



# Event Catering Method Statement

## Setting Standards for Excellence in Catering Services

Welcome to Blue Duo Events' Catering Method Statement. This document serves as a comprehensive guide outlining our operational procedures, safety protocols, and quality assurance measures for delivering exceptional catering services at your events.

### Purpose of this Method Statement:

Our method statement is designed to provide a clear understanding of how we plan, execute, and maintain the highest standards in event catering. It encompasses the following key aspects:

1. **Operational Transparency:** Detailed insights into our setup, service, and breakdown procedures ensure transparency in our operations.
2. **Safety and Hygiene:** Emphasizing the health and safety of our clients and guests, our method statement outlines rigorous safety measures and hygiene practices.
3. **Quality Control:** We are committed to delivering top-notch products and services. Learn about our stringent quality control measures, from sourcing ingredients to maintaining equipment.
4. **Compliance:** Ensuring full compliance with local regulations, this document reinforces our dedication to meeting industry standards and legal requirements.
5. **Customer Satisfaction:** Our focus on client satisfaction is evident in our method statement. Discover how we prioritise your experience and address your needs.

By familiarising yourself with this method statement, you gain valuable insights into our commitment to excellence. We believe in transparency, safety, and customer satisfaction, and this document is a testament to our dedication.

Thank you for choosing Blue Duo Events. We look forward to serving you with passion, precision, and a lot of sweet treats.

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**Phone.**

01352 372235



**Email.**

[contact@blueduo.events](mailto:contact@blueduo.events)



# Event Catering Method Statement

## 1. Introduction

At Blue Duo Events, we bring the joy of indulgence to every event. As a premier event catering service, we specialise in creating delightful experiences through a delectable array of treats. From the nostalgic charm of freshly spun candyfloss to the creamy satisfaction of beautiful ice cream, we curate moments that linger long after the last bite.

Key Features of Blue Duo Events:

1. **Diverse Treats:** Our menu is a celebration of flavours, featuring full-flavoured ice cream, delicious popcorn, whimsical candyfloss, refreshing slush, and comforting hot drinks. Each item is crafted with care and creativity, ensuring a delightful palate for all.
2. **Tailored Experiences:** Whether it's an intimate wedding, a corporate gala, or a lively birthday celebration, we understand that every event is unique. Our flexible catering options allow us to tailor our services to meet the specific needs and themes of your occasion.
3. **Professional Service:** Beyond the tempting treats, we pride ourselves on providing impeccable service. Our team of skilled professionals ensures that your event runs seamlessly, from setup to breakdown, leaving you free to savour every moment with your guests.
4. **Hygiene and Safety:** Your well-being is our priority. We adhere to the highest standards of hygiene and safety in our food preparation and service. Our highly trained staff follow our strict protocols to guarantee a worry-free culinary experience for you and your guests.
5. **Innovation and Quality:** Our commitment to excellence extends to both our products and processes. We continually innovate to bring you the latest trends in event catering, and our rigorous quality control ensures that each bite is a perfect blend of freshness and flavour.

At Blue Duo Events, we don't just cater events; we create memories. Join us in the pursuit of sweet moments and savoury delights. Let us elevate your event with a touch of culinary magic.

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## 2. Scope of Work

At Blue Duo Events, we take pride in our ability to cater to a diverse spectrum of events, from intimate gatherings to grand celebrations. Our versatile services, coupled with a range of specialised equipment, allow us to curate unforgettable culinary experiences for various occasions.

### 1. Ice Cream Service:

- Whether it's a small children's party, a grand wedding, or a corporate event, our 2-flavour ice cream machine ensures a delightful array of frozen treats suitable for any gathering. We have a huge selection of toppings and ice-cream flavours available for you to choose from, all served from our custom built toppings table so you can make your event as personal as possible.

### 2. Slush Delights:

- Our 3-flavour slush machine adds a burst of colour and flavour to events of all sizes. From small family celebrations to large weddings and corporate functions, our slush service caters to diverse audiences. We pride ourselves on choice, and have over 15 amazing slush flavours you can choose from.

### 3. Popcorn Extravaganza:

- The enticing aroma of our freshly popped popcorn appeals to guests of all ages and is perfect for events ranging from intimate gatherings to large-scale corporate functions.

