

# Signature & Co.

## Vintage Glam Wedding



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# Table of Contents

<b><u>Part One:</u></b>	<b>3</b>
Company Mission and Goals	3
Event Mission and Goals	4
Event Description	5
<i>Key Elements</i>	5
<b><u>Part Two:</u></b>	<b>6</b>
Organizational Chart	6
Job Descriptions	7
Location & Hours	8
Sustainability Plan	9
<b><u>Part Three:</u></b>	<b>10</b>
Access and Inclusion Plan	10
Seating and Layout Chart	11-16
Event Layout and Design	17
<b><u>Part Four:</u></b>	<b>18</b>
Employee & Volunteer Policies and Procedures	18
Customer Service Policies, Procedures, Rules, and Guidelines	19
Accounting & Financial Policies and Procedures	20
<b><u>Part Five:</u></b>	<b>21</b>
Security/Safety/Risk Management Plan	21-23
Overall Planning Schedule	24-25
Overall Day of Event Schedule	26-28
Human Resource Training & Certification Schedule	29-31
<b><u>Part Six:</u></b>	<b>32</b>
Evaluation Procedures	32-33
Additional Details/ Addendum	34

# Part One:

## Company Mission

At Signature & Co., we craft extraordinary, large-scale events that redefine luxury and exclusivity. We transform visions into breathtaking realities with unparalleled elegance, creativity, and precision. Our mission is to curate unforgettable moments that have a lasting impression, ensuring every event is a masterpiece of sophistication and seamless execution.

## Company Goals

- Establish the company as a go-to event planning service through exceptional customer experiences, word-of-mouth referrals, and a strong online presence.
- Craft events that reflect the client's unique vision, personality, and lifestyle, ensuring a level of exclusivity unmatched by standard event planning services.
- Provide a seamless, stress-free experience through meticulous planning, top-tier project management, and on-site event coordination.
- Cater to high-profile clientele by ensuring confidentiality, exclusivity, and security for all events.



## Event Mission

The mission of this Vintage Glam Wedding is to create a timeless and immersive experience that celebrates the couple's love story with elegance. Through exquisite design, world-class entertainment, and personalized luxury, the event will transport guests into a cinematic dream where every detail reflects sophistication, romance, and exclusivity.

## Event Goals

- Ensure at least 90% of guests provide positive feedback on post-event surveys about their overall experience, including food, entertainment, and atmosphere, by the end of the reception.
- Keep the wedding timeline within a 15-minute variance from the planned schedule by assigning a day-of coordinator to oversee transitions and vendor setups.
- Highlight the couple's unique love story through customized details, such as vintage-inspired invitations and meaningful entertainment choices.



## Event Description

Vintage Glam Wedding is a luxury wedding experience inspired by the golden age of Hollywood. This event brings timeless romance and sophistication to life through elegant design, upscale details, and cinematic ambiance. From the décor to the guest experience, every element is intentionally crafted to deliver a glamorous, once-in-a-lifetime celebration for the couple and their guests.

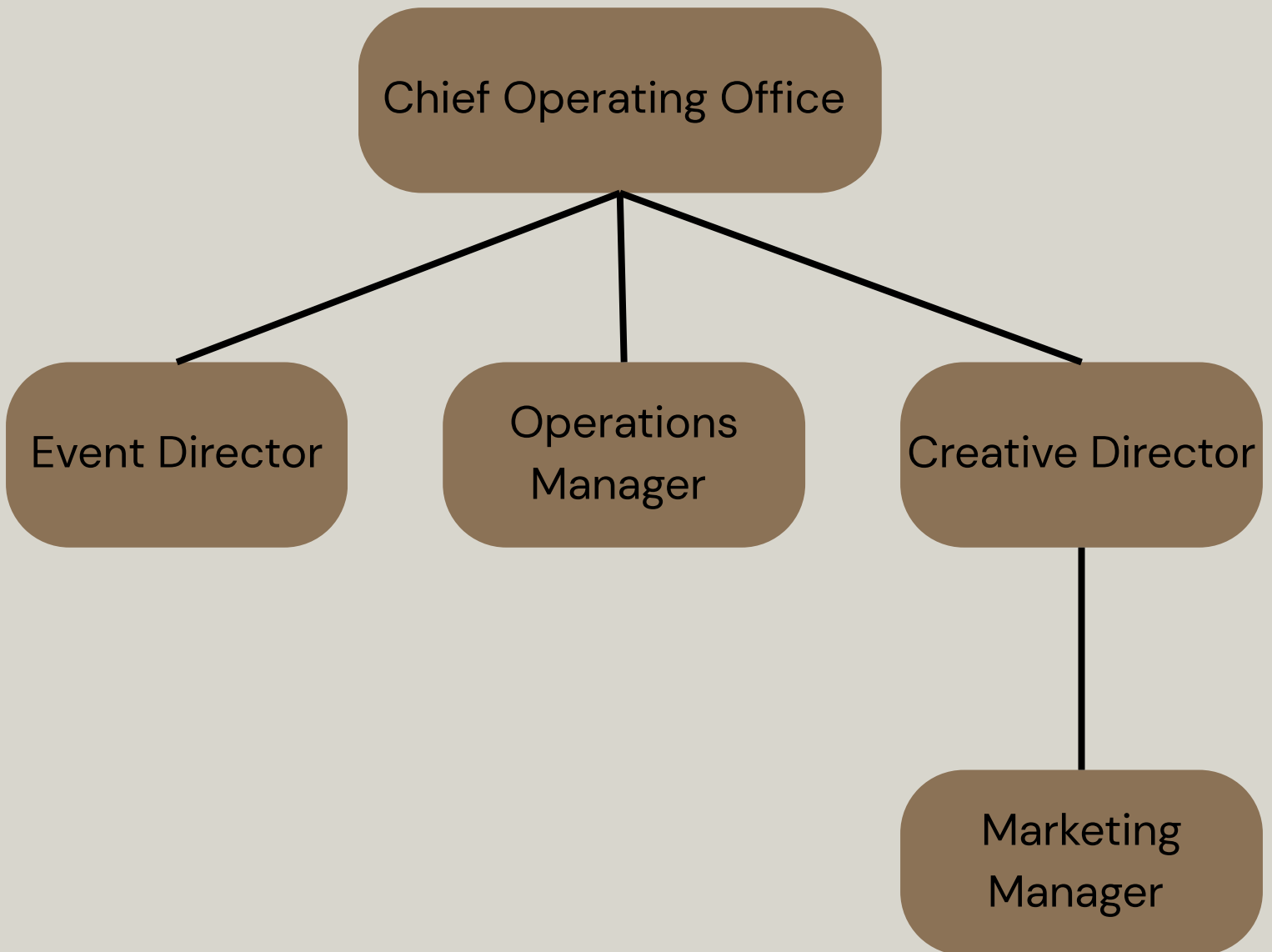
## Key Elements

- A classic and cohesive palette of gold, black, ivory, and deep jewel tones will be used to reinforce the event's luxurious and romantic ambiance.
- Attendees will be encouraged to follow a vintage formal dress code, including tuxedos, satin gowns, and classic Hollywood-inspired styling.
- Floral arrangements will feature premium blooms such as white orchids, roses, and peonies, styled in crystal vases with pearl and cascading elements to enhance elegance.
- Art Deco motifs including geometric patterns, mirrored finishes, and metallic accents will be integrated into signage, table settings, and overall event design.



