

TOGETHER
COMPANY

Special Events

STANDARD OPERATING PROCEDURES

SPECIAL EVENTS STANDARD OPERATING PROCEDURES

BOH Etiquette.....	3
Kitchen Etiquette in the Together & Company Kitchen/HLCH.....	3-4
How to Load Vehicles.....	4-5
How to Setup a Breakdown Station.....	5
At HLCH and FIVES	5-6
Offsite.....	7
Passing Hors d’ouvres.....	8
How to Setup a Buffet.....	9
Loading/Carrying Large Oval Trays for Service.....	10
Tableside Wine Service.....	10
Two-Handed Serve.....	11
Clearing/Bussing Tables	12
Leftover Food/Donating Food.....	13
Cleaning the Bathrooms at HLCH.....	14
Dumping and Disposing of Liquids and Ice.....	14

BOH Etiquette

Purpose: Etiquette for conversing and interacting with BOH team members and for keeping your BOH organized and functioning

- Be aware of your surroundings in the BOH area
- Do not shout your needs into the air to anyone who may be listening. Address the BOH Lead or expo directly by name
- Keep the BOH area tidy and organized. Sometimes space is very limited, so it is important to maintain order and functionality
- Everyone must clean up after themselves. Do not leave small messes. Be proactive and pick up trash and place it in the appropriate receptacle
- Do not create "Social Hour" with the BOH Lead and any additional BOH Staff
- If you are unsure where something belongs, confirm with the BOH Lead as they may have organized in a specific way
- Assist the BOH with any task that can better help the flow and execution of the event
- Do not remove any food from the area without speaking to the BOH Lead first
- Know what team member is in each position and address them by the correct chain of command. Who is the BOH Lead? Who is the BOH Chef?

Kitchen Etiquette in the Together & Company Kitchen/High Line Car House

Purpose: Etiquette for conversing and interacting with kitchen staff, Chefs, Leads, and BOH team members while in the TC kitchen. The TC kitchen is a shared space and should be cared for as such. Leave it better than you found it!

- Do not walk down or into the hot line
- Be aware of your surroundings in the kitchen and especially watch out for activity on the meat slicer, steamer, fryer, etc.
- Make Culinary Team members aware of your presence
 - Be cognizant of their work space and motions
- Do not shout your needs into the air to anyone who may be listening
 - Address the specific Culinary Team member whom you feel would most appropriately be suited to accommodate your needs
- If you plan to spend an extended period of time in the Kitchen, wear the appropriate attire (including non-slip shoes, long pants, and hair tied back)
- Knock when exiting doorways, especially walk-in coolers, freezers, and doors that open into work areas
- Do not return dirty knives to the dish area and certainly not to the knife racks.
 - Carefully clean knives or ask for a competent person to help you and have them returned to the knife rack or appropriate sheath
- Everyone must clean up after themselves.
 - Do not leave small messes in Kitchen and Ops areas.
 - Be proactive and pick up trash and place it in the appropriate receptacle
- Upon arrival to your shift, do not come in early and create "Social Hour" with the Culinary Team. This is a shared work space, please respect it and them

Special Events Standard Operating Procedure:

How to Load Vehicles

Purpose: Directions on how to properly load a delivery vehicle before and after its use for an event

1. Before loading, review what you will be loading
 - Prioritize items which need to be unloaded immediately in the field, set them aside to be loaded last.
 - Some examples of items loaded last would-be linens, tables, risers, and ice
2. The Event Supervisor should be calling off the items to be brought to the vehicle and highlighting items as they are counted and loaded on the delivery vehicle.
 - NEVER highlight an item before all of it has been placed on the vehicle
3. Begin by calling for the largest and most stable items.
 - Equipment: large kitchen equipment, glass racks, china crates, flatware, buffet equipment, serving utensils, chafers, service equipment, tables, chairs, and linens
 - Beverages: bar set-ups, beverages, and ice.
 - Decor: props, votives, draping, centerpieces.
 - Food: all food items and kitchen small wares.
4. One person should be on the delivery vehicle to organize the vehicle load, under the guidance of the Event Supervisor
5. Organize the delivery vehicle with consideration for weight and stability in transport
6. Consider the entirety of your load when determining how high to place the racks, crates, tables, and chairs.
7. Tables should lean against the side of the delivery vehicle if other equipment provides stability in your load; otherwise, tables lie flat on the floor of the vehicle
8. Make sure all food and beverage Cambros are secure as they tip over easily
9. Hang all rental linens
10. Place a cone in your parking spot for departing the shop as to save your parking spot!
11. Work tables need to come off the vehicle first, so make sure that they are readily accessible
12. During the event, the blue bins should be organized to keep like items with like
 - Dirty dishes should be kept together, any items that belong in the Ops Department, etc.
13. It is always wise if the ES or Load Server is leading the repacking of the van as they know the amount of items brought that need to be put back into the van.
14. When loading the van before departure, keeping the blue bins separated and loaded by their contents will make unloading at the shop more efficient
15. Trash and food should be loaded last.
 - Use a bungee cord to secure the garbage/compost to ensure it doesn't fall over and consequently soil the van
16. On a busy night after you unload, move your van away from bay one and two so that other returning events can unload easily.
17. Make sure you are keeping track of your unloaded items and putting all of them away. Don't leave them for HLCH staff or Ops to take care of.
18. If you do not know where something goes, check the Ops catalog binder found on one of the Ops work stations.
 - If you still cannot locate where something belongs, leave it on the Ops desk with your name and the name of the event you worked.

