

GREENOCK MANOR CATERING POLICY AND GUIDELINES

Your choice of caterer is essential for the professionalism of your event. They play a vital role to serve your guests throughout the event.

In addition to the catering staff, it is optional for the Bride and Groom to ask our venue to hire any Greenock Manor staff to work on the day of the wedding, this is not mandatory and depends on the budget of the bride and groom.

BY CATERING AT GREENOCK MANOR, the Caterer agrees to abide for the following rules:

- 1) All catering companies are to be licensed and fully insured, kindly ask them to email proof to us at info@greenockmanor.com
- 2) All Catering companies are to provide a valid health department approved certificate in order to cater at Greenock Manor- this is to be emailed to us before booking catering.
- 3) If the Caterer has not catered at Greenock Manor previously or more than 6 months ago - **it is mandatory that they schedule a site visit** and meeting with Greenock Manor management before accepting deposits from any clients or bridal family. Please text 703 6877641 to set up a time to meet with us.
- 4) Catering staff shall be dressed in uniform or wear all black if no uniform. Strictly no baseball caps are allowed to be worn – staff shall be dressed neatly.
- 5) Catering staff are required to be courteous, respectful and helpful at all times to Greenock Management and guests.
- 6) At no time is the catering staff all to take a break at the same time. Please allow one catering staff to be on the floor at all times.
- 7) Catering staff agree to assist with moving any ceremony chairs after the ceremony
- 8) Per 20 confirmed guests at the wedding the caterer is to bring along one staff member. (in other words for 80 guests 4 catering staff members are required)
- 9) It is optional for the caterer to supply a bar tender. Please note for weddings with more than 25 guests, we require a bar tender. Greenock Manor often hires a bar tender to assist in serving of alcohol so please check with Greenock Manor first if a bar tender has already been booked.
- 10) Arrive at Greenock Manor a minimum of 2 hours before the ceremony starts. Should the client have real dishes and glassware please arrive no later than 3 hours before ceremony start time
- 11) Caterers are to text us on arrival at Greenock (Cell 703 687 7641) Two parking bays max are allowed for catering teams in a designated area. Parking at Greenock is done at own risk and by parking on property the Catering company and their staff agree to assume all liabilities as we are not responsible for your vehicles.
- 12) At events please clear appetizer area promptly once photography hour is over.
- 13) Please prepare a plate of appetizers and one drink each for the bride and groom to have while they take their break after photos in the bridal suite.
- 14) Should caterers have a buffet, it is to be a SERVED buffet (not a self-service buffet)

- 15) Assist with cutting and serving of the cake/desserts and full cleanup afterwards
- 16) Catering team is to stay on duty till the event ends and cleanup is complete. The event ends when the DJ stops playing music and the bride and groom have had their guest send off. All events end by 11pm. Ask us if you would like the skeleton staff to remain till event ends as it may not be required that all catering staff stays till the end.
- 17) The Catering team is to do full trash removal of ALL trash at the end of the night. Please note we do not have dumpsters. Should the catering company prefer to pay Greenock Manor for a trash removal service please ask us how to book this service.

The Following check out list is to be completed on the night of the event by the Catering team. By accepting a deposit from our brides and grooms/clients the catering company agrees to fulfill the following list of duties :

- 1) Clear and wipe down Buffet / All Food and Beverage Display Tables (wipe with cleaning solution not just water)
- 2) Wipe Down and Fold up or return Buffet Tables to their positions
- 3) Stack any extra Tables at the end of the night at kitchen exit/refrigerator shed
- 4) Sweep serving area (main course and appetizer area)
- 5) Return any borrowed items and place on Kitchen Table or if dirty place inside dishwasher
- 6) Spot sweep reception dinner area (check under tables on the deck)
- 7) Clear and Wipe down Appetizer table
- 8) Mop Kitchen floor and Chandelier Room areas (Buffet and/or Food serving room)
- 9) Empty all trash cans outside and inside including one small bag in adjacent restroom
- 10) Please put 2 new trash bags into the trash cans outside in case bridal family has additional drink cups/plates
- 11) Check areas throughout Manor for any drink cups/ plates/ trash and remove
- 12) Wipe down kitchen counter tops and table as well as wipe down the kitchen sink (ask if the garbage disposal unit in the sink is needed)
- 13) Wipe down Cake Table and Dessert Tables with CLEANER not just water (Wipe down cake stands and cutters and return to correct place)
- 14) Breakdown Reception Dinner Tables and stack all décor items onto one table on the back balcony (place table cloths/napkins into one container or bag)
- 15) Switch off any LED candles on the reception deck/catering area.
- 16) Check that ashtrays if any are emptied and returned to kitchen to be washed.
- 17) Return white lanterns to Chandelier Room
- 18) Check adjacent ceremony site for items and bring up to balcony (ideally while its still light if a night time event)
- 19) Inspect balcony and dance floor for any drink cups / trash and remove
- 20) Check library/vendor storage room opposite piano for trash and remove all
- 21) Box up leftover wedding cake and put in fridge shed, place cake cutters in dishwasher
- 22) Check Kitchen Shed outside for any trash/ boxes to be thrown away

- 23) Check that bar table is wiped down and cleared
- 24) Should you have a bussing station outside for real dishes, wipe clean with detergent and fold down that table and
- 25) For real dishes – please hose down the deck under that station to remove all food splatter.
- 26) All rented dishes/glassware/linens are to be stacked behind the kitchen/refrigerator shed on the deck at the end of the night-for the catering rental company to collect.
- 27) Check that all is complete and nothing else needed **with Greenock Management** before leaving (do a final walk through with us)
- 28) Check you have all your personal items before heading out

This list needs to be checked by doing a walk through with our management prior to the catering team leaving at the end of the night. For any questions kindly call us on 703 687 7641 or email us at info@greenockmanor.com