

Catering – Grange Insurance Audubon Center (GIAC) Guidelines and Closedown

Created: March 5, 2024

Venue Concierge Numbers

Facility Attendant – Evenings & Weekends): need number

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Arrival at GIAC

- Staff will park in available spots in the parking lot in front of the building
- There may be times that staff will be instructed to park at the Shelter Building pictured below, which is on Maier Place (that is off of W. Whittier as you approach Grange Audubon Center)
 - Staff will park in the lot at the Shelter Building
 - Staff should always walk to their car after the event with another team member, NEVER alone



**Overflow
lot at
Shelter
Building**

Load In/Out

- When arriving at GIAC with the catering van(s) pull into the space in front of the garage doors as pictured below
- TC FOH Supervisor should check in at the front desk with the GIAC Staff member who will give the FOH Supervisor the green key that opens all of the needed doors for the event
- GIAC Staff will unlock the Catering Door at the Rental Start time. **(GIAC Staff)**
- Load in food at the back of the building by walking down the sidewalk to the “Catering” door
- Catering van can be left in front of the garage doors after load in
- Place all personal items in the BOH area once in the building



General Facility Guidelines

- MUST always check in and check out with Facility Attendant on-site
- **Together and Company staff will set up all the tables and chairs and also tear down at the end of the event**
 - **This includes outdoor ceremonies – TC Staff will bring in chairs one hour after ceremony**
- Together and Company Staff will be in charge of all bars, including table side wine service on the event
- Together and Company Staff are responsible for cleanup of all spills/breakage
 - Immediately notify the Facility Attendant of any spills on carpeted areas
 - Keep floors clear of debris and food
- Do not drag any furniture, tables, or other (please enforce policy with staff + vendors)
- No outside coolers/beverages including alcohol are allowed to be brought into the venue
- Guests are not allowed to take alcoholic beverages onto the walking paths/into park area
- GIAC Staff will work with our team on any issues that arise during event (unhoused individuals coming into the building)
- GIAC Staff will document any incidents/issues
 - Together and Company FOH Supervisor is responsible to also document any incidents
- GIAC Facility Attendant will stock restrooms but do check throughout the night and assist as needed by keeping clean/stocked
 - There are Male/Female/All Gender restrooms
- GIAC will provide trash and recycling bags
- Assist in clearing plate ware and glassware from tables and patio areas (**including the game area/fire pit outside**)
- Check the bridal suite throughout the night for glassware and plates
- All catering equipment, supplies, décor must be taken off-site at the end of the event.
- All client equipment, supplies, décor must be taken off-site or placed in one centralized area at the end of the event by the client
 - The catering team is not responsible for client items but may help move items to a centralized area for cleaning purposes.

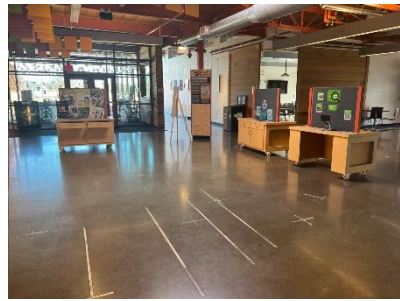
Map of inside of Grange Audubon Center



Room Guidelines

Lobby Area/Front Desk/Gift Shop

- TC Staff is responsible for moving easels and kiosks
 - Easels and kiosks can be moved into the classroom area
- The Rain Game and Green Design are not to be moved ever



- Couches can be moved/rearranged by TC Staff
 - This will be a part of the floorplan
- The Gift Shop area does not need to be moved by TC Staff
- Front Desk – GIAC Staff Member will be sitting there, TC Staff not responsible for area
- TC Staff is responsible to return any GIAC display/exhibit/kiosk items, and cushioned furniture/accompanying tables to their proper locations. (GIAC Staff to check once complete)

Fireplaces TC Staff is responsible for starting and maintaining fireplace

- Clients must bring their own wood – DO NOT use GIAC wood
- As soon as guests begin leaving the event, GIAC Staff will extinguish indoor and/or outdoor fires in the fireplaces. (GIAC Staff)



Room 147 Animal Care

- Get hot water from the sink for the mop bucket
- Pour dirty mop water down this sink and rinse out bucket

Room 122 Custodial closet

- Hot water available
- Mops
- Mop Bucket
- Broom
- Vacuum
- Trash bags
- ONLY use hot water to mop main areas – no chemicals



Catering Closet Room 119

- The following can be stored in this closet
 - Client items
 - Non-perishable items
 - Rental equipment
 - Alcohol
- All items taken home at end of event

BOH Area/Hall (Next to room 106)

- TC Staff needs to bring own tables for this area
- Food set up/plating area

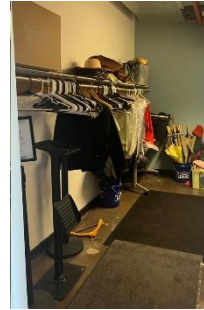


Library

- Bridal/client area
- TC responsible for checking for dirty dishes

Coat Room

- Available for clients to use
- TC Staff responsible to check at the end of event for any coats left behind
 - TC Staff should turn in items left behind by client/guests in this area to the GIAC Facility Assistant



Playroom

- This is an additional add on by the client
- TC Staff is not responsible for this area