**Special Events Standard Operating Procedure:
How to setup a Breakdown Station**

Purpose: Directions on the proper way to set up a breakdown station at High Line Car House and in the field and what is included in each process

At High Line Car House and Fives:

- If you have rental glassware, make sure you are using the correct racks
 - They will be labeled
- Make sure glassware is taken to the dishtank on a cart so that we do not dirty our clean dishrack wheels
- When plates are scraped, bring all plates to the dishtank for dish team to wash
- After plates have been washed and dry:
 - At HLCH stack plates in 10's and wrap in plastic to be returned to crates and where they belong in Ops
 - At Fives place into dish carts
- Report any breakage to the ES!

Equipment needed for breakdown station setup:

- Slop bucket and strainer-** to pour leftover drinks into
- Compost bucket and liners-** for scraps of food or food to be composted
- Plate scraper-** to scrape scraps of food from guest's plates or leftover food from buffet
- Slim Jims-** trashcans for separating trash, glass, recycling, or compost
- Bus tubs-** for dirty dishes, serving spoons, or flatware
- Well Table**
- 8-foot table**



Well table (risers are optional) with bucket underneath



8-foot table setup next to well table (risers are optional) with slop bucket with strainer underneath



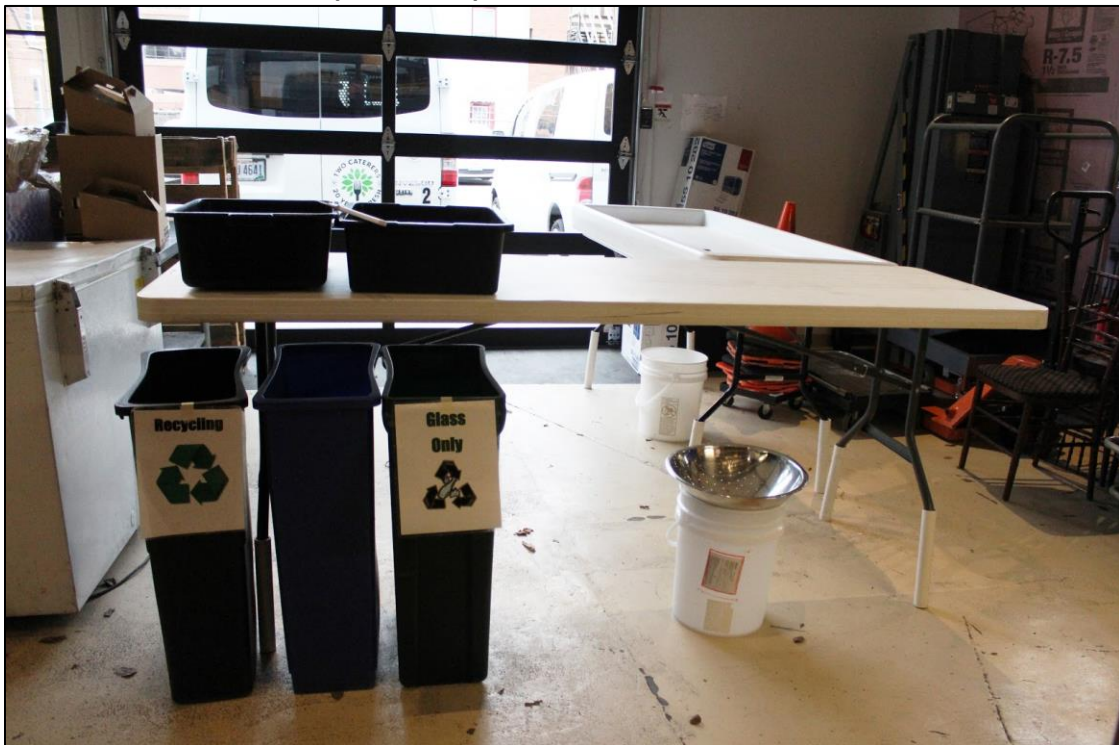
Place two bus tubs on top of 8-foot table with plate scraper

