

CATERING SERVICE & SET UP PROCEDURES





INSTRUCTIONS

Welcome to our set-up guide. ***Please read*** and establish a reliable **point of contact** for your event so we can serve each other with excellence.

Point of Contact will be given a direct phone number to our catering coordinator for easy communication pipelines.

Email correspondence is ***catering@snoshavery.com***

Invoicing will be settled with our catering coordinator at **least 2 weeks before** the event occurs.

Point of Contact must facilitate and host our crew with the following resources:

- 1. Provide any and all pre-requisite entry compliances our staff must undergo in order to gain full access to your designated entry points prior the day of service.**
- 2. Provide a hosting space where the hosting party would like us to set up equipped with a minimum of two standard electrical outlets.**
- 3. Designate an area where our team can wash and clean our garnish trays, and shaving utensils.**
- 4. Our coordinator will mail out SNO badges or given to the point of contact the day of the event to all those persons receiving a cup of SNO that day to avoid cross departmental confusion.**

CATERING SERVICE & SET UP PROCEDURES:

1. **Create** Gelato blocks and transport to your venue.

Source and prep fresh garnish ingredients

(According to invoice and theme)

Adequately prepare for estimated guests, garnishing stations/bar and freezers.

2. **Set-up** host-approved venue space: Order station, garnishing stations or topping bar, décor, carpets, menu boards and music.

(Allow 1.5 hour set up prior to approved contract shaving times)

(SNO is not responsible for seating accommodations)

3. **Shave.** All servings are individually shaved in biodegradable cups, and consumed with biodegradable spoons and napkins.

(to-go lids will be provided if desired)

4. **Garnish.** Artisan menu is a pre-set garnish.

A-la-Cart topping bar set according to TIER values

5. **Take-down and clean-up** host-approved venue space: Clean utensils in designated space, order station, garnishing stations, décor, carpets, menu boards and music.

(Allow 45 min take down)