

# THE CONSERVATORY



**2019 CATERING PACKET**

# We look forward to working with you!

Please take note of the following key guidelines:

- We ask you to contact The Conservatory before you accept a deposit and signed agreement from your client – we do need to approve all caterers before the client books your services. Not all caterers are approved.
- We never allow drop offs, we only allow full catering services with servers.
- There is a \$300 wear and tear fee required on all catered events, please invoice the client accordingly. The Conservatory will invoice you before the event.
- We require the caterer to pick up all dirty dishes, take out all food related trash, and return the catering prep area to how it was found.
- Dirty dishes should be picked up **during** dinner service. Which means someone would need to be dedicated picking up dirty dishes as some tables are still going through the buffet. Please add this staff person and bill the client as needed.
  - No major prep work can be done within the catering kitchen.
- Plan to bring all food presentation and heating/cooling storage items as The Conservatory does not have any of these.
  - All drinks come from The Conservatory except water.
- We require to review the client's final invoice 1 week before their event. This is required. If you have issues with this you cannot caterer at The Conservatory.
- We ask that a catering manager remain on-site at all times along with 1 server per 100 guests for buffets. Plated dinners will require more staff as salad course plates should be removed by catering staff before the dinner course is placed. The Conservatory does not provide server staff so please plan to provide the staff and bill your client for the service.
- After each event the catering checklist should be filled out and the catering manager should will 'check you out'.
  - We require caterers to register for each event. Registration is here:
    - <http://www.theconservatoryev.com/guide.html>
- We have the right to not allow catering services from companies who aren't able or willing to do any of the above requirements.
  - Please never assume but rather ask. Communication is key.

The Conservatory

315 E. 5<sup>th</sup> St.

Suite 2

Des Moines, Iowa 50315

515-599-RSVP (7787)

[events@theconservatoryev.com](mailto:events@theconservatoryev.com)

2 Please note: \*Prices and policies are subject to change at any time. Rental prices are subject to the pricing at the time of booking. Current pricing and/or discounts will not adjust the pricing at booking, but rather you are subject to the pricing you've already agreed upon. This document is confidential and proprietary to The Conservatory, LLC and cannot be used, disclosed, or duplicated without the prior written consent of The Conservatory, LLC. This is an unpublished work protected by federal copyright laws and no unauthorized copying, adaptation, distribution or display is permitted. After each event please return this document to The Conservatory, LLC.

# CATERING GUIDELINES

1. **Access:** Please list your ideal setup time when you register, and The Conservatory will confirm this with you. Note: The Conservatory is locked unless previous arrangements have been made.
2. **Takedown:** Please note that take down should happen at the end of the dinner service.
3. **Trash:** There is a large trash bin for outside for all event related trash. Please make sure to use the rolling trash bin rather than dragging the bag on the floor as that will create a mess through-out the building.
4. **Sinks:** The Conservatory has sinks for potable water, but not for washing any food related dishes or utensils. Please do not use the sinks to wash items.
5. **Clean-up:** Clean up should include the following: All food related spills cleaned up, food debris on the floor swept, wipe down catering kitchen surfaces, dispose of any left-over food items in the trash, remove all trash and place in the dumpster (do not drag bags), replace trash can liners, and make sure to check out with the event manager before you leave. You can access the most current cleaning on page 3 of this document.
6. **Staffing:** The catering company should provide staff to set up all catering related items, pickup dirty dishes, serve guests food as needed, and take-out food related trash.
7. **Beverages:** All beverages except water at dinner should come directly from The Conservatory. We will provide the clients coffee, tea, lemonade, soda, wine, beer, cocktails, and any other drinks they may request.
8. **Catering Fee:** The week of the event the catering company will be invoiced for facility usage, wear and tear, garbage. The fee is \$300. Checks can be made payable to The Conservatory and mailed to The Conservatory 315 E. 5th St. Suite 2 Des Moines, Iowa 50309.
9. **Register with us:** All caterers must be approved by The Conservatory/ Out of Box Productions before signing an agreement with your client. A Catering Form must be filled out for each wedding you are contracted for at The Conservatory. Please use this link to register: <http://www.theconservatoryev.com/guide.html>  
For additional questions please email (preferred over calling) Anthony at [events@theconservatoryev.com](mailto:events@theconservatoryev.com)