- one for food scraps (compost)
- one for dirty flatware



Place 3 slim Jims under 8-foot table for the following:
Compost, Garbage, and Glass ONLY

Completed setup of a HLCH breakdown station



Offsite/in the field:

- When setting up a breakdown station in the field, it is important to remember that, depending on space or location of the BOH, set ups will vary
- The following items should be included in equipment sent to an offsite event to create some form of a breakdown station
 - Slop bucket and strainer-** to pour leftover drinks into
 - Compost bucket and liners-** for scraps of food or food to be composted
 - Plate scraper-** to scrape scraps of food from guest's plates or leftover food from buffet
 - Slim Jims-** trashcans for separating trash, glass, recycling, or compost
 - Bus tubs-** for dirty dishes, serving spoons, or flatware



Special Events Standard Operating Procedure:

Passing Hors d'oeuvres

In general, when passing hors d'oeuvres, there should always be at least 1 platter being passed at a time for every 50 guests.

- Have more passed in the beginning of the party
- Then begin to taper off as the evening progresses and the desire for food lessens
- While passing, it is important approach the guests using the 10-5-2 rule:
 - 10 feet from the guest, make eye contact
 - 5 feet from the guest, smile
 - 2 feet from the guest, greet them verbally

Purpose: Directions on the proper way to pass Hors d'oeuvres at a special event

1. When butlering, you should use a platter of hors d'oeuvre that is small and light enough to be held on one hand (your dominant hand).
2. In your other hand, you should carry a stack of cocktail napkins
3. When approaching the guests, try to make yourself visible and make eye contact with someone before offering, "Would anyone care to try the Firecracker Shrimp Crostini?"
4. Try not to interrupt a conversation, and do not "worm" your way into a tight group of guests. If they ignore you, move on
5. If anyone expresses interest, offer them a napkin first and then the platter
6. If your particular hors d'oeuvre is served on a skewer, toothpick, or plate, or if it has a shell/tail (*i.e. shrimp or oysters*), you should collect these items from the guests.
 - a. Do not leave trash on your passing platter
7. Once you have made your way to most of the guests, exchange your platter for another item and repeat
8. Try not to approach the same guest with the same hors d'oeuvre more than once every 10 minutes
9. Use your discretion; if it seems as though you are annoying guests, or if the same group continually turns you away, you can reduce the number of times or even stop approaching them
10. If the venue is full closest to the kitchen area that you are coming from with the platter, try to go around (when possible) to reach the guests on the farther side of the room to ensure they are getting passed hors d'oeuvres



Standard Operating Procedure:

How to Setup a Buffet

Purpose: Directions for how to setup and maintain a food buffet on an event

1. Set up your dinner buffet layout during the 2 hours of setup time before the event
2. Fill your chaffers with 1 to 1 ½ water at this time.
3. Tie a napkin to the lid of the chaffer to protect yourself when removing the lids after they have been warming up very hot
4. Light the chaffers about a half hour before the buffet is set to open
5. Have extra gloves and utensils in a bin under the table for quick access to replace gloves and any utensils that may get dropped during service
6. Drop all food (hot and cold) on the buffet 15 minutes prior to service
 - Generally speaking, the order in which food should be on the buffet is as follows:
 - Plates
 - Soup
 - Salad
 - Starch
 - Vegetable
 - Entrée/meat
 - Sauce for entrée
 - Silverware and Napkin (if not preset)
 - Dessert
7. When removing the lid off of the chaffer, ALWAYS lift straight up, then tip the lid so the water/condensation drips back into the chafer and not on to the table cloth
8. When replenishing a chaffer, you should always take the entire food pan out and replace it with a fresh pan.
 - Never leave a chaffer empty with steaming water in front of the guest, this is a burn hazard. Always have the replacement pan ready to go into the chaffer immediately during service
 - Never transfer remaining food items into the fresh pan in front of the client
9. Do not use kitchen towels to hold hot pans of food, use black service napkins
10. Pans should be replaced when they are ¾ of the way full
11. Do not use the serving tong/spoon that is in the food to help you remove the hotel pan from the chaffer
 - You may carry a teaspoon or butter knife in your apron pocket for this task
12. When replenishing always make guests aware that there will be steam never leave an open pan of hot chaffer water or open fuel lit where the guests can come into contact
13. Be sure to leave the serving utensil when replacing pans or platters
14. When plattered food is in use and if there isn't a backup platter, as the food depletes, rotate the platter so the full side is facing the guest
15. Make sure to do general clean up at the buffet as it is in use