### 4. Candyfloss Spectacle:

- Our high-capacity candyfloss machine brings a touch of magic to events, enchanting small children's parties and adding a whimsical element to weddings and corporate celebrations alike.

### 5. Hot Drinks Elegance:

- From cosy gatherings to formal corporate events, our hot drinks dispensers offer a sophisticated and comforting touch to events of varying sizes.

### Tailored to Your Event:

- Whether you are hosting a small children's birthday party, an elegant wedding, or a corporate gala, our catering services are customisable to suit the unique requirements and themes of your event.

### Professional Setup and Service:

- Our experienced team is equipped to handle events of all sizes with professionalism and precision. From small-scale affairs to large-scale weddings and corporate functions, we ensure a seamless setup, operation, and breakdown of all equipment.

At Blue Duo Events, our commitment to excellence extends across events of every size and nature. We understand the importance of tailoring our services to meet your specific needs, ensuring that each event, regardless of its scale, is a resounding success.

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# Event Catering Method Statement

## 3. Equipment and Materials

We pride ourselves on utilising top-tier commercial-grade catering equipment, carefully selected to ensure the highest standards in performance and reliability. Our suite of specialised machines is designed to enhance the quality and efficiency of our catering services.

### 1. Ice Cream Machine:

- Our cutting-edge ice cream machine is a commercial-grade powerhouse, delivering smooth and creamy frozen delights with precision. Designed for efficiency, it guarantees a consistent and delectable ice cream experience at every event.

### 2. Slush Machine:

- The heart of our slush service is a robust commercial-grade machine. Its advanced features allow us to offer a diverse range of flavours, ensuring a refreshing and colourful beverage selection for your guests.

### 3. Popcorn Machine:

- Our high-capacity popcorn machine is engineered for performance, consistently producing a generous supply of warm and flavourful popcorn. Its commercial-grade build ensures reliability, making it a standout feature at any event.

### 4. Candyfloss Machine:

- The enchanting clouds of cotton candy are spun to perfection using our professional-grade candyfloss machine. Its efficiency and capacity make it suitable for events of all sizes, adding a touch of sweetness and nostalgia.

### 5. Hot Drinks Dispensers:

- Elevate your event with our commercial-grade hot drinks dispensers. Designed for efficiency and precision, these dispensers ensure a steady supply of comforting hot beverages, tailored to the preferences of your guests.

### Quality Assurance:

- Our commitment to excellence extends beyond the services we provide; it is embedded in the quality of our equipment. By investing in commercial-grade machines, we guarantee a seamless and reliable catering experience at every event.

### Regular Maintenance:

- To uphold the performance standards of our equipment, we adhere to a rigorous maintenance schedule. This ensures that each machine operates at peak efficiency, delivering the exceptional service that our clients have come to expect.

At Blue Duo Events, we believe that the foundation of a remarkable catering experience lies in the quality of our equipment. With our commercial-grade machines, we guarantee not only a feast for the senses but also a testament to our dedication to excellence.

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# Event Catering Method Statement

## 4. Setup Procedures

Our commitment to delivering exceptional catering experiences begins with meticulous setup procedures. We understand the importance of a seamless and timely setup to ensure your event kicks off on a delicious note. Our setup process is characterised by precision, adherence to safety protocols, and proactive planning.

### Timely Arrival:

- Our dedicated team arrives at the venue 1-2 hours prior to the scheduled service time. This allows ample time for a thorough setup, ensuring everything is in place well before the event begins.

### Designated Setup Area:

- Upon arrival, we coordinate with the event organizer to identify and establish the designated setup area. This collaboration ensures that our catering stations are strategically placed to optimize traffic flow and accessibility for guests.

### Equipment Installation:

- Our skilled team undertakes the installation of all catering equipment with precision and efficiency. From the commercial-grade ice cream and slush machines to the robust popcorn and candyfloss machines, each piece is strategically positioned to enhance both functionality and aesthetics.

### Heavy Equipment Handling:

- For heavier equipment, such as ice cream and slush machines, we employ ramps and lifting equipment. This not only ensures the safety of our team but also mitigates any potential impact on the venue's infrastructure.