# Part Two:

## Organizational Chart



# Job Descriptions

Name	Position	Contact Information
Patty Leardi	<b>CEO</b> Leads the company, setting the vision and strategic direction for creating luxury, high-profile events. Ensures the company's values of elegance, creativity, and precision are upheld.	Patty@signatureco.com
Anna Nannen	<b>Event Director</b> Oversees the event planning process from start to finish, ensuring flawless execution and maintaining the luxury standards expected by high-profile clients.	Anna@signatureco.com
Caleigh Nelson	<b>Operations Manager</b> Manages all operational aspects of events, coordinating logistics, vendors, and event staff to deliver seamless, high-end experiences.	Caleigh@signatureco.com
Chris Hampstead	<b>Creative Director</b> Designs and curates the creative aspects of each event, ensuring a unique and sophisticated aesthetic that matches the client's vision.	Christopher@signatureco.com
Jenna Barbowski	<b>Marketing Manager</b> Provides hands-on support for event setup and breakdown, assisting with administrative tasks, and ensuring all event details are executed to perfection.	Jenna@signatureco.com



## Location and Hours

The wedding will take place on May 3, 2026 at the Four Seasons Hotel Philadelphia at Comcast Center, located at 1 N 19th Street, Philadelphia, PA 19103. The event will run from 5:00 PM to 12:00 AM, with the ceremony held in the Arch Ballroom and the reception in the Grand Terrace Ballroom. The Four Seasons was chosen over other luxury venues for its unmatched blend of elegance, service, and exclusivity. Its location at the top of the tallest building in Philadelphia offers breathtaking skyline views, creating a one-of-a-kind atmosphere for a high-profile wedding. The Four Seasons stood out for its five-star service, seamless layout for both ceremony and reception, and culinary excellence through its connection with Vernick Food & Drink

## *Guest Accessibility, Parking, and Transportation*

- **Valet Parking:** Available at the hotel's ground-level entrance. The cost is \$85 per night with in/out privileges.
- **Self-Parking:** While the hotel does not offer on-site self-parking, several nearby garages are available:
  - 1845 Arch St. – Logan Square Garage: Less than a minute walk.
  - 1815 Cherry St. – PH001 – Logan Square Garage: Approximately 2-minute walk.
  - 54 N 19th St. (1901 JFK Blvd) – Kennedy House Garage: Approximately 2-minute walk.
- **Public Transit:** Easily accessible via SEPTA's Suburban Station, located just a block away.
- **Rideshare:** Designated drop-off and pick-up areas are available near the hotel entrance.
- **Accessibility:** The hotel is fully ADA-compliant, featuring accessible entrances, elevators, and restrooms in both ballrooms. Staff are trained to accommodate guests with special needs, ensuring a comfortable experience for all.



# Sustainability Plan

As part of our commitment to environmental responsibility, this event will prioritize sustainable practices across all aspects of planning and execution. The goal is to minimize our ecological footprint and set an example for future events by implementing eco-conscious strategies.

To minimize transportation emissions, the venue is centrally located at The Four Seasons Philadelphia, accessible via public transit, with options for group shuttles and electric vehicles. The hotel's sustainability practices will be utilized, and we will collaborate with their operations team to ensure eco-friendly event management.

For catering, local and seasonal vendors will be selected to reduce carbon footprints, and surplus food will be donated to local organizations. Sustainable tableware will be used, eliminating single-use plastics. The goal is to achieve 80% waste diversion by properly sorting recyclables, compostables, and landfill waste.

- Floral arrangements will feature locally grown flowers and potted plants, which can be repurposed from the ceremony to the reception. Leftover flowers will be donated to hospitals or care facilities. Rental décor will replace single-use items, and a post-event waste audit will evaluate the sustainability of décor materials.
- Stationery will be printed on recycled paper with soy-based inks. Wedding favors will be locally made and minimally packaged.
- Carbon offset programs will be implemented to cover emissions from guest and vendor travel. A gift registry will feature sustainable products or environmental donations, and guests will be encouraged to use reusable or minimal packaging.
- A carbon footprint calculation will be conducted post-event to assess the impact, ensuring continued improvement in sustainability efforts.

# Part Three:

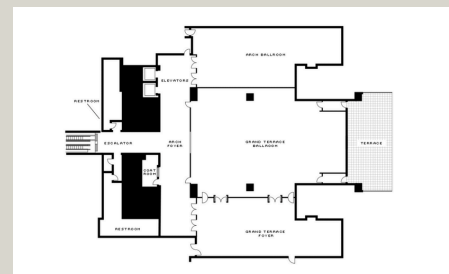
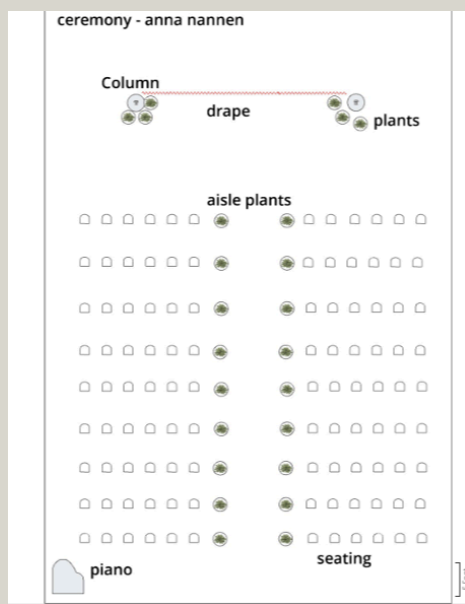
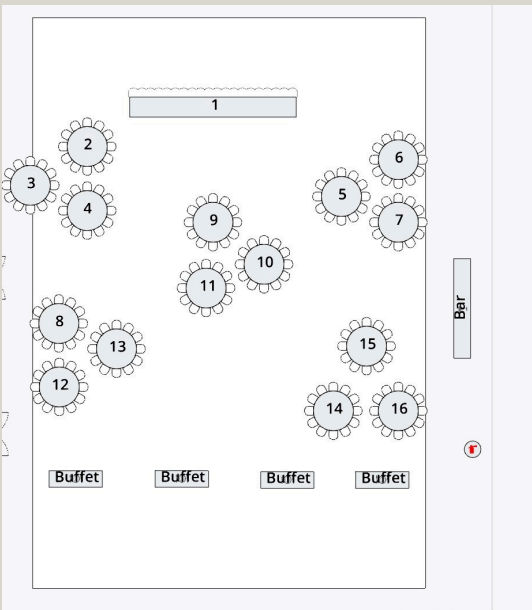
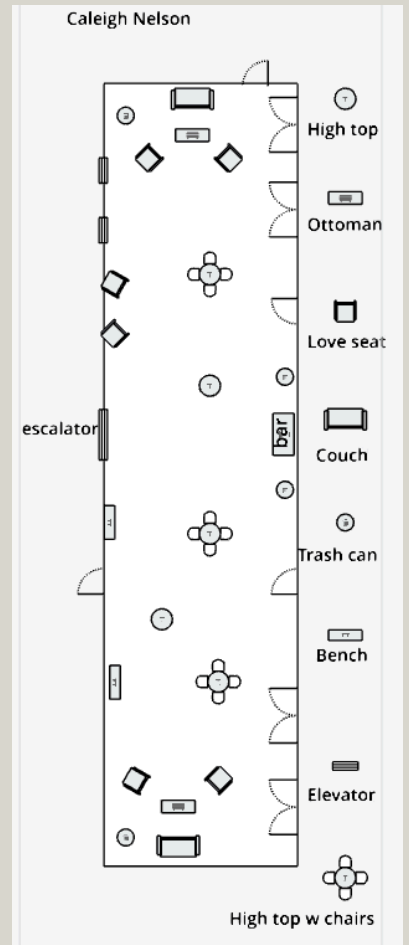
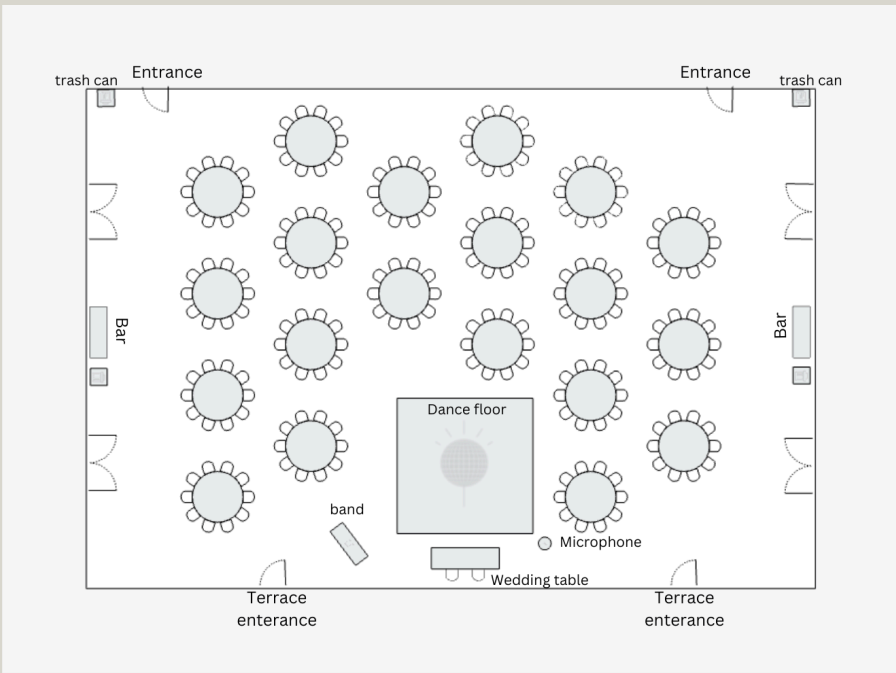
## Access and Comfort for Guests

