

LOVE AT FIRST BITE



Catering

Policies / Procedures / Processes

Team relevance	All staff
Policy definition	End of shift check list
Responsibility	Payroll & Human Resources
Date updated	9/10/2018
Policy	<p>Purpose</p> <p>To detail the processes that need to be completed at the end of the event at client site, upon return from your event to the shop and prior to locking up the shop</p> <p>Scope</p> <p>This policy applies to all staff</p> <p>Procedure</p> <p>AT END OF EVENT</p> <p>Go through every room at event site including bathrooms, kitchen, hallways, laundry, garage and all outside... around the venue - applicable whether this is a business or personal dwelling site.</p> <ol style="list-style-type: none">1. Check for any left items, equipment, glassware etc.2. Make sure all trash is discarded and all surfaces are clean.3. When all clean up completed, approach the event host or the event main contact and thank them. Ask if anything else is needed before you leave the event. <p>WHEN YOU ARRIVE AT THE SHOP</p> <ol style="list-style-type: none">1. Fill out your event yellow worksheet located on Ari's desk. Place this completed sheet on the applicable sales persons desk - they need this information so they can effectively follow up the client the next day.2. Clear and clean ALL carts.3a. If you are scheduled for shop clean up, you are responsible for cleaning:<ul style="list-style-type: none">- chafers- beverage dispensers (glass, silver & cambros)- coffee dispensers & pots- all nice glass items including platters and large bowls- all silver <p>NOTE - nothing goes through the dishwasher. Use mild Palmolive and green pad 3M to clean. Use yellow microfiber towels to dry. Hang wet towels on rack to dry.</p>

- 3b. **If you are NOT scheduled for shop clean up**, there will be a clean up crew scheduled for the next day so your responsibilities are fewer but include:
- clearing all food and beverage out of the van.
 - wrap leftovers, label with date and put in floral fridge.
 - put florals back in the floral fridge (they will wilt in the van overnight)
 - take linens out of the van, put in clear plastic bag with label of your 3-letter event name and count of linens. NOTE - do not tie the plastic bag tight as damp linens will mold.
- 4.. Check no leftover food is left out on counters. Please wrap, date, and put in fridge (floral reach in), or throw away.
5. Take out all trash and dispose in the dumpster. Sweep the floor.
6. Bring anything left outside the back door inside including smoker, carts, bins drying etc.
7. If yours is the last event for the day - you need to cover a couple of extra clean up requirements.
 Make sure all vans are swept out and are in place. backed into unmarked spots, with front wheel in the gutter. No van to be left in loading dock.
- Make sure carts assigned to vans are in the proper van, not in BOH.
 - Make sure ALL vans are completely locked up and make sure all windows are closed.
 - Back empty, clean vans into unmarked space with wheel in gutter.
 - If leaving van for next day clean-up make sure van is clear of any food or dirty dishes with food on them first. Then pull van in face first - to signify it needs unloading.

BEFORE YOU LEAVE THE SHOP

- 1.. When clean up is complete, 'cruise the store' just like a final walk thru after an event.
 - Check burners on stove off and hood system off.
 - Check all refrigerator doors closed and freezer is closed.
 - Unplug electric van and hang cord on hook on left side of back door (above smoker).
 - Turn off all lights in tasting room, office, bathroom, kitchen (including freezer) and upstairs loft. (Switches in both front and back of house). Note, walk in lights stay on.
2. Empty your apron and place in appropriate laundry basket located by paper goods on the floor.
3. Make sure to clock off - CT or missed punch sheet.
4. Lock both back door and front office door - test to make sure they are securely locked.
5. Throw keys through the front mail slot.

Notes