Kitchen/Kitchen Equipment

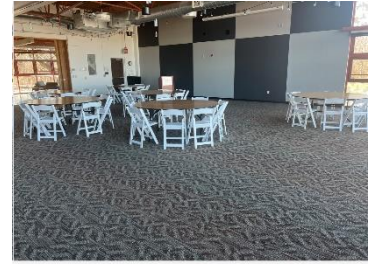
- Back of House equipment at GIAC can be used by the TC team when onsite
 - Refrigerator/Freezer
 - Microwave
 - Sinks
 - Garbage Disposal – **DO NOT USE**
 - Brooms
 - Dust Pans
 - Garbage Cans
- Use strainers before dumping liquids (**Liquids only in sinks, no food waste, grease, or oil**)
- Ensure that all rental equipment is all put back with the rest of rentals
- Do not borrow/use any GIAC supplies from the following the shelf or coffee table:



Multipurpose Room(main room)

- Chairs will be stored in room 103 within this room
- Tables will be stored in room 102 within this room

End of event closedown: CHECK OFF ITEMS ONCE COMPLETED. GIAC FACILITY ASSISTANT TO WALK THROUGH WITH FOH SUPERVISOR BEFORE LEAVING



- Tables & Chairs:** Ensure all tables and chairs are cleaned
 - Wipe down with a rag and cleaning solution
- Tables & Chairs:** TC Staff responsible for setting the multipurpose room (event room) in the default setting of six 72-inch round tables and 48 chairs (unless otherwise noted); and, that any additional 72-inch round tables, chairs or six-foot tables are returned to their proper locations.
(GIAC Facility Assistant to check once complete)
- Library:** check for any catering items, remove any trash, glassware/dishware, and make sure area is all cleaned up
- Patios:** check for catering items, remove any trash, glassware/dishware, and make sure area is all cleaned up, including the game/firepit area
- Kitchen:** GIAC Staff will ensure the Catering Staff has left the kitchen in order: **(GIAC Facility Assistant to check once complete)**
 - Wipe down all surfaces
 - Do not leave any excess food/beverage (return to original condition)
 - Sink cleared
 - Any event dishes and food taken away
 - Trash emptied, trash has been taken to the dumpster and trash bags have been replaced in trash receptacles
 - Catering refrigerator emptied
 - Floor swept and mopped
- Ice:** dump ice outside through the catering door
- Load out:** take all items out through the same door that you loaded in
- Client leftover food:** communicate to the Event Manager/Bar Manager where the client's leftovers have been placed
- Production Area:** check that all personal belonging has been picked up, nothing out of place
- Table inventory:** All extra tables brought by the catering team to be taken off-site at the end of the event
- Supplies:** please take all extra supplies offsite. Do not leave anything that has not been pre-approved.
- Take all trash out of GIAC.** Designated trash and recycling dumpsters are located at the far end of the parking lot within a fenced area. **Do not overflow dumpsters**
 - All trash must be bagged
 - Ensure trash bags have been replaced in trash receptacles
- Sweep and Mop: (GIAC Facility Assistant to check once complete)**
 - Kitchen
 - Hallway to Kitchen
 - Lobby Area
 - Food Area (buffet/apps/desserts/etc.)
 - Bar Area
 - BOH Area/Hall
 - Reminder: No chemicals are to be used on the concrete floors outside of the center restrooms, only hot water**
- Sinks:** ensure all sinks and mops sinks are cleaned and free of any debris, food waste
- Brooms and Mops:** return to designated areas
- Green Key:** FOH Supervisor is responsible for returning green key to **GIAC Facility Assistant**

The following will be completed by the GIAC Facility Assistant: TC Staff should assist when asked/needed

- One hour prior to rental end time, GIAC Staff will sign in all A/V equipment, return to the A/V box, and return A/V box to the front office. *Reminder: Be sure the projector is completely turned off.* **(GIAC Staff)**
- As guests are leaving the event, GIAC Staff will bring in the “Closed for Private Event” sign from the front walk and place in the center entryway. **(GIAC Staff)**
- While the Catering Staff is cleaning up from the event, GIAC Staff will do a quick walk around the outside of the building to ensure no glasses, bottles, cups, or other dishes or trash are left outside. **(GIAC Staff)**
- GIAC Staff will turn off/unplug any outdoor lighting on Mulberry Tree, if used. **(GIAC Staff)** GIAC Staff will ensure all windows are closed and locked. **(GIAC Staff)**
- GIAC Staff will ensure all doors are closed and locked, especially those in the rental spaces that were utilized. **(GIAC Staff)**
- GIAC Staff will ensure toilets are flushed, trash is picked up off the floor and countertops are wiped down/dried in the restrooms. Check to see if more paper towels, soap, or toilet paper are needed and if less than ½ full or ¼ roll. **(GIAC Staff)**
- GIAC Staff will walk the facility with the Catering Captain to ensure that all is ready for opening the next business day and to ensure all patrons and vendors, aside from catering, have left the building. **(GIAC Staff)**
- GIAC Staff will double check the exterior doors, especially the front doors and catering door to ensure they are locked and secured. **(GIAC Staff)**
- GIAC Staff will turn off all lights in the facility using the light panel behind the Front Desk and the individual switches in the Multi-Purpose room, Classrooms and Library. **(GIAC Staff)**

GIAC Staff and FOH Supervisor should leave any important notes, including client issues in the Communication Log that the Center Director/Center Operations Manager should be aware of AND sign off on this checklist when complete. **(FOH Supervisor and GIAC Staff)**

GIAC Staff _____ Catering Captain _____

GIAC Staff Member and FOH Supervisor will walk out of the building together (for events ending after dark only) after GIAC Staff Member sets alarm