- Offer sensory-friendly accommodations, including designated quiet spaces for guests who may experience sensory overload. Provide optional noise-canceling headphones at the guest services desk.
- Ensure full physical accessibility with ADA-compliant ramps, wide entryways, and seating areas with ample spacing for guests using wheelchairs or other mobility devices.
- Provide transportation support, including valet services, ADA-accessible shuttles, and reserved parking close to venue entrances.
- Include clearly marked, high-contrast signage in multiple languages to accommodate guests with low vision or language barriers.
- Have event materials available in multiple formats (digital, large print, Braille, or audio), and ensure all announcements or videos include captions or an ASL interpreter.

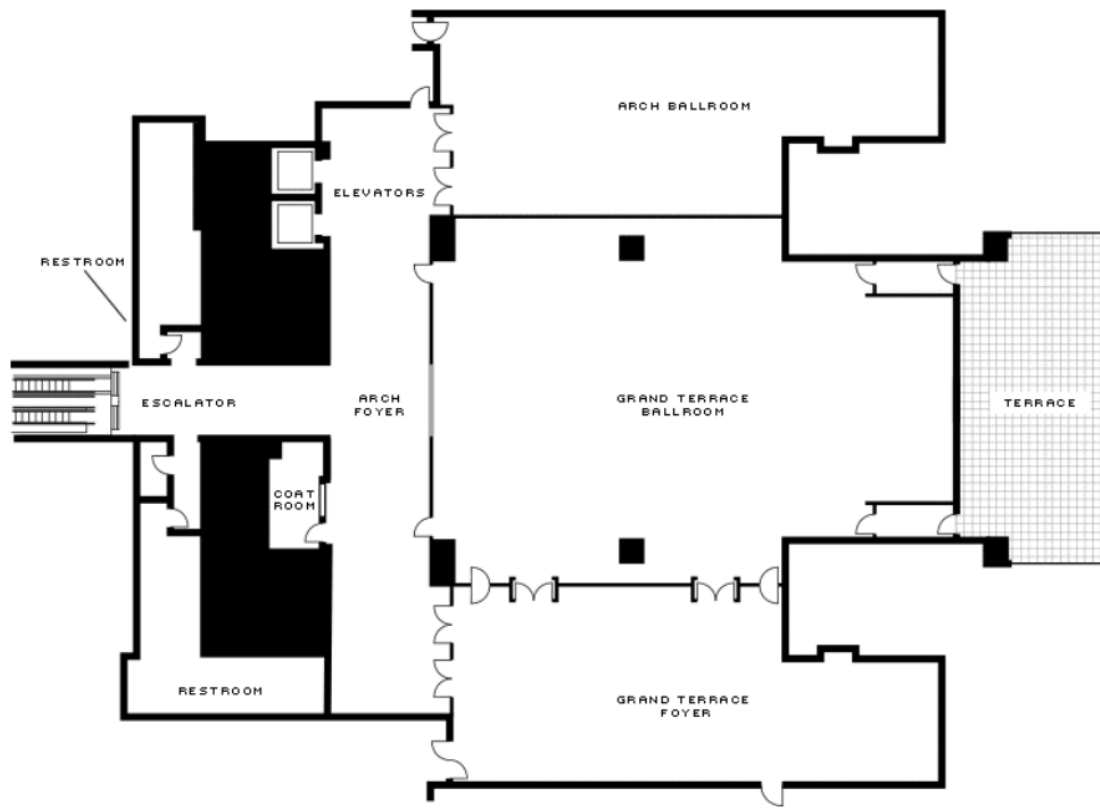
## Access and Comfort for Employees

- Ensure accessible workstations, including catering setups and service paths that accommodate staff with mobility devices or limitations.
- Equip the venue with ramps, elevators, and wheelchair-accessible restrooms and break areas for all staff.
- Offer comfortable, sensory-conscious uniforms with adaptive sizing and fabric options for team members with medical or sensory needs.
- Provide private, quiet break spaces for employees to rest and recharge—especially those with chronic health conditions or mental health sensitivities.
- Implement training for all staff on inclusive communication, disability etiquette, and cultural awareness to foster a respectful and supportive workplace.

