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THE COMPANY

Culinary Capers Catering[®] was founded in 1986 by Debra Lykkemark and two partners. Operating out of storefront on Broadway, the company began with a focus on serving the Vancouver corporate market. Within four years Debra bought out her original partners and leased a large commercial kitchen on the former Expo lands. Our kitchen and offices were relocated to 4075 Main Street in 1991 and then, in 1999, to the present 11,000 square foot facility at 1545 West 3rd Avenue. Over the years the scope of our catering has expanded to serving a complete range of events, from working lunches to cocktail receptions, formal weddings to company barbecues. Service innovations, combined with our staff's "no problem" approach to service, have enabled Culinary Capers to become the Vancouver market leader. We are on the preferred catering list of all the major venues. Company event planners and staff are experienced in catering to all types of events. As a full service caterer, we provide assistance with every facet of event co-ordination.

Culinary Capers also operates three divisions – **Best of the West BBQ Catering**[®], **PartyArt Design**[®] and **Culinary Cakes**. Our barbecue division provides reasonably priced menus for large corporate functions and picnics. PartyArt Design does overall event design, décor and floral design. Culinary Cakes produces wedding and specialty cakes.

THE PEOPLE

In addition to being a trained Chef, **Debra Lykkemark**, President and Founder, is a member of the International Special Events Society, the Canadian Special Events Society, the National Barbecue Association, Tourism Vancouver and the Vancouver Board of Trade. Debra serves on the Executive Board as Past President of the International Caterers Association and is a former Board member of Les Dames D'Escoffier.

Michael Harries, Managing Partner. Michael brought extensive management experience when he joined Culinary Capers in 1991. Michael is in charge of marketing, purchasing and equipment, and facilities management. Michael has been a featured industry speaker at The Special Event, Event Solutions Expo, the International Caterers Association (ICA) Annual Educational Conference and for the National Association of Catering Executives (NACE).

Margaret Chisholm, Executive Chef. Executive Chef Margaret Chisholm apprenticed with well known Chef Anne Rosenzweig of the Big Apple's Arcadia Restaurant after graduating from Peter Kump's New York Cooking School. In addition to managing a busy catering kitchen, Chef Margaret has contributed her expertise and recipes to three best selling cookbooks, "The Girls Who Dish", "The Girls Who Dish - Seconds Anyone?" and "Inspirations" (Whitecap Books). Prior to joining our team, Chef Margaret was a highly regarded Chef Instructor at the Dubrulle French Culinary School.

Sarah Kushlick, Event Planner

Molly Stevens, Event Planner

Stephanie Maher, Event Planner

Melanie Belrose, Office Manager/Reception

Christine Smith, Pastry Chef
Rob Foster, Sous Chef
Mandy Pearce, Sous Chef
Simon Cooksley, Designer (PartyArt Design)
David Yanchuk, Designer (PartyArt Design)
Bill Murray, Controller (Payroll)
Kevin Bergsma, Human Resources & IT
Brian Bompreszi, Operations Dispatch

Culinary Capers Catering employs an enthusiastic team of 45 full time and over 150 part-time staff. At Culinary Capers our motto is "When Only The Best Will Do" which encompasses our attitude and expectation of food and service excellence. Over the years we have developed a superb reputation, due not only to our delicious and well- presented food, but also to our friendly and professional staff. Though the food is important, we believe that the people who work with us have everything to do with the success of an event.

OUR SERVICE APPROACH

Culinary Capers takes a team approach to catering. While staff members have assigned responsibilities, everyone is expected to help others when necessary at an event. For example, at a wedding, the bartender may need assistance to deal with the initial rush to the bar following the ceremony. Be generous with your time and effort and you will reap the rich rewards of guest satisfaction and the gratitude of your colleagues.

We are committed to service excellence. Each team member is indispensable to the success of the event. The primary responsibility of each server is to meet the needs of the clients and guests. If you are unable to help with a problem, politely tell the client that you will find someone who can, and follow through with your supervisor. "Keep your eyes on the prize" – our clients pay all our salaries. When we provide excellent service for our client's guests, we are building a relationship that will ensure future business.

KITCHEN STAFF APPEARANCE

- A clean, tidy and professional appearance is essential at all times.
- Conservative minimal jewellery - watch, small earrings (women only).
- Hair should be clean, combed, and tied back if long.
- Nail varnish is not permitted.
- You supply:
 - Clean shoes & socks (must be closed toe shoes).
- We supply:
 - Clean chef jacket, pants, hat and apron.
 - Clean rags.

When working at staffed events - chefs, productions chefs and station chefs are required to be well groomed and clean shaven and wear clean, black dress pants, socks and shoes (clean black runners are acceptable). Kitchen staff that work on staffed events should carefully read the entire handbook.

KITCHEN STAFF PROCEDURES

- Each individual is responsible for placing jackets, pants, hats, rags and aprons in the appropriate hampers provided in the Staff Uniform Room.
- Chef's knives are available in the kitchen, however, we recommend that you bring your own knives.
- Clean and store knives at the end of the shift.
- Report depletion of stock to the Sous Chef, or team member and write the item on the order sheet.
- When preparing an unfamiliar recipe, consult the Sous Chef, or team member on proper preparation procedure and to check the flavour of the finished product.
- Ask the Sous Chef's, or team member's advice on plattering, garnish, and presentation.

