

ESTD



2012

24 BLACKBIRDS

CAFE AND CATERING



CLIENT GUIDEBOOK

EVERY EVENT IS UNIQUE. OUR PASSION FOR FOOD AND ENTERTAINING ENSURES THAT EACH CLIENT AND EVENT RECEIVES INDIVIDUALIZED ATTENTION AND CREATIVE CUSTOM MENUS FOCUSING ON THE FRESHEST, SEASONAL INGREDIENTS. ALL OF THAT PAIRED WITH PROFESSIONAL, PERSONAL SERVICE IS WHAT MAKES EVERY EVENT CATERED BY 24 BLACKBIRDS AN UNFORGETTABLE OCCASION.

WWW.24BLACKBIRDSATERING.COM

HERE'S A LITTLE ABOUT OUR PROCESS:

- STEP ONE - Email us at: 24blackbirdscatering@gmail.com to set up a quick call so we can get to know a little more about you and your event.
- STEP TWO - After the call, a custom menu proposal is created for your event that will list out menu pricing, estimated staffing, bar details (if applicable), deposit information, etc.
- STEP THREE - You review the proposal with your partner, family and friends and we refine the menu together via phone or email.
- STEP FOUR - If you would like to get a sense of 24 BLACKBIRDS overall style and aesthetic, we have a terrific restaurant we'd love for you to visit.
 - STEP FIVE - If an individual tasting is important to you, we can coordinate that with both yours' and our chef's availability. Tastings must be scheduled at least 2 weeks in advance. Weekend tastings are not possible during our busy seasons. *Individual Tastings start at \$25 per person and you can choose 3-5 items from your proposed menu to taste. This will give you a great example of the style of food we prepare and serve.
- STEP SIX - Once you are ready to lock in your date with us, we'll send a deposit invoice via Square, Venmo or Cashapp along with our Catering Agreement via Docusign. We accept all major credit cards (3.75% fee is applied), personal/business checks and in some instances cash.
- STEP SEVEN - Our Event Coordinator will be your point of contact once your event is booked. They will contact you 3 weeks prior to your event to set a final details call. During this call, you can make any necessary adjustments to your guest count and menu. After that meeting, they will

present a final proposal and the final invoice. After this meeting, there can be no further updates to your menu or guest count.

- STEP EIGHT - Final payment is due 10 days prior to the event.

FREQUENTLY ASKED QUESTIONS

- ARE CHILDREN PRICED THE SAME AS ADULT GUESTS?

Yes, they are the same price as adults unless the child is under the age of 5 years old.

- HOW LONG WILL OUR TEAM BE ONSITE ON THE DAY OF EVENT?

A typical wedding day is 10 hours. Typical dinner parties are approximately 6-7 hours in total duration. Our Event Coordinator will review your event logistics 3 weeks prior to your event and then re-assess actual staffing needs. Service is of utmost importance to us. Please, trust that we will gather all of the information that we need in order to assemble the perfect team and ensure that all of the details of your event are executed seamlessly. 24 Blackbirds is a Certified Living Wage Company.

- CAN YOU EXPLAIN VENDOR MEALS?

In almost all cases, your vendors will eat the same menu items as your guests.

We prefer not to have the vendors go through a buffet line and instead will prepare plates for them from the kitchen. This will happen once all guests have eaten. If you have vendors who need to eat prior to dinner, you will need to make other arrangements for them. Typically bands are the only vendors who would fall into this category.

Be sure to list all vendors who will be needing a meal. Vendors that will typically require a meal are Planners, DJs, Photographers, Venue Staff.

We will provide meals for the 24 Blackbirds Team.

- WHAT ARE THE FINAL DETAILS CALL QUESTIONS? (3 WEEKS OUT)

Final guests count including vendors and children.

Dietary restrictions.

In depth timeline and location of events overview.

Any special service requests (such as champagne toasts or cake cutting.

Bar details information. (if applicable)

We will also request a copy of your timeline, rental order and floorplan.

- WHAT ITEMS AM I, MY PLANNER AND MY VENUE RESPONSIBLE FOR?

Building a Timeline.

Rental order including quantities and types (plates, glasses, linens, etc)

Tables and Chairs.

Floorplan.

Distribution of Vendor Meals.

WE ARE ALWAYS HAPPY TO HOP ON A CALL WITH YOU TO ANSWER ANY QUESTIONS THAT YOU HAVE. WE PREFER THAT YOU EMAIL US TO SET UP TIME FOR A CALL RATHER THAN CALLING THE RESTAURANT. PLEASE, ALLOW 24 HOURS FOR EMAIL RESPONSES ON WEEKDAYS AND 48 HOURS ON WEEKENDS.

THANKS AGAIN FOR CONSIDERING 24 BLACKBIRDS FOR YOUR CATERING NEEDS! WE'RE SO GLAD YOU'RE HERE.