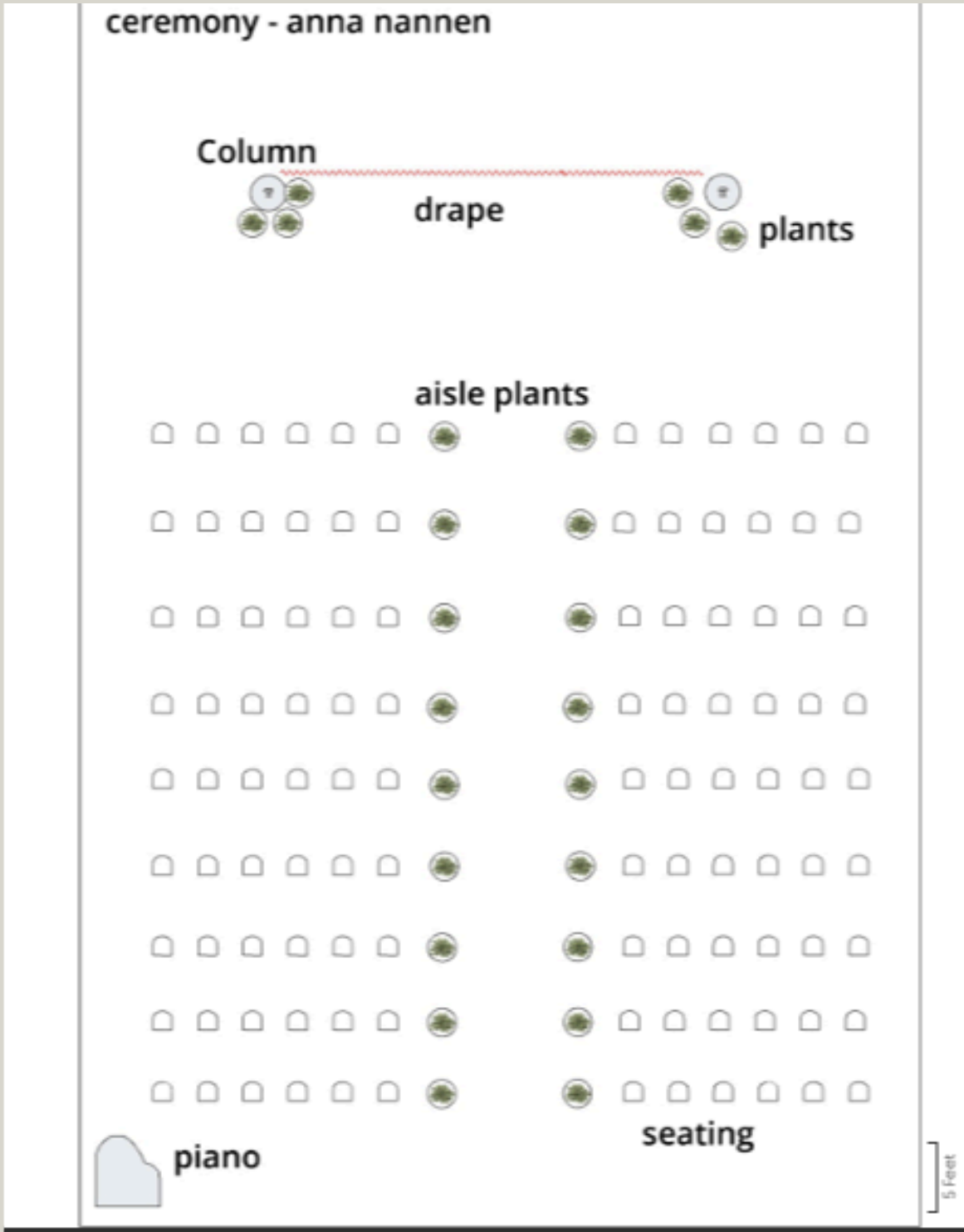
# Seating and Layout Chart



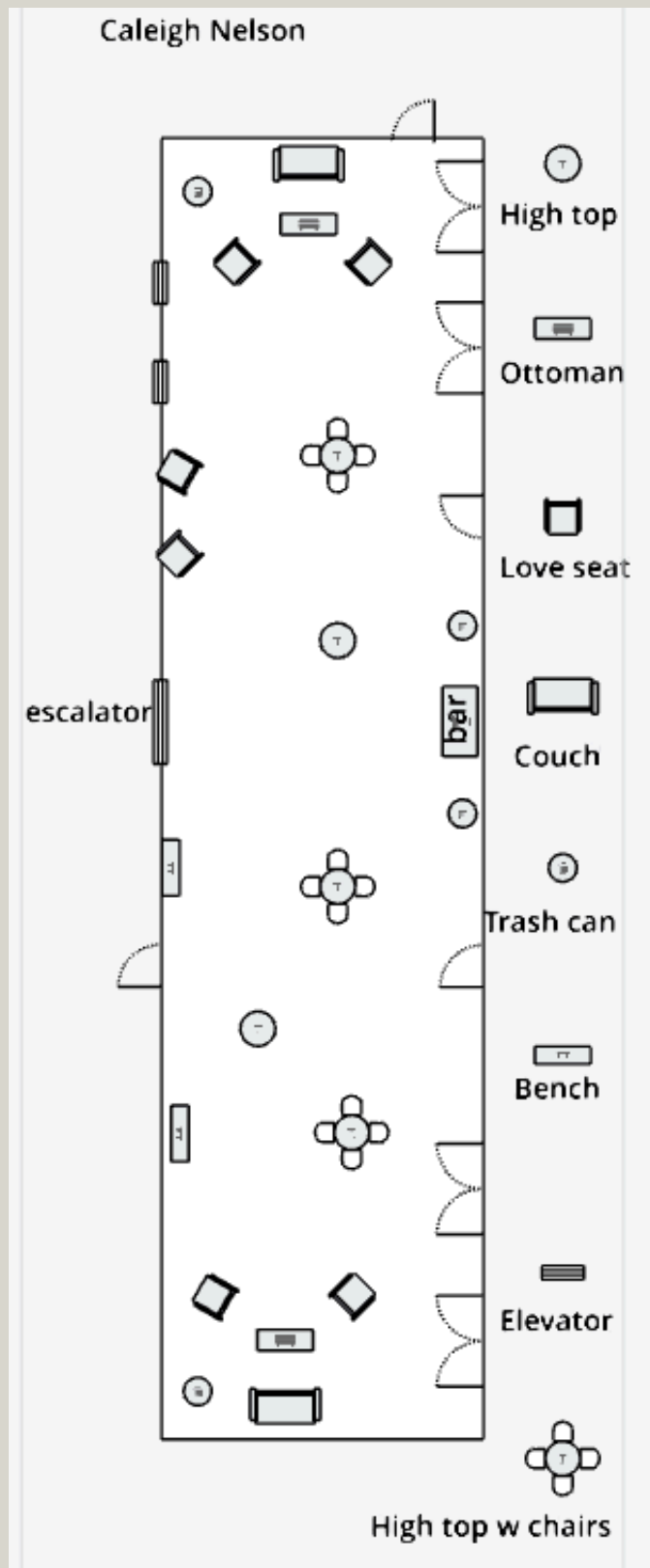
# Four Season's Layout



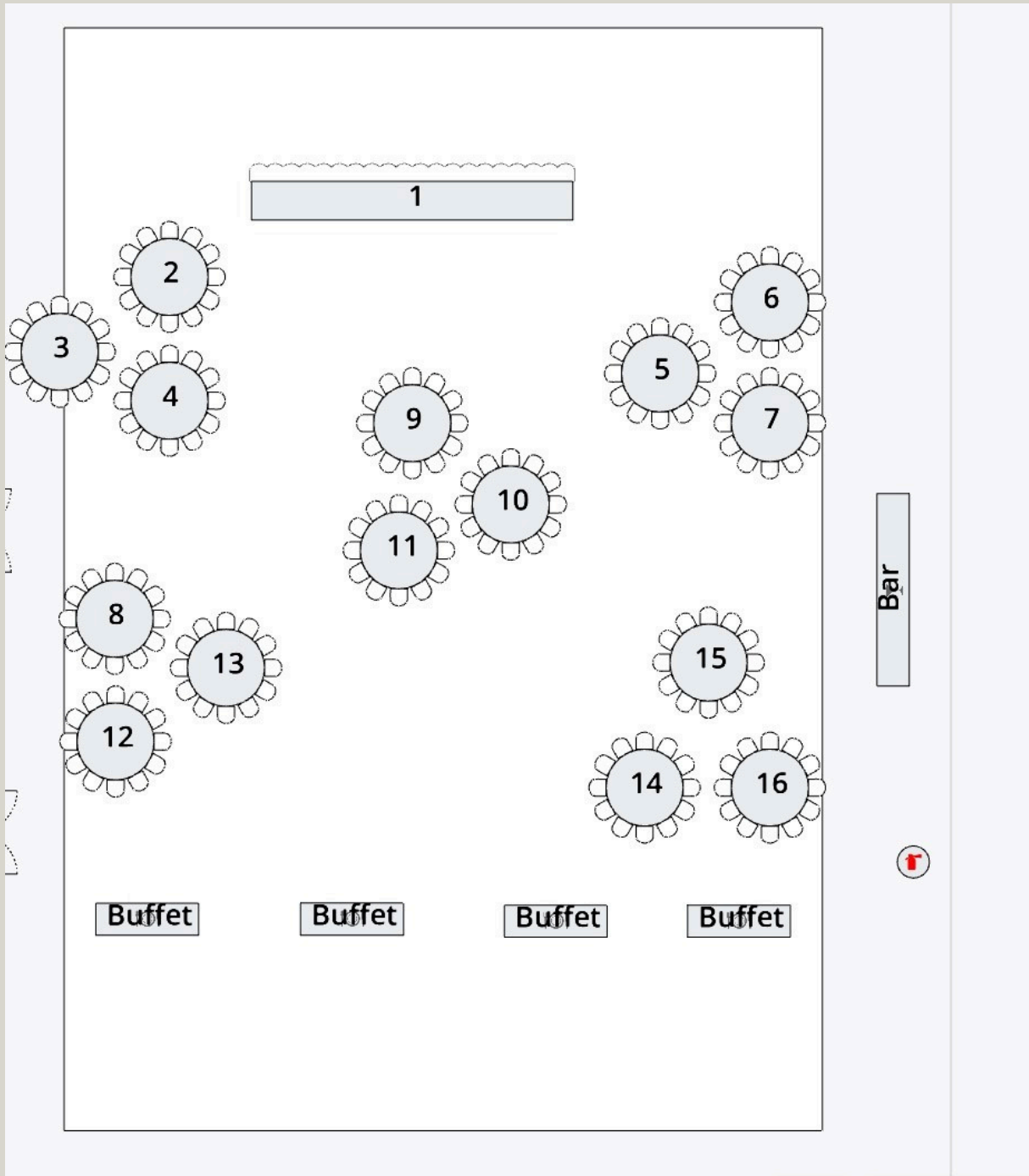
# Ceremony Layout



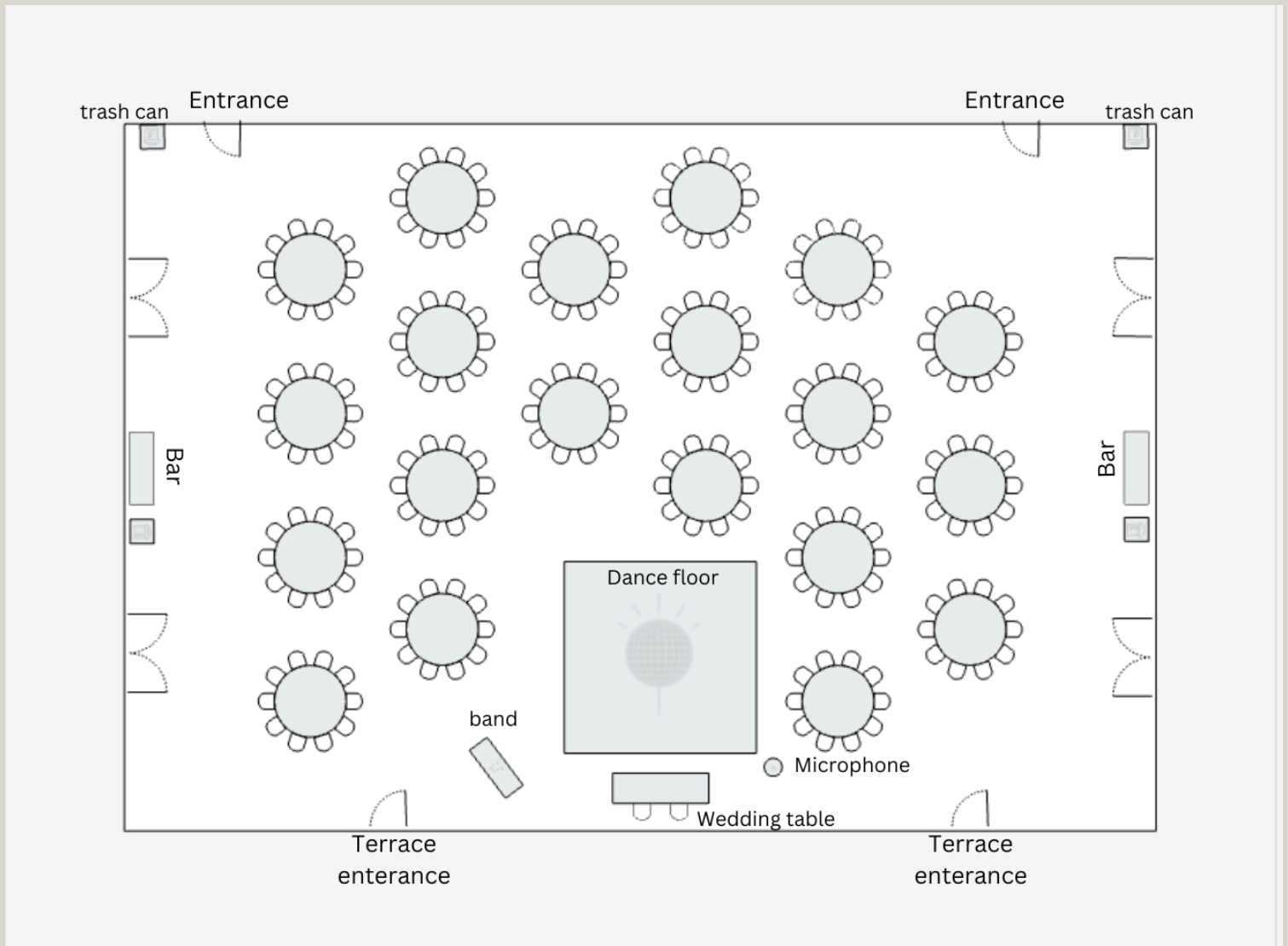
# Cocktail Hour Layout



# Ballroom- Dining Service



# Ballroom- Dance Floor



## Event Layout and Design

The event layout is intentionally designed to support both aesthetic flow and universal accessibility. Cocktail hour will take place in the Arch Foyer, a thoughtfully arranged space featuring clear signage, wide walking paths, and accessible seating options. Guests can choose between high-top tables for mingling or lounge seating—such as couches and ottomans—for added comfort. A conveniently located bar near the elevators ensures easy access, while discreetly placed trash receptacles help maintain a clean environment. To support guests with mobility needs, ushers will be available to assist with navigation, and accessible seating will be integrated throughout the space. Communication aids, including event maps and staffed assistance stations, will be positioned at key entry points.

