

# HANDLEBEND

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## HB Banquet Room Event Rental Protocol

- Receive inquiries on event possibilities via call, online submission, email or text
- Refer all inquiries to online submission to gather details first Or to FOH Leadership Team to gather details
  - o <https://www.handlebend.com/events>
- In person meeting or phone call making sure client has all the information they need
- Gather event details for setup and execution
- Set date and time with client
- Add to HB Calendars
- Send contract and deposit invoice via square
- Staff event accordingly
- Communicate event with scheduled staff
  - o Number of guests
  - o Set up or decorating time
  - o Start and end time of event
  - o Coffee/Tea/Water/Lemonade
  - o Event rental payment
  - o Event tab or individual tabs
  - o Special requests
  - o Estimated cleanup (drinks/food/tables/chairs/decor)
- Allow entry for set up and decorating
- Welcome client and make sure they are good to go
- Introduce client to their host or hostesses for the event
- Create plan for getting paid by client via square or in house with host
  - o Event Tab
  - o Rental fee
- Make sure Banquet room picked up and ready for next event
- Follow up with client post event
  - o Make sure they were taken care of
  - o Send them a review link
  - o Issue deposit refund if space was taken care of

