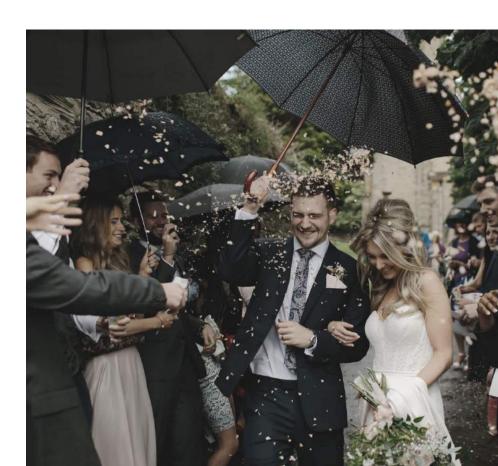
Providing memorable service for our guests depends on the combined efforts of many, so our core focus is on building a foundation of respect, cooperation and purpose for our team.

We strive to provide a working environment of open communication, respect and loyalty. We aim to build success for our team in their professional and personal lives by fostering creativity, development of skills and growth.

SIMPLY PUT, OUR SUCCESS IS DETERMINED BY OUR PEOPLE.

HOW WE MEASURE SUCCESS

We succeed when our team executes with a clear purpose and understanding of our core values to create enduring value and memories for our clients. We succeed when our team not only clearly understands what we do and how we do it, but why we do it as well. We are successful when we can foster successful employees, loyal clients and maintain a fair and reasonable profit to achieve our company's vision.



WHY WE WILL SUCCEED

Our commitment from day one has been to be responsible for our own people. We will never use a staffing agency to fulfill event needs, and each staff member will undergo the most comprehensive training program in our industry. Confident, effective and efficient employees operating with a sense of purpose will be the secret to our long-term growth and success. Management fully committed to establishing a positive culture of respect, opencommunication and development will ensure we are successful in achieving our goals.

GOALS

- Best trained and best paid service staffing in our industry
- Each team member working towards a common purpose
- Nothing less than ecstatic clients



BE AWARE OF BODY LANGUAGE AND RESPECT OUR CLIENTS

ALWAYS

- Smile!
- Foresee what guests need (i.e. top-off of wine, plate cleared, located a garbage, etc)
- Walk with purpose & keep busy
- Avoid 'clumping'
- Put your personal belongings and cell phone in the pack-up bin when you arrive

DRESS CODE & MEALS

- Black dress pants or skirt
- Black dress shirt (Provided by DC)
- Black dress shoes
- Smile

It is important to us that your uniform aligns with our values by being professional and consistent. Ensure your uniform is clean and pressed for each event.

To provide the best service, we recognize that our Service Team requires a healthy meal while onsite. For any shift 6 or more hours, a boxed meal with a variety of fresh and nutrient-rich items will be provided to you.

Please let us know if you have any dietary restrictions or preferences to ensure we can provide an appropriate meal for you - all you have to ensure is that you stay hydrated!

WHAT SHOULD I EXPECT ONSITE?

The day before your shift, you will receive an email with the event details from the logistics coordinator. This email will give you an overview of everything you need to know, from timeline to menu to set-up instructions.

There will be a short meeting regarding the event prior to the team going onsite, where the event manager will delegate jobs to each member of the team.

Although each event is different, there are a couple of items you can always expect.

- 1. Pack-up: In a large black box, all the basic supplies for running a successful event. The pack up will be completed and an inventory list of what is included will be with the event folder onsite. This can be used as a reference if something can not be found and/or for packing up at the end of an event. If there is a bar at the event there will be a separate smaller black box, containing everything needed for the bar set-up.
- **2. Emergency Box**: A blue box that contains supplies such as broom & dust pan, business cards, tape and extension cord. An inventory of the emergency kit will be attached to the kit for reference.
- **3. Event folder**: This folder contains the timeline, floor plan, menu, rental contracts, pack up inventory, sign out sheet, liquor inventory sheet (if required).

THE TEAM

When you arrive onsite, there will be a Team Member designated to be the Event Manager. This person will be the point of contact for both the client and Drew's Catering & Events Service Team Members. Further to this, he/she will be aware of all details related to the event – if you are unsure about something, ask!

Depending on the event, there will either be a Chef or Food Service Leader (FSL) onsite. This person will be in control of anything food-related. Trained and Food Safe Certified, this person will set-up the kitchen area, plate, prepare, and cook all menu items. This person also has an important role in setting up any food stations to ensure that all stations are elegantly set-up and able to provide each guest efficiently. In addition, they are a useful resource to our Team and clients regarding ingredients, techniques, and dietary information.

Bartenders are responsible for anything beverage related. This person would be responsible to set-up the bar, serve, and provide wine service at dinner. This person must be Serving It Right certified.