### Advanced Coordination:

- Prior to the event, we collaborate with event organisers or with the event venue to arrange parking, access, and routes for smooth equipment delivery and setup. This proactive approach minimizes disruptions and contributes to a hassle-free event experience.

### Safety Precautions:

- Safety is paramount in our setup procedures. Our team follows all relevant safety precautions, including the use of personal protective equipment (PPE), secure fastening of equipment, and adherence to lifting protocols. We prioritize the well-being of our team, clients, and guests.

### Health and Safety Policy:

- Our setup procedures align with our comprehensive health and safety policy. This policy encompasses guidelines for equipment handling, hygiene practices, and emergency protocols. Our commitment to health and safety ensures a secure and enjoyable environment for all.

By entrusting Blue Duo Events, you can be confident that our setup procedures go beyond the ordinary. We combine efficiency with safety, creating an atmosphere where the stage is set for a memorable and stress-free catering experience.

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# Event Catering Method Statement

## 5. Health and Safety

The health and safety of our team, clients, and guests are paramount. Our commitment to providing a safe and secure environment is woven into every aspect of our operations.

### Manual Handling:

- As outlined in our setup procedures (Section 4), we prioritise safe manual handling practices during equipment setup. Our team employs ramps and lifting equipment for heavier items, ensuring the well-being of our staff and preventing any strain or injury.

### Food Handling in Compliance with Food Hygiene Regulations:

- Our food handling procedures adhere rigorously to food hygiene regulations. From the sourcing of ingredients to the preparation and serving of our treats, we maintain the highest standards to guarantee the safety and quality of our products.

### Key Aspects of Food Handling:

- **Ingredient Sourcing:** We source our ingredients from reputable suppliers, prioritising freshness and quality.
- **Preparation:** Our staff undergoes thorough training on safe and hygienic food preparation techniques, minimising the risk of contamination.
- **Storage:** Temperature-controlled equipment is utilised to ensure the freshness and safety of our ingredients.
- **Serving:** Stringent hygiene practices are implemented during the serving process, including the use of gloves and other protective measures.

### Staff Training in Food Hygiene:

- All our staff members are trained in Level 1 food hygiene, ensuring a foundational understanding of hygiene principles. Additionally, at least one staff member present at each event holds a Level 2 or 3 food hygiene certification.

### Continuous Training and Compliance:

- Our commitment to health and safety extends beyond initial training. Regular refresher courses and updates on food hygiene regulations are conducted to keep our team informed and compliant with industry standards.

### Emergency Protocols:

- In the unlikely event of an emergency, our team is well-prepared with established protocols for swift and effective response. From first aid training to evacuation procedures, we prioritise the safety of everyone present at the event.

By choosing Blue Duo Events, you are selecting a catering service that places health and safety at the forefront. Our comprehensive approach, encompassing manual handling and food hygiene practices, ensures a secure and enjoyable experience for all.

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# Event Catering Method Statement

## 6. Quality Control

Our unwavering commitment to quality control is the cornerstone of our culinary excellence. From handpicked suppliers to meticulous equipment maintenance, we leave no stone unturned to ensure that each event is a gastronomic masterpiece.

### Specially Selected Suppliers:

- We collaborate with a carefully curated group of suppliers known for their commitment to quality. This ensures that every ingredient used in our offerings is of the highest standard, fresh, and sourced responsibly.

### Event-Specific Stock:

- To guarantee the freshness and quality of our offerings, all stock is procured specifically for each event. This tailored approach allows us to customise our menu to suit the theme, preferences, and dietary requirements of the occasion.

### Regular Equipment Checks:

- Throughout each event, our dedicated team conducts regular checks on all catering machines. This includes monitoring temperatures, ensuring proper functioning, and addressing any issues promptly. These checks are integral to maintaining the quality and consistency of our products and are all recorded in our maintenance logs.

### Temperature Monitoring:

- We prioritise the safety of our food products by actively monitoring temperatures during the event. Our team utilizes specialised equipment to ensure that all items, especially those requiring precise temperature control, meet the highest standards of food safety.

### Regular Maintenance:

- The reliability and performance of our machines are sustained through regular maintenance between events. Our skilled technicians follow a stringent maintenance schedule, addressing wear and tear, conducting necessary repairs, and guaranteeing that all equipment is in optimal condition for every event.