- When there is a question about the quality of any menu item, bring it to the attention of the Sous Chef or Executive Chef.
- Complete all cleaning duties at the end of each shift.
- On the job learning check list:
 - Security alarm procedure.
 - Freezer orientation.
 - Cooler no.1 orientation.
 - Cooler no.2 orientation.
 - Fridge A orientation.
- Labeling procedures:
 - All menu items are labeled with the name which appears on the work list. This will be a single word, or a single word with a suffix e.g. Lawson or Lawson-PM or Lawson-546.
 - Labeling for deliveries is done on logo labels.
 - Labeling for staffed jobs is done with masking tape.

Overtime must always be authorized in advance by your supervisor.

Please inform Chef or Sous Chef well before the end of your shift, if you will not be able to complete your list.

KITCHEN STAFF SCHEDULES

- Check the schedule posted every Thursday for the following Sunday to Sunday schedule.
- Part-time staff will be phoned.
 - When shift information is left on an answering machine, please call in to the kitchen line **604-484-2144** to confirm or decline ASAP.
- A full 8 hour shift can not always be guaranteed, although a 2 hour minimum shift is guaranteed, unless an employee chooses or accepts a shorter shift.

KITCHEN STAFF AVAILABILITY (CALLING IN SICK)

Staff repeatedly refusing shifts will lose priority-booking status. Therefore it is to your advantage to ensure your availability when confirming all shifts. At times you may be physically incapable of doing a shift due to illness or injury. When this occurs, do not wait until the last moment to call in, please try to give us as much notice as possible.

- All shift cancellations are done via the kitchen line.
- Call immediately and speak to the Executive Sous Chef or the Executive Chef.
 - When leaving a message, please leave:
 - Your full name.
 - Your start time.
 - The department in which you were scheduled to work.

SERVICE STAFF APPEARANCE

- A clean, tidy and professional appearance is essential when representing Culinary Capers.
- Unless otherwise instructed, staff are expected to arrive at events wearing:
 - Clean, pressed, black pants or skirt (no leather, black denim, brushed cotton or short skirts please - just above the knee or longer).
 - Black dress socks with pants.
 - Neutral or dark panty hose with skirts.
 - Clean black dress shoes – no spike heels.
 - Professional looking and clean top or shirt with no logos or writing.
 - Conservative, minimal jewellery - watch, small earrings (women only), rings.
 - Hair should be clean and combed - tie back, fasten or braid long hair.
 - Nails should be clean and manicured with conservative nail polish (no chips).
- Company uniforms are supplied for most catered events.
 - Our standard uniform is a white jacket with our company logo on the chest.
 - We recommend a white t-shirt (no logos or writing) or a plain white bra be worn underneath the uniform.

- For some informal events, we provide short sleeved cotton polo shirts.
- On rare occasions costumes will be provided for the event or staff may be asked to wear something from their wardrobe.
- Service staff is required to hand in all uniforms or costumes supplied by Culinary Capers at the end of each event.
 - All used uniforms need to be put into one clean clear plastic bag.
 - Do not put aprons or rags in with the uniforms.
 - Costumes need to be hung back on hangers and returned in the supplied garment bags.
 - Unused uniforms should be returned on hangers and in a garment sleeve.

SERVICE STAFF BOOKING

Staffing co-ordinators confirm event bookings by telephone.

- All the pertinent function information will be supplied:
 - Client's name or job name.
 - Name of the event planner.
 - Date.
 - Start time.
 - Assignment - bartender, driver, production chef, server, station chef, supervisor.
 - Special wardrobe requirements.
 - Location - get directions if you are unsure of the location.

It is important that staff record all the event information and have it on hand when they arrive at HQ or at the event.
- Please reply ASAP to booking information left on voicemail.
- Unless otherwise requested, call on the staff phone line: 604-875-0153 to confirm or decline all bookings.
- The staffing co-ordinator may be able to provide an estimated end time for a shift, however, staff should always be prepared for the shift to end at a later time.
- For efficiency sake, please keep requests for additional details (type of function, guest count, estimated end time, other staff working on the job, etc.) to a minimum when confirming bookings.

SERVICE STAFF BOOKING CANCELLATIONS

Cancellations can be disruptive and costly, as a result, staff repeatedly cancelling bookings will lose priority booking status. If a cancellation is required, call immediately to inform the staffing co-ordinator.

- When cancelling a booking that is taking place within the week, call Culinary Capers Catering main phone line: 604-875-0123 and speak with the staffing co-ordinator or the event planner overseeing the event.
- When cancelling a booking with more than one week's notice, call on the staffing phone line: 604-875-0153 and speak with the staffing co-ordinator or leave a message.
- When leaving a voice message regarding a booking cancellation, be sure to include all the function information.

SERVICE STAFF CALLING IN SICK

There will be occasions when an individual is physically incapable of fulfilling a booking due to illness or injury. Please provide as much notice as possible when calling in sick – do not wait until the last moment.