**Special Events Standard Operating Procedure:
Loading/Carrying Large Oval Trays for Service**

Purpose: To outline the proper and safe way to load and carry large oval trays

1. Load larger, heavier pieces toward the center of the tray
2. Load lighter, smaller pieces toward the edges of the tray
3. Do not stack hot dishes on cold dishes, or vice versa
4. When stacking dishes with covers, do not stack more than three high
5. Place spouts of coffee and tea pots inward, but away from food and plates
6. When lifting trays, bend at the knees, place carrying hand under the center of the tray while using your other hand on the edge to balance
7. Raise tray to shoulder height and lift with your legs
 - The center of the tray should be positioned just above your shoulder
 - Do not hold the tray out in front of you
8. Reverse process to set down on tray jack
9. If you cannot lift a tray and carry it safely, **DO NOT ATTEMPT IT**
10. Do not scrape plates on an oval tray in front of the guests
11. Place silverware to the side, not between plates

**Standard Operating Procedure:
Tableside Wine Service**

Purpose: Directions for how to serve wine tableside to guests at a special event

1. Start wine service with most elderly woman seated at the table
2. Follow around the table clockwise, first to all women, then continuing around to men
3. Offer wine by both name and grape type
 - For example, you would say “Would you care for Kendall Jackson Chardonnay, or Rutherford Merlot with dinner?”
4. Wine should be served with the label facing the person you are serving
5. Serve from the left of the guest with your left hand
6. Wine glasses should **never** be picked up and removed from the table for serving
7. When completing the pour, turn and lift the wine bottle as you are finishing to prevent drips and spills
8. Wine bottles should be presented with your left hand cupping the bottle and the right hand gently holding the neck
9. Know the pour size

**Special Events Standard Operating Procedure:
Two-Handed Serve**

Purpose: Directions for how to serve a meal using the TC two-handed serve method at a special event

1. In the BOH, line up in the order designated by your ES with your team of servers
 - You will have an experienced server leading you
 - Be sure you have two service napkins in case the plate is too warm for you to carry it barehanded
 - There should be no talking at this time. Everyone needs to be quite to focus
2. When you are next in line, walk up to the expediting table
 - Do not take any plates until instructed to by the Expo
3. Take your plates from the expeditor in the correct order they are given to you
 - Remember you will be serving the plate from your left hand first
 - This is important to remember this if it is a choice entrée, or if you are serving a vegetarian
4. Line up with the rest of the servers that will be serving the table and begin to walk out to the event floor when instructed to do so by the expeditor
5. If something shifts on your plate before you walk out the door take back to the expo and request a fix
6. Stay in order in your line
7. Follow the server in front of you, but not too close
8. You will serve the guests at the table counterclockwise
9. Serve from the left of the guest with your left hand
10. Transfer the next plate from your right hand to your left hand and serve the next guest from the left
11. Place the plate with the main entrée (the protein) at the 6 o'clock position of the guest
12. Once both plates are placed, continue going around the table, **NEVER** turn around to go back
13. Make sure you check back to see if the guests are satisfied with the entrée
14. If an entrée needs to be changed, make sure only 1 person tells the expo from your team
 - Always follow the correct chain of command and stay calm
 - Calmly and clearly ask the expo for your needs while returning the original entrée to the expo table
 - **Never shout your needs into the air directed at no one**

**Special Events Standard Operating Procedure:
Clearing/Bussing Tables**

Purpose: Directions for how and when to properly clear tables during special events