### Optimising Performance:

- Our commitment to quality goes beyond just meeting standards; it's about exceeding expectations. By consistently maintaining and optimizing the performance of our machines, we ensure that each event is a seamless and delicious experience for our clients and their guests.

### Continuous Improvement:

- We embrace a culture of continuous improvement. Feedback from clients and ongoing evaluations contribute to refining our processes, enhancing the quality of our offerings, and elevating the overall experience for those we serve.

By choosing Blue Duo Events, you're not only selecting a catering service but an assurance of quality at every step. From handpicked ingredients to rigorous equipment maintenance, we are dedicated to delivering an unparalleled culinary experience.

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# Event Catering Method Statement

## 7. Food Handling and Preparation

In this section, we emphasise our commitment to maintaining the highest standards of food safety and quality during handling and preparation. Our approach involves meticulous procedures from the procurement of ingredients to the operation of various food machines.

### 7.1 Ingredient Procurement:

To guarantee freshness and quality, all necessary food items are procured directly from trusted suppliers before each event. This practice not only ensures the integrity of the ingredients but also minimises the risk of contamination during storage.

### 7.2 Machine Check and Cleaning:

Prior to leaving our storage, all machines undergo a thorough cleanliness and safety check. If necessary, machines are cleaned or sterilised upon arrival at the event venue, ensuring a hygienic food preparation environment.

### 7.3 Preparation Processes:

**7.3.1 Ice Cream:** Before activating the machine, we fill it with new, sealed cartons of ice cream mix to prevent cross-contamination. Flavoured ice cream is prepared on-site, minimising any risk of contamination. The mix is taken from sealed containers, mixed with flavouring syrup, and poured directly into the machine. Once the correct temperature and consistency are achieved, the ice cream is served in tubs upon guest request.

**7.3.2 Popcorn:** The popcorn machine is started, and oil and corn kernels are added directly from their original packaging. At times, for efficiency, oil and corn may be decanted into different containers. Popcorn falls into a heated base until serving. Periodic machine run-outs ensure adherence to food safety guidelines and maintain popcorn quality.

**7.3.3 Slush Machine:** At the event, the slush machine is filled with water, and syrup is decanted into a sterile jug for measuring. The syrup is poured directly into the slush tank, ensuring cleanliness between flavours. Regular temperature checks are conducted during operation. Once the correct consistency is reached, slush is poured directly into clean cups upon customer request.

**7.3.4 Candyfloss Machine:** The candyfloss machine is set up following the operating manual. Sugar is decanted into sterilized airtight containers, each with the appropriate flavouring. Upon customer request, a measure of sugar is removed, placed in the machine, and the candyfloss is produced. Any remaining floss during flavour changes is bagged and made available to customers.

**7.3.5 Hot Chocolate Dispenser:** The hot chocolate machine is placed on a secure surface and filled with hot chocolate mix directly from new, sealed containers. If powdered mix is used, warm liquid is added first, then the powder. Once the machine indicates the correct temperature, hot chocolate is served to customers upon request.

**7.3.6 Chocolate Fountain:** The chocolate fountain is placed on a secure surface and filled with chocolate pellets from new, sealed containers. Dipping items are removed from their sealed packets and placed in separate bowls. Regular checks are conducted, contaminated items removed, and bowls cleaned. Food items are periodically replaced to minimise contamination risk.

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# Event Catering Method Statement

## 8. Service Procedures

Our commitment to exceptional service extends beyond the quality of our offerings. In Section 8, we detail our approach to interacting with clients and guests during events, ensuring a seamless and enjoyable experience.

### 8.1 Client Interaction:

Our service begins with a courteous and professional interaction with our clients. We collaborate closely to understand their preferences, dietary requirements, and event-specific details. Regular communication ensures that our services align perfectly with their expectations.

### 8.2 Guest Interaction:

During events, our service team engages guests with warmth and enthusiasm. We prioritise customer satisfaction, aiming to create a memorable experience for every attendee. Our staff is trained to be attentive, responsive, and accommodating, fostering a positive and enjoyable atmosphere.