- For a booking that is scheduled within twenty-four hours, call our main phone line: 604-875-0123 and speak with the staffing co-ordinator or the event planner overseeing the event.
 - Outside of regular business hours, leave a message on the answering machine along with all of the function information.
- For a booking with a morning start time, try to inform the office prior to 4:00 pm of the previous day.
- For a booking that is scheduled within three hours, call our main phone line: 604-875-0123 and speak with the staffing co-ordinator or the event planner overseeing the event.

ARRIVING AT CULINARY CAPERS (HQ) PRIOR TO AN EVENT

For most events, one or more service staff will be required to come to the shop to pack up the van(s) and drive to the event venue.

- Please eat before arriving at the shop.
- Arrive dressed and early in order to be ready to start work at your designated time.
- Bring all the booking information.
- Arrive early and become familiar with alarm system procedures.
- Van drivers must have their driver's license in their possession.
- Review the job sheet for the event menu and venue address.
 - Check the **event location** – be careful not to confuse the event venue with the address of the client.
 - Read the menu and clarify individual items prior to leaving for the event.
- Be attentive to verbal instructions.
- Be prepared to do additional driving tasks when required, such as delivering an order of food to another location on the way to the event
- Fill in the Date, Client Name and the Drivers Name (only) in full on the **VAN SIGN OUT** sheet on the clipboard at the shipping door.
- Pack up van(s) promptly and carefully and proceed directly to the event.

COMPANY VEHICLE POLICY

All Drivers

- Always drive defensively.
- Both drivers and passengers shall wear their seat belt at all times in company vehicles.
- Smoking is not permitted in company vehicles.
- Always drive with both headlights and taillights on for maximum visibility.
- The only passengers permitted in the company vehicles are employees of Culinary Capers, unless specifically authorized by your supervisor.
- Park in commercial loading zones, passenger zones or commercial lanes. Never park in bus zones or other restricted areas. The company will not be responsible for parking tickets.
- Never leave vehicles unlocked.
- Speeding, disobeying traffic signals or signs is unacceptable. As with parking tickets, the company will not be responsible for traffic violation tickets.
- Company vehicles are not to be used for personal business.

Company Drivers

- Problems with other service vehicles, loading docks and dock personnel should be referred to the office.
- Drivers are responsible for the cleanliness of their vans. This includes the inside of windows, carpets and carts. A thorough cleaning and vehicle inspection will be done on a weekly basis.
- The fuel level should be checked daily and should never be lower than half a tank.
- Always call the office when problems occur on the road. Running late, an upset client, food missing or damaged and any similar problems should be immediately reported to the office. Remember, the customer is always right!
- Dress code: clean jeans (no rips) or shorts (walking shorts only), and a clean, pressed company shirt and jacket.
- Start time is as indicated on your clipboard. Arrive early and be dressed and ready to start work at your designated start time.
- Days off should be requested at least a week in advance through your supervisor.
- Drivers should assess their delivery sheet at the beginning of each shift. Any problems (i.e. too many deliveries, pick-ups or questions) should be discussed with your supervisor at that time.
- Ensure that your Mike phone is operating and turned on at the start of your shift.
- Be thorough with pick-ups. Check fridges, cupboards and dishwashers. Daily Pack Up Lists should include any pertinent information regarding missing items. When all the items on the pack up list are not available, call the contact person to inform them of the missing items. Yellow bins (with lids) should be used for pick-ups.

- Invoices with a different shipping address from the client are to be returned to the office, unless the client is at the delivery location.
- Communicate with the other drivers (i.e. difficult deliveries, traffic problems, streets closed, construction). Any problems, or ideas to make your job easier, should be discussed with your supervisor.
- Ensure the daily duties on your delivery sheet are completed. Notify your supervisor of anything not completed.
- Check with your supervisor for any additional duties before signing out for the day.

Overtime must always be authorized in advance by your supervisor.

ARRIVING AT AN EVENT

- Please eat before arriving at the event venue.
- Arrive dressed and early in order to be ready to start work at your designated time.
- Bring all the booking information.
- Check in with the catering supervisor and get opening assignment instructions.
- Be prepared to assist van drivers on arrival with the unloading of food and equipment.
- When unloading and setting up, keep the kitchen and bussing area neat and tidy.

SUPERVISOR NOTES - OPENING CHECK LIST

- Check the instruction sheet sent in the job folder for the event outline from the event planner.
- On arrival, do a walk through with the client to confirm the set up details.
- Check to make sure all staff arrive and are ready to start punctually.
 - Be sure to make note of staff are not on time and record the correct time.
- Do a walk through with staff in a new or large venue.
- Check or assign someone to check rentals.
- Assign set up duties for all staff.
- Introduce or point out the client(s) to staff.
- Ensure the van(s) are parked in a secure area. Make sure parking tickets are purchased and displayed on the dash. At events in private residences, be careful not to park in driveways to avoid being blocked by other vehicles at the end of the event.
- When required, ensure that the elevator is secured for entering and exiting the building.
- Locate all required power sources.
- Confirm the location of the bussing area, the kitchen/prep area, a water source and the staff changing area.
- When dealing with an outdoor function, be familiar with the rain plan.
- Ask the host where to put any florals or gifts from arriving guests.
- When set up is complete, do a walk through with area supervisors.
- When there is a different closing supervisor, ensure that the closing supervisor is advised of any special instructions and be sure to **write them down** - verbal instructions are too easily forgotten.