1. Always check with guests before removing questionable items from their table
2. If there are guests present at the table, do not place your tray on the table to clear
 - For intimate dinner parties do not remove plates until all guests are finished.
 - At banquet style events, begin clearing as guests are finished
3. Remove all china and flatware from the right side of the guest.
 - Leave teaspoon, dessert fork, and beverage glasses
 - Leave water glasses on the table up to a ½ hour before the event ends
 - Leave napkins on the table until after the cake/dessert has been served
 - Continue to clear in a counterclockwise direction
4. Stack the heaviest items (i.e. plates) in the center of the bussing tray
5. Remove the flatware from the plates prior to stacking and neatly place them on the tray as close to the center dishes as possible
6. Don't over stack your tray carry what you are comfortable with
7. Continue to maintain your table with water refills as needed
8. The importance of correct procedures for loading a tray in banquets cannot be overstated.
 - If the tray is loaded in any manner of disorganization the chances of breakage are high
 - If you do have breakage, let your ES know
 - If the breakage results in a guest getting drinks or food on themselves let your ES or EM know **ASAP**
 - It is far too easy to lose control of an off-balanced tray when the dishes are not loaded in the correct fashion
9. Glasses and cups being of lighter material should always be arranged around the outer edge of the tray
10. Coffee cups can be stacked on one another, but never more than two high
11. The tray should be free from paper with few exceptions being cracker wrappers, and sugar or sweetener packets
12. Normally it is safe to say that the tray is restricted to dishes, china, glassware, and silverware

**Special Events Standard Operating Procedure:
Leftover Food/Donating Food**

Purpose: How to identify leftover food items that should be composted, saved for TC staff lunch, or saved for donation

• **Compost-do not save:**

- Any food items that were set out on display or on the buffet for guests
- Any food items that have NOT been held in safe temperatures for more than 4 hours
 - 135°F or higher for hot food
 - 40°F or lower for cold food
- Opened lemon/lime juice
- Creamer, half and half, heavy cream
- Crostini or items from kits
- Parm cups or items from kits
- Croutons, wonton, or tortilla strips for salads
- Soups
- Sauces
- Sandwiches

ANY food items that will be reused for inventory, donation, or staff meal MUST have been held in safe temperatures for more than 4 hours

- 135°F or higher for hot food
- 40°F or lower for cold food
- Only food that was not displayed for guests can be reused
- Return to kitchen inventory for reuse:
 - Anything returned to the kitchen must be clearly labeled and dated!
 - Any unopened, packaged chips, pretzel, crackers
 - Butter balls or butter PCs
 - Salad dressing with volume of greater than 1 pint
 - Cheeses with volume of greater than 1 pint (Parm, Mexican blend, goat)
 - Nuts or dried fruit
 - Unopened shelf stable condiments (ketchup, mustard)
- **Items to be saved for use in TC staff meal or donated:**
 - If you have a FULL, unopened pan or bowl of something, you may leave it in an upscale container for reuse at staff lunch
 - If you have anything that is only half or partially full or will be labeled for donation, you must transfer it to a disposable container or fish tub
 - Any untouched prepared protein, vegetable, or starch that was held at safe temps and not displayed
 - Any untouched salads, sandwiches, or sliders that was held at safe temps and not displayed
 - Cut fruit or vegetables that was held at safe temps and not displayed
 - All leftover bread and rolls that was not displayed should be handled as followed:
 - HLCH: put in a Ziplock bag, labeled, dated, and placed on the bottom of expo/dry foods shelf at Highline Car House
 - Offsite, bring back to Highline and follow HLCH process

Special Events Standard Operating Procedure:

Cleaning Bathrooms

Purpose: Provide the steps necessary to clean the guest bathrooms after an event

- At the end of an event, check each restroom and ensure that it is free of debris
- Wipe down all counters
- Sweep or mop the floor if necessary
- Remove full trash bags and replace the can liner
- Remove and replace the liners in the smaller trashcans in the ladies room stalls
- Restock toilet paper and hand towels if needed
- Flush toilets if needed
- Be sure all glassware and trash has been removed from the bathrooms including the stalls
- At Highline Car House, replace the roll of paper towels that were removed prior to the event

Special Events Standard Operating Procedure:

Dumping and Disposing of Liquids and Ice

Purpose: Directions for the disposal of liquids and ice at the end of a HLCH event or upon return to HLCH from an off-premise event.

Disposal of Liquids

- Dispose of all liquids in the mop dump sink, located next to the washing machine
 - Please dump all liquids through a strainer to catch any objects
 - Dispose of the contents of the strainer in the trash
 - Run hot water in mop dump sink to clean it after use
- Always use a strainer when dumping into “dump buckets” or the mop sink

Disposal of Ice

- Ice may be disposed of in two ways:
 - In the mop dump sink, next to the washing machine
 - Please do not fill the sink to the top
 - In the mulch beds, furthest away from the building
- Dumping ice onto the pavement of the parking lot is strictly prohibited

***It is the Event Supervisor’s responsibility to ensure that these guidelines are followed.**