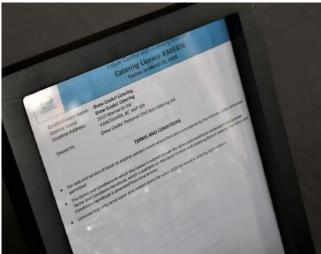
Servers have a very dynamic role at our events. Responsible for everything from set-up execution to being knowledgeable about our menus, they are constantly on the move from cocktail hour to strike, ensuring each guest is provided a five-star experience.

SET UP EXAMPLE

1. BAR







Other supplies to keep in mind at bar

- -Ice caddy
- -Bar back bin for chilling
- -Garbage. Spill bucket, Recycling
- *Keep supplies organized under table cloth to make bar neat & tidy.

2. FOOD STATION





3. TEA & COFFEE







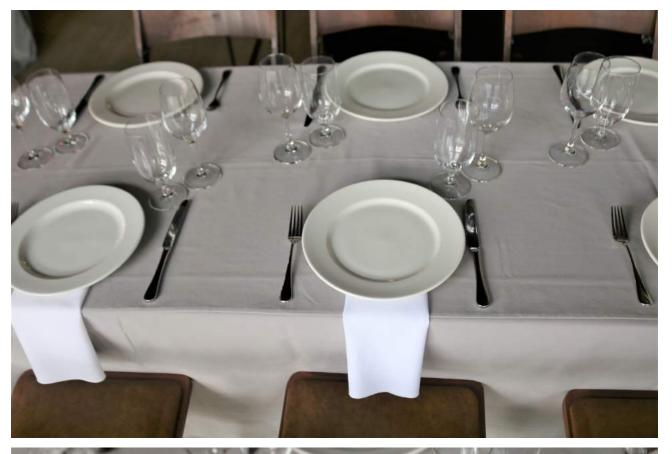
4. BUFFET TABLE





If client has chargers, napkin can be folded in centre off edge (i.e. family style)

5. FAMILY STYLE





- -If bread, 6" plate + buffer knife on top left
- -May have 8" salad plate + salad fork set on top of 10" plate

6. PLATED STYLE





-If bread on menu, 6" plate + buffer knife on top left

7. BUFFET STYLE







8. PASSED APPETIZERS





SERVICE HOW-TO

A. TABLE SERVICE

(i.e. Plated & Family Style)

- If additional wares are required, use serving tray to bring to table
- Pick up glassware by stem
- Pick up plates by rim
- Pick up silverware by neck
- Serve guest from left with body open to guests





B. PASS CANAPES

(napkins, plate for spoons, etc)

- When approaching a group, ensure you have enough canapes to serve entire group
- As the guest picks up a canapé, pass them a napkin using your index finger
- Know exactly what you are serving, including dietary restrictions covered by the item and how it is prepared
- Keep your breath fresh

C. CLEARING TABLES

- Clear table from right
- Stack silverware once removed from table
- Clear charger and bread plate before dessert is served
- Ensure you are on top of bussing at all times throughout the event

D. WINE SERVICE

- Glass remains on table
- Label to face quest
- Slight twist to ensure no drips

E. WATER SERVICE

- Pick up glass by stem and move glass to yourself before pouring

F. MENU INFORMATION

- Be knowledgeable about each item that is being served at an event
- Know what dietary restrictions are covered by each menu item
- Be familiar with culinary terminology (https://drewscatering.com/wp-content/uploads/2017/11/culnary-terms.pdf)
- Know service times (Guest's will ask about dessert and coffee!)





WHEN AN EVENT FINISHES

- Ensure all garbage, compost, and recyclables are cleared, bagged, and put into the DC Van
- All rentals cleared and stacked neatly for pick-up
- DC Items placed back in black bins and loaded into DC Van
- Ask if client needs anything before you depart (Event Manager)
- Say thank-you and good-bye to client or point-of-contact (Event Manager)

DO NOT

- Clear tablecloths when guests are still present
- Break down tables or chairs when guests are still present
- Lug items through event space to load DC Van

Please remember that the Event Manager onsite is there to answer any questions you may have and to help you improve your service style.

Do not hesitate to ask them if you have a question – our success is team driven!

PROBLEM RESOLUTION

1. RELAX

- By taking a deep breath and relaxing, you allow the problem solving process to begin
- If you are not sweating it and providing a solution, the client will be calmed down
- Sound Confident

2. TAKE OWNERSHIP OVER THE PROBLEM

- 1. Understand the Customer's Point of View and Listen
- 2. Identify the Problem
- 3. Summarize the issue back to the client to show the client that you care
- 4. State 'we will resolve this for you.'
- 5. Find a Solution

To help you plan a solution:

- Is there adequate staff?
- Who will be involved in the solution?
- How much time will the solution take?
- What is needed to make it happen?
- Who should be informed about the planned solution?
- How will a customer be notified about the solution?

Remember that you always have your Team to fall back on!

- 6. Fix the problem and follow-up on the solution
- Carry out the best possible solution with the interest of the client and business in mind
- Follow through to ensure the customer is happy

As long as you do not give up, use the above advise and think positively, there will be no problem you cannot solve!