As cocktail hour concludes, the Grand Terrace Ballroom will open with a coordinated shift in lighting and soft music to signal the transition. Guests will be naturally guided into the reception through open walkways enhanced by floral arrangements and visual signage. All entry points to the ballroom are ramp-accessible and designed for smooth movement, including for wheelchairs and walkers. Event guides will be stationed along the route to offer directions and support. The entire venue layout is barrier-free, equipped with slip-resistant flooring and clearly illuminated exit routes to ensure a seamless and safe experience for all attendees.



# Part Four:

## Employee/Volunteer Policies and Procedures

### *Attendance & Punctuality*

All employees and volunteers are expected to arrive on time for their scheduled shifts. In the case of an emergency or unforeseen circumstance, the event coordinator must be notified at least four hours in advance. Consistent tardiness or unexcused absences may result in removal from event responsibilities.

### *Employee Assistance Program*

Support services are available for any employee or volunteer experiencing personal or professional difficulties. Resources may include stress management, conflict resolution, and emotional support. Those seeking assistance can speak with the event coordinator in confidence.

### *Employee Perks and Benefits*

All staff members working shifts of four hours or more will receive a complimentary meal and non-alcoholic beverages. Scheduled breaks will be provided for those working over five hours. Staff may also become eligible for future event opportunities based on performance and professionalism during this event.

### *Alcohol and Drug Policy*

The consumption of alcohol or use of illicit substances while on duty is strictly prohibited. Any employee found to be under the influence during the event will be immediately dismissed and reported to management. Staff handling alcohol must adhere to all local regulations and venue-specific alcohol service policies.

### *Smoking Policy*

Smoking and vaping are only allowed in designated outdoor areas. Employees who smoke must wash their hands and ensure their attire is free from smoke odor before returning to event duties in order to maintain a professional and pleasant guest environment.

### *Health and Safety*

Employees feeling unwell must report to the event coordinator immediately and should not handle any food or beverage. Safe lifting practices must be followed during setup and teardown of event materials. First aid supplies will be available at the event command center, and any injuries or accidents must be reported right away. All staff should stay hydrated and be aware of potential safety hazards such as spills, open flames, or exposed cords.

### *Professional Conduct and Dress Code*

All employees must wear the designated uniform or assigned attire that reflects the event's vintage glam theme, which will be communicated in advance. A courteous, professional attitude is expected at all times. Personal phone use is restricted to scheduled breaks unless the device is needed for event-related tasks.

### *Conflict Resolution*

Any disputes between team members, volunteers, or guests must be reported to a supervisor immediately. Team members should avoid escalating conflicts and instead follow the established chain-of-command to seek resolution through proper procedures.

### *Emergency Procedures*

In the event of an emergency employees must follow the venue's emergency protocol without deviation. Event coordinators and venue security personnel will direct the appropriate course of action. Staff should not take independent action unless necessary to protect immediate safety.



# Customer Service Policies and Procedures

## *Greeting & Guest Interaction*

All staff members are expected to greet guests warmly and professionally, using phrases like “Good evening, welcome!” or similar polite introductions. Guests should be addressed respectfully, using titles such as “Mr.” or “Ms.,” or by their preferred names whenever known. Employees must be proactive in offering assistance, answering questions, and anticipating guest needs to ensure a smooth and enjoyable experience.

## *Handling Customer Issues & Complaints*

When handling a guest concern or complaint, staff should follow the L.E.A.D. approach: Listen without interruption, Empathize by acknowledging the guest’s frustration, Act by providing a solution within their authority or escalating when needed, and Deliver a resolution that meets or exceeds expectations. Major concerns, such as safety issues or service failures, should always be escalated to the event manager immediately.

## *Service Etiquette & Professionalism*

Staff must maintain a polished and composed demeanor at all times, even in high-pressure situations. Personal conversations, gossip, and mobile phone use in guest areas are strictly prohibited. Any issues with guests should be handled calmly, and staff should avoid arguments by involving a manager if necessary.

## *Food & Beverage Service*

Team members should be knowledgeable about the menu and prepared to assist guests with any dietary needs or restrictions. Alcohol must be served responsibly, with attention paid to signs of overconsumption. Tables and lounge areas should be cleared discreetly and regularly to maintain an elegant, clean setting.

## *Accessibility & Special Needs*

Staff should offer assistance to guests with mobility needs, including helping them locate elevators and accessible seating. Additional support should be provided for elderly guests or those requiring special accommodations. Clear communication is essential for guests with hearing impairments or language barriers, and staff should be prepared to adapt as needed.

## *Lost & Found*

If a guest misplaces a personal item, they should be directed to the event coordinator or a designated lost and found area. Any found items must be turned in immediately to the event management team for secure handling and documentation.

## *Safety & Security*

If a guest appears unwell or is in distress, staff must alert the medical team or venue personnel without delay. Any suspicious behavior or security concerns should be reported to event management discreetly to avoid alarm and ensure guest safety.

## *Closing Procedures & Guest Departure*

As the event concludes, staff should ensure guests exit the venue safely and offer help with directions or transportation if needed. Team members should remain available for any final questions or concerns, and warmly thank guests for attending to leave a positive lasting impression.

## *Prohibited Items*

To maintain a safe and upscale environment, specific items are not permitted within the event venue. This includes outside food and beverages, illegal substances, weapons of any kind (including those with permits), large bags or backpacks, disruptive noisemakers, personal candles or fireworks, and unauthorized recording equipment such as drones or professional cameras. Only approved vendors and items sanctioned by the couple or planner may be present.

## *Guest Conduct & Behavior Policies*

To preserve the luxury tone of the event, guests must adhere to behavior expectations. This includes complying with the vintage glam black-tie dress code, respecting the guest list (no uninvited plus-ones), consuming alcohol responsibly, and refraining from damaging décor or engaging outside vendors. Any disruptive behavior, excessive noise, or disorderly conduct may result in removal from the event.



# Accounting Policies and Procedures

## *Budget Oversight & Approval*

The overall wedding budget will be managed jointly by the couple and the wedding planner to ensure all expenses align with the financial plan. While final approval for spending lies with the couple, the planner is authorized to approve vendor payments within agreed-upon limits. If applicable, a finance manager will oversee transaction tracking and budget adherence.