SUPERVISOR NOTES – GENERAL

- Discuss overtime with the client. Let the client know when the job is going over the estimated time. When the client has been informed and approved the extra time that should be noted on the supervisor's report sheet. There are occasions when it is not appropriate to interrupt the client, particularly at large events. Use your discretion.
- Co-ordinate breaks for staff on jobs. Remember the bartender, the bar cannot be left unmanned.
- Training new staff.
 - New staff assigned at an event may require on the job training.
 - When necessary, employ the buddy method and team the new staff member with an experienced staff member.
- Establishing timing.
 - The supervisor should consult with the client with regard to the timing for service.

- When staff inquire about a food allergy, check with the kitchen or the event planner to ensure that the food is safe. Be certain that the dish or dishes being served are safe, if there is any doubt let the guest know that we cannot be 100% certain and advise them not to eat the food.

SETTING UP AN EVENT

- Listen attentively in meetings with the catering supervisor, noting the schedule of events, duties, and other pertinent information.
- Be certain that the assigned area of an event is in perfect order prior to the arrival of the guests.
 - Ask for help when necessary to ensure that set up is completed on schedule.
- When the set up is complete before the guests arrive, check with the supervisor for further instructions or assist other team members in completing their assigned tasks.
- Take notice of any broken, chipped, or missing rentals and notify the supervisor.
 - This is especially important when the rental company has delivered damaged items and will avoid unnecessarily billing the client for damages.
- Be observant - consult with the supervisor about any potential problems.
- When placing hot platters or chafing dishes on a client's table, ask the supervisor for a silencer or blankets to protect the table prior to covering the table with a linen.
 - Ensure that linens are seam side down and put on straight.
- Be aware of the host and hostess, guests of honour, and the person paying for the reception.
 - Offer food and drink to these individuals, even when they appear busy with their guests. This is particularly crucial at weddings where the wedding party is busy greeting guests and posing for pictures.
 - Prepare plates of food for the bride and groom at weddings.
- Store unused material out of sight or in the vans.
- Pay close attention when unpacking the bins and stacking racks.
- Take note of the platters and serving utensils from the shop and differentiate between our equipment and that of the client and rental company.

SERVICE STAFF ON THE JOB TRAINING

Many of the basic requirements and responsibilities of service staff employment with Culinary Capers Catering are covered in this Service Staff Guide. Training is an ongoing process and we expect and encourage all staff members to be proactive and receptive to learning new skills.

The following demonstrations will be conducted on site by senior staff and supervisors.

- Setting up a bar.
 - Standard.
 - Self service.
 - Multiple.
 - For butler service.
- Buffet set up.
 - Dinner.
 - Hors d'oeuvre.
 - Dessert.
 - Coffee & tea.
- Setting up serving stations.
 - Action pasta station.
 - Asian wok station.
 - Action crepe station.
 - Action omelet station.
- Settings for sit down dinners.
 - Setting a table.
 - Creating a dining area.
- Setting up kitchens.
 - Prep kitchen.
 - For plated dinners.

- Set up of bussing areas.
- Reading and understanding job function sheets.
- Completing a supervisors report.

BAR SET UP

Bartenders must have their “Serving It Right” card when working an event.

Do not leave a bar unattended without direct permission from the supervisor or client.

- Prior to commencing a bar set up, check to ensure that all the liquor, beer and wine, rentals and bar equipment has been delivered, immediately report any missing items to the supervisor.
- Bar Kits are provided for each bar, each kit contains all the basics which are listed on an enclosed Bar Kit Check List.
- Before setting up the bar, ice down beer and wine.
 - Set aside enough ice for mixed drinks.
- Place a bar mat or garbage bag under the ice tub on hardwood or carpeted floors.
- Keep the bar neat and tidy and conceal bins and boxes under the tables.
- Ice caddies near the bar should be covered with a tablecloth.
- Do not tear the tops off cardboard cases - they are required for reuse and return.
- Enamel sinks are easily scratched and should not be used as an ice bin for chilling beverages.
- Display all the beverages being offered at the bar.
- Have an ample supply of cocktail napkins.
- Use the pre-measure spouts on liquor bottles.
 - Do not over serve or over pour.
- Do not serve alcoholic beverages to minors. The legal drinking age in BC is nineteen years.
- Alert the supervisor about inebriated guests and allow them to handle the situation.
- When two bartenders are assigned to a bar that is not busy, one should leave to offer butler service - circulate with wine or assist with bussing.
- At large events and wedding receptions, be prepared for the initial rush at the bar by pre-pouring wine, beer, and water.
 - Use restraint when pre-opening wine, do not open an excess amount.
 - Wine with the foil or cork removed can not be returned to the Liquor Control Board.
- Notify the supervisor prior to running low of ice, glasses, alcohol or mix.
- Save corks, liquor and pop caps for recapping partial bottles.
- All beverages are to be passed and cleared on silver platters.
 - Use clean doilies on the tray to prevent slipping.