## **WIFI: Events Wireless: Celebratewithus**

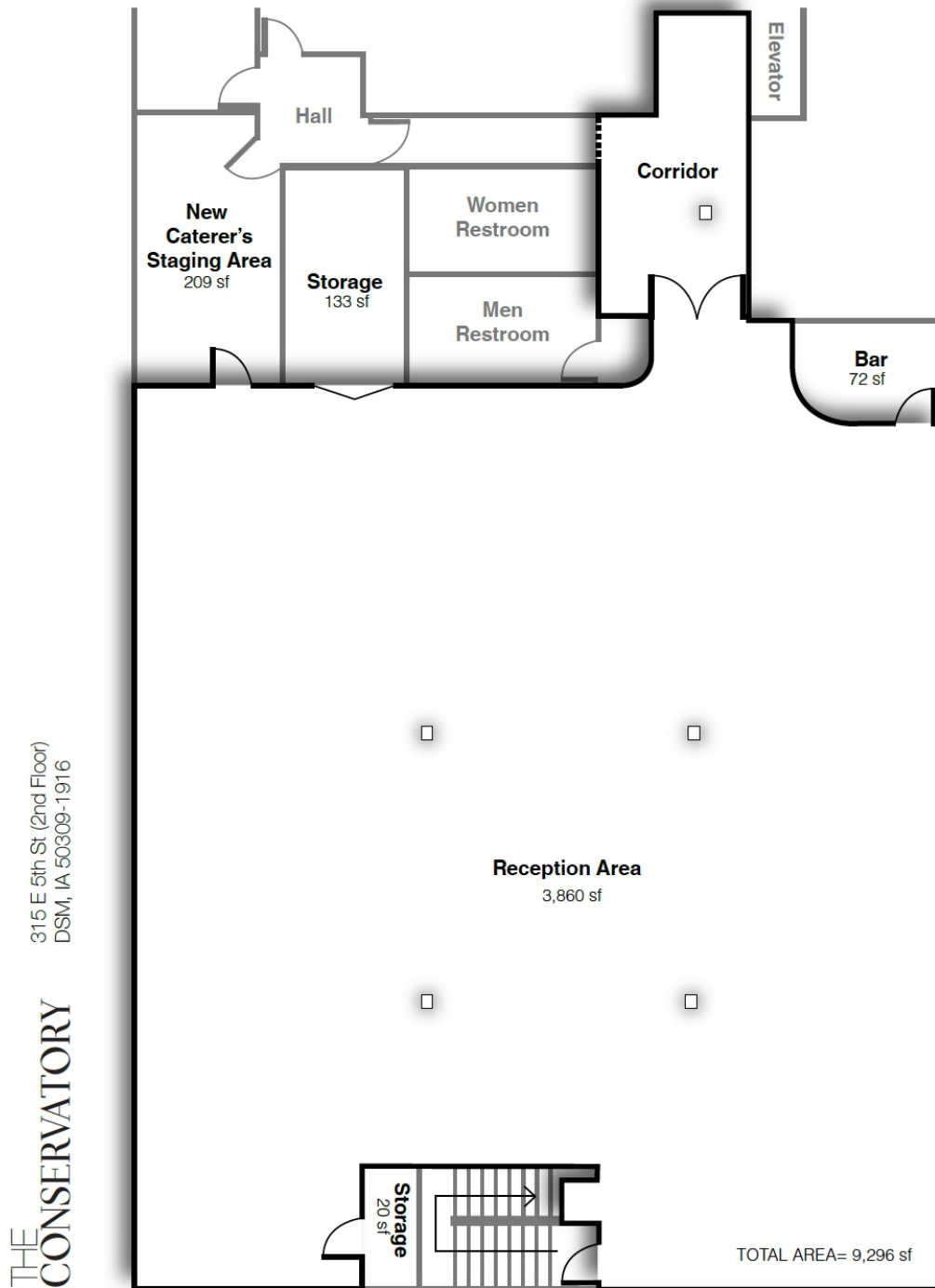
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# CATERING CHECKLIST

DATE OF EVENT:		Event Start Time:
CATERER:		Vendor Access/Unlock Time:
PERSON FILLING OUT THIS FORM:		Vendor Check out time:
AREAS USED:		
<b>ITEMS TO BE COMPLETED AFTER THE EVENT</b>	<b>COMPLETED</b>	<b>NOT COMPLETED (REASON)</b>
SWEEP ANY FOOD DEBRIS IN CATERING KITCHEN AND AROUND TABLES AS NEEDED		
REMOVE ALL TRASH FROM THE BUILDING (EXCEPT BEHIND THE BAR)		<b>USE WHEELED GARBAGE ONLY TO TAKE TO DUPSTERS - DO NOT TAKE OUT THE BAG - IT WILL DRIP ON THE FLOOR</b>
WIPE DOWN ALL CATERING KITCHEN COUNTERS, SINKS, ETC.		
DISPOSE OF ANY LEFT OVER FOOD. PLEASE DO NOT WASH ANY DISHES OR PLATES IN THE CATERING SINKS THEY ARE NOT ALBE TO BE USED FOR WASHING		
REPLACE TRASH CANS WITH LINERS		
CHECK OUT WITH EVENT MANAGER TO MAKE SURE EVERYTHING IS COMPLETE		

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# DIAGRAM



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Please remember the following:

We expect our guests to receive a world class dining experience which means you will need to plan for staff dedicated to removing the client's dirty dishes during dinner service and not after dinner service. We do require this at The Conservatory – please plan staff accordingly.

For outstanding service. We suggest one server every 50 guests. The Conservatory does not have server staff on-site during the event. Please plan accordingly.

Please note: We require to review the client's final invoice 1 week before their event. This is required. If you have issues with this, you cannot caterer at The Conservatory

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