## *Expense Management*

All expenses must be pre-approved and properly documented. Vendor payments will be processed based on formal contracts, with invoices reviewed before disbursement. Any staff or volunteer incurring out-of-pocket expenses must submit receipts for reimbursement, which must be authorized by the finance manager or wedding planner.

## *Income Handling*

All income streams—such as guest contributions, sponsorships, or ticketed event portions—will be managed securely. Deposits and payments will be tracked via an authorized platform. Any financial gifts will be recorded and, if digital, transferred to a designated wedding fund or account for transparent tracking.

## *Payment Processing & Security*

All financial transactions will be logged using a secure budgeting system or spreadsheet. Payments will be made via secure methods such as bank transfers, certified checks, or credit cards. Cash payments are discouraged due to the risk of mismanagement or loss.

## *Financial Reporting and Transparency*

Weekly financial reviews will be conducted to ensure the budget remains on track. Any unexpected expenses above a predetermined threshold must be reviewed before approval. A final financial report will be created after the event to ensure transparency, support reconciliation, and provide financial clarity for all involved parties.



# Part Five:

## Security / Safety / Risk Management Plan

### *SWOT Analysis*

- Strengths:
  - Controlled guest list ensures exclusivity
  - A professional security team experienced in high-profile events
  - Advanced surveillance technology
- Weaknesses:
  - High concentration of valuable assets on-site
  - Some staff and guests may be unfamiliar with the venue layout
- Opportunities:
  - Potential to build a reputation for exceptional luxury event security
  - Opportunity to set new standards for safety and guest experience
- Threats:
  - Risk of unauthorized individuals attempting entry
  - Emergencies, including medical incidents, fires, or severe weather

### *Secure Area Access*

Only invited guests and authorized personnel are granted entry. Multiple verification methods will be used to monitor and control access:

- Guest check-in: QR-coded invitations, wristbands, and photo ID matching
- Staff & vendor credentials: Pre-approved badges and on-site checklists
- VIP area access: Encrypted keycards or biometric scans required
- Security team monitoring: Entry points staffed by security personnel and backed by surveillance systems



# Security / Safety / Risk Management Plan

## *Opening / Closing Protocols*

### Opening Procedures:

- Pre-event venue sweep by the security team
- Vendor verification and inspection before access
- Guest check-in with clear directional assistance by event staff

### Closing Procedures:

- Guests escorted out in a controlled, staggered manner
- Security performs a final venue sweep to ensure no unauthorized persons remain
- Valuables and sensitive materials are secured and transported under supervision

## *Emergency Plans*

- Emergency briefings will be conducted for all event staff before the event
- Evacuation maps will be clearly posted throughout the venue, highlighting exits, triage zones, and medical stations
- Medical response: Licensed EMTs or nurses will be on-site; first-aid kits and AEDs will be stationed at key locations
- Security response:
- In case of a major incident, lockdown or evacuation procedures will be activated
- Local emergency services will be notified immediately
- Real-time communication: All team leads will carry radios or use secure mobile apps for instant updates

# Security / Safety / Risk Management Plan

## *Responsibilities: Chain of Command*

### **On-Site Security Officer/Floor Captain**

First responder to assess and report incidents



### **Head of Security**

Directs response actions, contacts emergency services, and delegates responsibilities



### **Event Director**

Manages guest communication and internal coordination with planners and client stakeholders



### **Venue Manager / CEO**

Final escalation point for high-level decisions and law enforcement or media interaction

# Overall Planning Schedule

## 12–9 Months Before Event

*Main Goal: Vision + Booking*

- Initial client meeting – Event Planner, Assistant Planner
- Venue walk-through + booking – Event Planner, Logistics Coordinator
- Theme development: mood boards, colors, glam elements – Design Team
- Hire key vendors (photographer, videographer, caterer, entertainment) – Vendor Manager
- Draft overall planning timeline and communication plan – Assistant Planner

## 9–6 Months Before Event

*Main Goal: Design + Vendor Coordination*

- Design mockups (ceremony, reception, floral) – Design Team
- Book rentals (vintage furniture, lighting, tableware) – Vendor Manager
- Confirm entertainment (jazz band, emcee) – Vendor Manager
- Start guest list coordination – Assistant Planner
- Finalize catering menu tasting – Event Planner, Couple
- Book glam team (hair, makeup stylists) – Assistant Planner
- Secure permits (e.g., rooftop, lighting, special effects) – Logistics Coordinator

## 6–3 Months Before Event

*Main Goal: Execution Preparation*

- Mail out invitations – Assistant Planner
- Conduct site walkthrough with vendors – All Staff + Vendors
- Schedule transportation (vintage cars, shuttles) – Logistics Coordinator
- Finalize décor design + floral mockups – Design Team
- Book hotel room blocks for guests – Assistant Planner
- Begin detailed production schedule – Day-Of Coordinator



## 3-1 Months Before Event

*Main Goal: Final Touches + Confirmations*

- Final fittings for attire – Assistant Planner (tracking only)
- Confirm guest RSVPs – Assistant Planner
- Final venue walk-through at Four Seasons – Full Team
- Confirm vendor logistics, delivery & arrival times – Vendor Manager
- Create seating chart + print signage/materials – Design Team
- Begin ceremony + speech rehearsals – Day-Of Coordinator
- Review emergency and weather contingency plans – Logistics Coordinator

## 2-1 Weeks Before Event

*Main Goal: Final Review + Team Alignment*

- Create wedding weekend schedule – Day-Of Coordinator
- Pack emergency kit, signage, supplies – Interns, Assistant Planner
- Team briefing and venue walkthrough – All Team Members
- Final vendor confirmations – Vendor Manager
- Print signage, programs, welcome bags – Design Team, Interns

## Wedding Week: Day Before

- Venue setup (furniture, lighting, signage) – Design Team, Logistics Coordinator
- Rehearsal at venue – Day-Of Coordinator
- Rehearsal dinner coordination – Event Planner
- Final couple check-in – Event Planner



# Overall Day Of Schedule

## **6:00 AM – Early Access & Setup Begins**

Venue opens to key staff and security

Final security sweep of all event spaces

Radios, timelines, and name badges distributed by HR Coordinator

AV & lighting load-in begins

Design Team begins staging reception décor, floral, and Hollywood-style welcome signage

## **7:30 AM – Vendor Arrivals & Load-In Supervision**

Vendor Manager checks in all vendors (catering, rentals, entertainment)

Valet team briefed on parking logistics and guest list

Photo/Video team arrive and begin B-roll of setup

## **8:30 AM – Hair & Makeup Begins (Bridal Suite)**

Glam Team starts services for bridal party

Assistant Planner monitors timeline and prep checklist

Security stationed outside suite for privacy and access control

## **10:30 AM – Couple's First Look & Private Photo Session**

Coordinated by Photo Lead + Assistant Planner

Design Team ensures rooftop photo-ready

## **12:00 PM – Final Setup Touches & Vendor Run-Through**

Walkthrough with Day-Of Coordinator + Vendor Leads

Cocktail bar, jazz trio setup, red carpet entrance check

Rain plan reviewed with Logistics Coordinator (indoor ballroom available)