STRIKING BARS

- When striking the bar, wipe all bottles that have been iced down and return to the appropriate cases.
- Do not dump ice in sinks or bathtubs.
- When Culinary Capers has supplied the liquor, take an inventory of the alcohol and mix that has been consumed.
 - All full bottles of wine, beer and pop must be added to the inventory.
- Unless otherwise specified by your supervisor, open alcohol should always be left at events in private homes.
- Return all wine, beer and soft drink empties to the shop for deposit return.
- Culinary Capers recycles bottles, all metals, plastic and cardboard.
 - Deposit bottles are returned for refund.
 - All recycle items should be returned to the catering kitchen in clear bags (the rental company plastic bags are ideal) when the function is complete. Plastic bags filled with bottles should be placed in bins to prevent leakage.
- Open non-alcoholic beverages should be emptied and put with the empty returns.
 - When it is not practical to empty the opened bottles, put them with the empty returns.
- Check, clean, dry and return all the contents of the bar kit as listed on the enclosed Bar Kit Check List, complete and sign and date the list. Do not return any fruit, wet rags or other items inside the bar kit.

DURING AN EVENT

- Impress the client and team members by being prepared to go “the extra mile”.
- Assist arriving guests with their coats.
- Offer to take presents or flowers from guests and put them in a convenient place for the client.
- It is important to familiarize yourself with the food and beverages being served at the event.
 - Know the ingredients of each dish in order to be able to intelligently inform guests when offering food.
 - Immediately inform the supervisor in the case of any allergy. When a guest inquires about a specific dish, politely tell the guest that we need to check with a supervisor to be certain that the food will be safe. In all cases the catering supervisor will make the final decision.
- Make every step count.
 - When going to the kitchen for any reason, pick up empty glasses and discarded plates on the way.
- Servers should circulate with a bottle of wine or replenish the buffet when there are no trays to pass to the guests.
- Problems arising at the function should be deferred to the supervisor.
- Change ashtrays often – before removing a dirty ashtray, cover first with a clean one.
- It is crucial that there always be at least one server on the floor.
- Try to look busy throughout the event.
- Upright posture is essential at all times.
 - Service staff should stand with their hands either clasped behind their back or at their sides.
 - Do not stand with arms crossed or hands in pockets.
- Have a supply of Culinary Capers business cards.
 - Business cards are included in the bar kits.
 - Give out cards only when requested – do not set cards out on the bar or buffet.
- Be quick to assume any assigned duties and perform to the best of your ability.
- Never rush through service in order to sit down and relax.
 - Rest comes before and after the event.
 - The supervisor will communicate to staff when it is appropriate to take a break.
- Help new team members.
 - Check to see if they know who is supervising the function and who is in charge of the kitchen.
 - Keep an eye out for the new service staff and instruct them as required during the event.
- Do not contradict instructions from your supervisor or manager.
- We encourage and appreciate input, and are always open to suggestions for improving food, presentation or service.

SERVICE STAFF MEALS

- Do not eat the food sent for the client and guests.
- When the shift is estimated to last more than five hours, Culinary Capers will supply food for the service staff.
- Check with the supervisor prior to having your staff meal.
 - Staff meals and beverages should be consumed out of sight of all guests and clients.
 - Meals should not be consumed until all the set up is completed for the event.

INTERACTION WITH OTHERS

- Maintain eye contact with guests.
 - This facilitates good communication and makes the guest feel important.
 - Looking a guest in the eye sends the message that you are confident and that everything is under control.
 - People often communicate with their eyes better than with words.
 - If you are paying attention, you can detect guest discomfort or irritation, or that something is needed without a word ever being spoken.
- When you know a guest, it is permissible to acknowledge them, but be brief and do not enter into a

conversation.

- It is not appropriate to fraternize with guests, even when they are close acquaintances.
- Unless specifically requested to use a guest's first name, always use surnames.
- Our clients engage us to help create a friendly and welcoming atmosphere.
 - Service should be focused on making guests feel comfortable and "at home".
- You are not employed as a critic.
 - Comments on guests' or clients' appearance, clothing or jewellery are not appropriate.
 - Do not express opinions concerning a client's home, furnishings, art or other possessions.
- The right of way always belongs to the guest.
 - Step aside so that guests may pass. In a crowded room, say, "excuse me" or "pardon me".
 - It is acceptable to gently touch a guest to keep them from bumping into you or your tray.
- When you do not know the answer to a question from a guest or client, offer to find someone who does and return promptly with the answer.
 - The phrases "I'm too busy", "I don't know", "no", or "as soon as I have time" are not part of our vocabulary at Culinary Capers.
 - When handling a request, the correct response is "It will be my pleasure".
- Approaching the client or any guest about a problem, question or suggestion is generally inappropriate.
 - The client has hired us to provide freedom from worrying about any problems which may arise at an event. Problems require immediate attention by our service staff, not the client.
 - Please go directly to the catering supervisor. The catering supervisor will decide whether it is necessary to consult the client.
- Do not discuss company business with guests or clients.
- Remember, a guest is never an inconvenience. Without guests, there would be no event.
- Smile. It is difficult for guests to enjoy themselves around stressed, anxious or bored service staff.
- Try to appear calm at all times. Do not run and avoid rushing - this makes us look disorganized.
- Do not chat idly with other service staff. Guests never understand why their needs are unattended while servers have time to visit.
- Be helpful and treat your co-workers with respect and kindness.
- Never "talk shop" at an event and discuss how hard you are working or other issues such as salary, scheduling, hours, or company policy. It is unprofessional.

BUTLERED HORS D'OEUVRE

- When passing hors d'oeuvre, present the food item with a verbal description posed as a question: "Chicken Satay Kebab with Peanut Dip?" as opposed to "Would you like a Chicken Satay Kebab with Peanut Dip?" The latter is too wordy and requires the guest to respond which would interrupt their conversation.
- Carry and offer cocktail napkins.
- When there is an accompanying dip, include a small spoon so that guests do not have to "double dip".
- Have an empty bowl on the serving tray to collect discarded tails when serving prawns.
 - An empty bowl can also be utilized to collect toothpicks and skewers.
- When passing skewered items or hors d'oeuvre on china spoons, another server should follow with an empty silver tray to collect skewers/spoons from the guests. Alternately, return by the same route and pick up the used skewers/spoons.
- For passing in larger groups, servers can start with the same hors d'oeuvre at opposite ends of the room and work toward the middle.
- Notes for production chefs:
 - When heating hors d'oeuvre:
 - Heat only as many as you need.
 - Spread out on baking sheet to heat more evenly.

STATION | BUFFET SET UP & SERVICE

- Prior to commencing a station or buffet set up, check to ensure that all the food, serving utensils, rentals and equipment has been delivered, immediately report any missing items to the supervisor.

- When unfamiliar with setting up a station or buffet, inform the supervisor or work with an experienced staff member.
- Do not use tiering without an overlay if the result is an uneven tablecloth.
 - Use the black iron stands to create height when tiering without overlays.
- Double-sided stations or buffets should work well from both sides with either two of each item or one large platter that can be accessed from both sides of the station or buffet.
 - Ensure that there are two serving utensils per item.
 - Check the visual appeal from all angles.
- For single sided stations or buffets, ensure that all serving utensils (cheese spreaders, spoons, forks and tongs) are in place.
- Have plenty of cocktail napkins on the station or buffet.
- Put specialty breads and crackers beside the appropriate food.
- Set out fanned cocktail napkins, forks and plates.
- Any supplied signage should be placed beside the corresponding dish.
- Supervisors should assign expeditors to check and replenish stations or buffets and let the kitchen know the identity of the expeditors for clear communication.
- Replenish stations or buffets using serving trays and tongs – do not use insert or bus pans and do not set out food with your bare hands.
- Ensure that the station or buffet is kept stocked and tidy.
- Clear empty platters and replenish with full.
 - When two platters of the same item are more than half empty, take both back to the kitchen and combine on one full platter.

DINNER BUFFETS

- Place items in the following order:
 - Plates
 - Bread & butter
 - Salad & dressing
 - Starch
 - Vegetable(s)
 - Proteins with sauces
 - Cutlery / napkin roll ups
- When the buffet ends with a carving station, place cutlery after the plates.
- Chafing dishes should have warm water in the pan (to the depth of a thumbnail), and be lit at least half an hour prior to service.
- Check sternos and replace as necessary.

SIT DOWN DINNERS

The supervisor will call a meeting to assign service teams to their tables and demonstrate the proper place setting for the party. The supervisor is responsible for numbering the tables, being aware of how many people are seated at each table, which tables require special meals and ensuring that the servers are aware of which guest is receiving the special meal.

Supervisors communicate with the kitchen, regarding the timing of dinner service. All staff, including the chef, defer to the supervisor regarding the timing of dinner service. The chef and kitchen staff plate up for each table, including special order dinners, on the instructions of the supervisor. The supervisor's job is to direct plate service, not do plate service, and ensure that each server is following the correct procedure.

The whole table is served at the same time. Special meals are served at the same time as the rest of the table. This applies to all sit down dinner functions, not just for synchronized service. When service staff pick-up plates for a table, they should not leave the kitchen without their entire team. At some events, expeditors will load plates on butler trays and deliver to the serving teams at a pre-arranged station for table service.

Bartenders offer wine service and are available for additional tasks, such as topping up water glasses. Bartenders should only be assigned to plate service on the prior instruction of the event planner responsible for the event.

COFFEE SERVICE FOR SIT DOWN DINNERS

- When cups and saucers are not set on the table, have bus trays set up with a stack of saucers ringed with cups ready for coffee service.
- For smaller parties have stacks of four cups and saucers ready on the buffet.
- Be wary of splashing guests when pouring coffee at the table, use the saucer as a shield.