## **1:00 PM – Guest Arrival & Check-In Begins**

Security scans QR invitations + wristband check

Interns offer welcome drinks + guide guests to rooftop

Photographer captures guest arrivals at vintage Hollywood step-and-repeat



# Overall Day Of Schedule

## **2:00 PM – Ceremony Starts (Rooftop)**

Guests seated by ushers/interns

Live jazz trio plays prelude music

Officiant, couple, and wedding party cued by Day-Of Coordinator

Contingency: Ceremony moves to ballroom if weather issue arises (final call at 12:30 PM)

## **2:30 PM – Cocktail Hour (Terrace Lounge)**

Signature drinks served at vintage-style bar

Passed hors d'oeuvres begin

Photo booth and guest book station open

Entertainment Lead ensures live music transitions smoothly

## **3:45 PM – Reception Doors Open (Ballroom)**

Design Team confirms all tables, floral, and lighting are perfect

Escort card display revealed (old Hollywood theme)

Interns and ushers guide guests to tables

## **4:00 PM – Reception Begins**

Grand entrance of couple announced by MC

First dance followed by toasts and plated dinner

Vendor Manager ensures catering timing runs smoothly

## **6:00 PM – Dance Floor Opens**

Live band begins high-energy set

Photographer captures dance floor + lounge candid shots

Logistics Coordinator monitors crowd flow and vendor breaks



# Overall Day Of Schedule

## **7:45 PM – Cake Cutting & Late-Night Snack Reveal**

Cake cutting coordinated with photo/video team

Vintage snack station opens (mini sliders, milkshakes)

Valet team notified to prep for departures

## **8:30 PM – Grand Exit (Optional)**

Guests invited to line up with sparklers / confetti cones

Couple departs in vintage getaway car (coordinated with security)

Security ensures crowd is cleared and exits are orderly

## **9:00 PM – Breakdown & Final Sweep**

Vendor check-out and inventory supervised by Vendor Manager

Design Team collects rentals and décor

HR Coordinator conducts staff debrief

Final walkthrough by Event Planner + Venue Rep

All valuables secured and transported



# Human Resource Training/Certification Schedule

## Training Information:

All staff must complete mandatory training and certifications before event day. Weekly check-ins will identify knowledge gaps or logistical concerns early, and a designated HR coordinator will oversee training progress and provide ongoing support. A digital handbook with policies, procedures, and FAQs will be available to all staff to ensure clarity and consistency. Finally, a comprehensive readiness walkthrough will confirm that every team member fully understands their responsibilities and expectations prior to the event.

# Human Resource/Certification Training Schedule

## March 2026 – Initial Training & Certification

### **Week of March 3rd – 7th: Orientation and Onboarding**

Introduction to event vision, tone, and client expectations

Roles and department assignments

Review of The Four Seasons service standards and professional conduct policies

### **Week of March 10th – 14th: Safety, Accessibility, and Protocols**

Emergency response procedures, evacuation plans

Guest accessibility and inclusivity training

Basic conflict resolution and guest interaction scenarios

### **Week of March 17th – 21st: Service Specific Certifications**

RAMP or ServSafe training for F&B staff

Vendor coordination protocols

Walkthroughs of guest flow, ceremony, and reception spaces

### **Week of March 24th – 28th: Assessment and Final Prep**

Staff role simulations and mock scenarios

Certification check-in and documentation collection

Issue staff handbooks and contact directories



## April 2026 – Initial Training & Certification

### **Week of April 7th – 11th: Team Touchpoint**

Full team meeting to review logistics, vendor updates, and floor plans  
Detailed ceremony and reception timeline breakdown

### **Week of April 21st – 25th: Venue Walkthrough with Core Teams**

Rehearsal with floor managers, vendor leads, and coordinators AV, décor, catering, and valet staff alignment

### **Event Week – April 28th – May 3rd**

#### Daily Morning Briefings

Role confirmation, last-minute updates, weather plan review  
Distribution of timelines, radios, name badges

#### Evening Debriefs

Recap of accomplishments and adjustments  
Set expectations for next day

### **May 2nd: Final Rehearsal & Setup**

Full team run-through at The Four Seasons  
Final checklist review, ceremony and reception space prep

### **May 3rd: Event Day**

#### Early morning team huddle

Onsite coordinators ensure all team members are in place  
HR coordinator available for on-the-ground support and issue resolution

# Part Six:

## Evaluation Procedures

To measure the overall success of the Vintage Glam Wedding, both qualitative and quantitative methods will be used. These evaluations will ensure that the event met or exceeded expectations in guest satisfaction, operational excellence, and aesthetic execution.

### Quantitative Evaluation

#### Guest Attendance & Punctuality:

Compare the final check-in data to the RSVP list to assess attendance accuracy. A target goal of 95% guest attendance will indicate effective communication and anticipation of guest needs.

#### Budget Adherence:

Analyze actual spending versus the pre-approved budget. A variance of no more than 10% will be the benchmark for financial success.

#### Service Timeliness:

Track the adherence to the run-of-show schedule. Delays of more than 5 minutes in any key segment (e.g., cocktail hour transition, meal service) will be reviewed.

#### Incident Reports:

Document any medical, security, or guest service incidents. The goal is to have zero major disruptions and fewer than three minor service issues.

#### Social Media Engagement:

Measure event-specific hashtag use, shares, and online feedback during and after the event as a proxy for guest enjoyment and aesthetic impact.

The theme was successfully executed across decor, lighting, and guest attire.

## **Qualitative Evaluation**

### **Post-Event Staff Debrief:**

Conduct a structured debrief with event staff, security, catering, and venue teams. Staff will be asked to provide feedback on what worked, what didn't, and where communication or logistics could be improved.

### **Client Feedback Survey:**

A follow-up meeting or digital survey will be conducted with the couple to assess their satisfaction with design, vendor coordination, communication, and overall experience.

### **Guest Feedback Cards (Digital or On-Site QR):**

Attendees will be encouraged to complete a short, anonymous feedback form that includes ratings on food, service, comfort, accessibility, and ambiance. Open-ended questions will allow for more detailed impressions.

### **Vendor Feedback Review:**

Selected vendors will be contacted post-event to provide input on coordination, timing, and clarity of expectations.

### **Aesthetic Success Review:**

Using photography and videography from the event, a visual assessment will be made to ensure the intended vintage glam theme was successfully executed across decor, lighting, and guest attire.

## **Additional Details / Addendum**

### **Visual Emergency Flowchart:**

A clear emergency escalation flowchart has been created to guide staff during crisis situations, highlighting chain-of-command communication and rapid response roles.

### **Floor Plan / Layout Overview:**

The event layout—including cocktail hour in the Arch Foyer and reception in the Grand Terrace Ballroom—was designed to support natural guest flow, elegance, and mobility access. Visual cues like lighting shifts and décor arrangements are strategically used for seamless transitions.

### **Staff Policies & Expectations Manual:**

A comprehensive code of conduct was created, outlining expectations around guest interaction, safety, dress code, and professionalism. This ensures a unified and polished guest experience.

### **Financial Oversight Protocols:**

Budget tracking procedures, payment security, and income handling guidelines have been implemented to ensure transparent and responsible financial management.

### **Sample Guest Feedback Questions:**

"How would you rate your overall experience at the event?"

"Did the venue feel accessible and comfortable?"

"What was your favorite part of the event?"

"Was there anything that could be improved?"