BUSSING STATIONS

- Service staff assigned to bussing duties are responsible for setting up the bussing station.
- Servers should put returning cutlery in bus pans and scrape and stack plates.
- Bussing staff return cutlery, dishes and glassware to the proper bins, and stack platters on racks.
 - Dump glasses into a slop bucket before returning to racks.
 - Replace full garbage bags.

SUPERVISOR NOTES - CLOSING CHECK LIST

- Supervisors need to fill out the supervisor's report in full.
 - Note food quality and quantity.
 - Service quality.
 - Client response.
 - Use full sentences and print clearly.
 - Be thorough and candid – feedback is invaluable.
 - Where there are food quality problems, send a labeled sample back to the shop along with the report.

Indicate whether criticisms are from the staff, the guests or the client. Never leave the job binder at an event or in sight of the guests during an event!
- Be sure to sign out all staff on the Event Timesheet, note the exact time.
- Ensure that the correct equipment is returned to the shop and that all the rentals are left in one location. Check for missing equipment.
- Check that the van(s) are packed securely to avoid damage to company equipment.
- Ensure that the venue is inspected and spotless.
- Ensure that all service staff has transportation to a safe and secure area from remote locations.
- Walk through the venue with area supervisor(s) – supervisors should not leave the event until the strike is complete.
- Used uniforms should be in a clear plastic bag.
 - Do not put uniforms in bins.
 - Do not put rags in with the uniforms.
 - Used uniforms should not be on hangers.
- Count and record the unopened beverages being returned to the shop.
- Ensure that all perishables have been put into clearly marked bins and that the service staff that are returning to the shop understand clearly how to store perishables in the walk-in cooler.
- Ensure the returning service staff have a shop key and have been trained in the security alarm procedure.

STRIKING AN EVENT

- No "strike" of the party should be started until the guests have departed or until instructed by the supervisor.
- Bone china, silver, pewter and crystal needs to be hand washed.
 - Client and rental silverware should be hand washed and **dried** to prevent spotting.
- Ensure all our equipment is returned, the rentals are neatly placed in one area, and the client's dishes have been cleaned and stored.

- When in doubt as to whether equipment belongs with the rentals or should be returned to the shop, always return the equipment in question to the shop.
- Wash all serving dishes and equipment being returned to the shop.
 - When no sink is available, please wipe dishes and platters.
- Pack up with care.
 - Fragile items should be wrapped in towels or bubble wrap and carefully placed in bins or on racks.
 - Avoid stacking too many items as this may cause breakage.
- Any leftover food or other perishable that requires refrigeration should be separated into one bin. Use the masking tape and marker supplied to label the bin. Leftover food must be removed from Cambro containers to prevent spoilage.
 - Make the return van driver aware of the bins with perishables and any other food that should be placed in the walk-in cooler at the catering kitchen.
- Leave food for the client on their own dishes or on disposables.
- When it is necessary to leave any Culinary Capers' equipment at an event, ensure that an accurate list is compiled and itemized on the Event Sheet.
- Though rentals do not have to be cleaned (excluding silver), it is helpful to rinse all cutlery, and scrape plates clean of food residue.
 - Keep in mind that rentals may be at the client's home or business for a few days, by which time food residue may be a little "ripe" smelling.
- Empty all bar glasses before returning to their racks and ensure that all coffee perks have been drained, rinsed, and are free of grounds.
- Our objective is to ensure that the client's home or the event venue is as clean, or cleaner, than when we arrived for the event.
- At events where shells are used to serve an hors d'oeuvre, ensure that shells return the shop.

RETURNING TO THE SHOP

- Follow security procedures for entering and exiting the building.
- Stack returning bins, racks and equipment in to as compact an area as possible and **separate from any other incoming or outgoing material**.
- Stack any returning rentals together with the returning order.
- Put all perishable food in walk-in cooler.
- Food in Cambro® containers is to be removed and put on racks in the walk-in cooler.
 - Do not leave food in a Cambro container.

SECURITY ALARM PROCEDURE

ENTERING SHIPPING AREA

- Go to the alarm panel.
- Check the panel lights.
- Hold down the exit button until there is a break in the long beep.
- Enter the service staff security code. The *red armed* light will turn off and the long beeping will stop.
- You now have access to the back shipping area only.

EXITING SHIPPING AREA

- Ensure that both the overhead door and the man door are securely locked and everyone is out of the shipping area.
- Go to the alarm panel.
- Hold down the exit button until the panel makes 3 short beeps. The *green ready* light will be on.
- Enter the service staff security code. The *red armed* light will come on and panel will begin a series of short beeps.
- You have 60 seconds to leave the building.

IN THE EVENT OF AN INADVERTENT ALARM

- Disarm the alarm system (follow the steps listed above under ENTERING THE SHIPPING AREA).
- Call ADT regional customer monitoring center 604-681-6411 (phone number on the alarm panel at the back) and give them our false alarm code.
- **A demonstration is required for security information.**
 - Security code.
 - Location of false alarm code.

SERVICE STAFF POLICIES

- The Government of British Columbia requires all persons who serve liquor to the public to have taken "Serving It Right" training that teaches alcohol awareness and promotes the proper serving of alcohol. We require all service staff to have their "Serving It Right" certificate. All service staff should have their registration card with them at all events.
- All service staff is expected to have their own matches or lighter and a waiters corkscrew at all events.
- Drinking alcohol or using drugs on the job is cause for immediate dismissal. If offered by the host or hostess, politely decline. Never join the party after the completion of a shift.
- Leftovers from the party are to be left with the client or returned to Culinary Capers. Taking food, alcohol or equipment from a catered event or our premises is cause for immediate dismissal.

SERVICE STAFF PAYROLL

- A set rate is paid for travel time to events outside the Vancouver area. Otherwise, service staff start time is the time of arrival at the event.
- Van drivers will be paid for loading and unloading time.
- Gratuities.
 - Gratuities are paid at the rate of \$5.00 per hour worked.
 - Gratuities are not added to travel time.
- Pay Days.
 - Cheques are issued on the 15th and last day of each month.
 - Cheques are available at the reception desk **after 1:00 PM** on the 15th and last day of each month.
 - Cheques that are not picked up after three working days will be mailed.
 - The payroll cut-off date is seven days prior to pay day.

PART-TIME EMPLOYEES

Part-time employees are the majority of Culinary Capers' work force. These are positions that provide less than 40 hours of work per work week on a regular, year-round basis.

PART-TIME TO FULL TIME EMPLOYMENT

Due to the seasonal nature of our business, many part-time employees tend to work full time hours during peak periods. It is only when an increase of annual business requires a new full time position, or when a present full time position comes available, that we are able to offer a full time position.

FULL TIME EMPLOYEES

An employee who has been hired for a full time position requiring an average of 40 scheduled hours of work in a Monday to Sunday work period will be considered a full time employee after the successful completion of their three month probation period.

PROBATION PERIOD

For all new full time employees there is a three-month probation period commencing from the start date of their employment. During the probation period the employee may be terminated without notice at any time. All employees will undergo a performance appraisal upon completion of their trial period prior to becoming a full time employee.

PERFORMANCE APPRAISALS

All full time employees will undergo appraisals. Appraisals will be conducted one month after hire date, three months after hire date and then annually on their hire date anniversary.

VACATION PAY

Culinary Capers Catering pays 4% (of gross earnings) vacation pay to all employees. For all full time employees, vacation pay will be paid when an employee takes their allotted vacation. Please note: vacation pay will not be issued prior to an employee's scheduled vacation period, but will be issued on the following payday. A minimum of two weeks holiday per year for all full time employees is mandatory. Vacation pay will not exceed the amount accrued by the employee prior to their vacation.

After uninterrupted employment exceeds 5 years, vacation pay is 6% of gross earnings. Employees are entitled to 3 weeks vacation per year after five consecutive years of employment.

VACATION REQUESTS

For all employees, vacation requests need to be made well in advance, in writing, and approved by an employee's supervisor. Vacation request forms are available from your supervisor. Due to the nature of the catering business, vacation requests during peak periods may not be granted. All full time employees are required to take two weeks vacation per year. New employees will not be eligible to request vacation time until a full 52 weeks of full time employment has been completed. The January to March period is recommended as the best time to schedule vacations as business is slower during that time of the year.

LEAVES OF ABSENCE | TIME OFF REQUESTS

Leave of absence and time off requests need to be made on a Vacation Request Form. Each request will be considered on an individual basis by the employee's supervisor. Employees taking extended leaves of absence may forfeit their benefits plan coverage and will be subject to re-enrollment procedures upon their return.

STAFF MEALS

Culinary Capers has a long tradition of providing our in-house full time staff with a staff meal. In order to be eligible for a staff meal an employee's workday must exceed 5 hours. A sandwich or the equivalent as well as a cold beverage will be provided at no charge to the employee. If dietary requirements are not met by the food provided by Culinary Capers it is the employee's responsibility to meet any additional requirements at their own expense. It is not acceptable to take food or drink home at the end of a shift.

TIME SHEETS

If you are an hourly employee, you must sign in and out on the time sheet in the kitchen by the Sous Chef's desk. Your hours must be initialed by your supervisor on the time sheet.

PAY DAYS

Cheques are issued on the 15th and last day of each month. Cheques are available for pick up from Executive Chef or Sous Chef **after 1:00 PM** on the 15th and last day of each month. If a pay day falls on a Statutory Holiday, cheques will be available the following day of operation. Cheques that are not picked up after three working days will be mailed. The payroll cut-off date is seven days prior to pay day.

RECYCLING

We recycle plastic bags, cardboard, paper, tin, plastics, cooking fat, newspaper, glass bottles and other products. All glass, plastic, tin and aluminum drink containers are returned for deposit. If you are unsure of where or how to recycle, ask a supervisor. Most recycled material goes to the dishwashing area.

OTHER POLICIES

- Food Safe certification policy.
 - All staff must have Food Safe or an equivalent food handling course.

QUICK PHONE REFERENCE

Staffing	604-875-0153
Kitchen	604-484-2144

BBQ	604-875-0126
PartyArt Design	604-875-0122

Main line	604-875-0123
Fax	604-875-8861