### 8.3 Ice Cream Service:

Guests can indulge in our delectable ice cream offerings by placing their requests. Our trained staff, adhering to the highest hygiene standards, dispenses the ice cream into tubs on demand. The process, as detailed in Section 7.3.1, ensures the freshness and quality of every serving.

### 8.4 Popcorn Service:

Popcorn is served in bags or tubs, seasoned to perfection, upon guest request. Our team continuously monitors the popcorn machine to guarantee that the product served is both within food safety guidelines and of the highest quality. Regular machine run-outs maintain the freshness of the popcorn.

### 8.5 Slush Service:

Guests can enjoy vibrant slush beverages served directly into clean cups upon their request. Our team follows the meticulous preparation process outlined in Section 7.3.3, ensuring that each serving maintains the correct temperature and consistency for optimal enjoyment.

### 8.6 Candyfloss Service:

Our candyfloss service is a delightful experience. Guests can request candyfloss on sticks or in bags, with flavours tailored to their preferences. The process, as detailed in Section 7.3.4, guarantees a fresh and flavourful treat for all attendees.

### 8.7 Hot Chocolate Service:

For those seeking a comforting treat, our hot chocolate service is impeccable. Served upon customer request, our hot chocolate is prepared using the precise process outlined in Section 7.3.5. Guests can savour the rich flavours in a cup, creating a warm and satisfying experience.

### 8.8 Chocolate Fountain Service:

The chocolate fountain adds an element of indulgence to any event. Guests can enjoy a variety of dipping items, as detailed in Section 7.3.6. Our staff ensures that bowls are regularly checked, contaminated items removed, and the fountain's decadent flow continues uninterrupted.

By seamlessly blending our commitment to excellent service with the precise preparation processes outlined in Section 7, we aim to elevate the overall event experience for both clients and their guests.

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# Event Catering Method Statement

## 9. Cleaning and Breakdown

The meticulous cleaning and breakdown procedures at Blue Duo Events are instrumental in upholding the highest standards of hygiene and maintaining the integrity of our equipment. We ensure that our setup and departure from each event location are characterised by thoroughness and professionalism.

### Pre-Event Cleaning and Sterilization:

- Before the event begins, all equipment is subject to a rigorous cleaning and sterilisation process. Each machine has its own specific cleaning and sanitising protocol, meticulously followed to guarantee the safety and hygiene of our offerings. These cleaning activities are documented in our cleaning schedule, providing a transparent record of our practices.

### Cleaning During the Event:

- Throughout the event, our team maintains a vigilant eye on cleanliness. Regular checks and cleaning routines ensure that the equipment remains in pristine condition and that the presentation of our offerings is impeccable.

### End-of-Event Machine Breakdown:

- After the event, our machines are disassembled and cleaned according to their specific instructions. This final cleaning phase is a critical step in our commitment to hygiene and safety. All equipment is sanitised, dried, and prepared for storage.

### Secure Storage:

- Machines are stored in their designated transport containers, safeguarding them from potential damage and environmental factors. Proper storage also contributes to the longevity and performance of our equipment.

### Area Clean-up:

- We extend our commitment to cleanliness beyond our equipment. The event space is left in the same pristine condition in which we found it. Our team diligently clears up, ensuring that every trace of our presence is removed, and the venue is restored to its original state.

Our dedication to cleaning and breakdown procedures underscores our pledge to deliver not only delicious treats but also an environment characterised by hygiene and professionalism. Your satisfaction and safety are paramount in every aspect of our service.

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# Event Catering Method Statement

## 10. Waste Management

We are committed to responsible waste management as an integral part of our catering services. We prioritise the eco-friendliness of our operations and ensure that waste generated during events is handled with care and consideration for the environment.

### Sorting and Segregation:

- All waste generated during our events is meticulously sorted into recyclable and non-recyclable categories. Our team is trained to identify and separate waste materials, adhering to established guidelines for waste segregation.

### On-Site Waste Management:

- When event venues provide waste disposal facilities, we make use of these resources. Recyclable and non-recyclable waste is deposited in the appropriate receptacles or designated areas, in accordance with venue regulations.

### Removal and Responsible Disposal:

- In cases where event venues do not offer waste disposal facilities, we take proactive measures. Our team arranges to transport all generated waste from the event location. We ensure that the waste is transported to appropriate disposal facilities, where it is disposed of responsibly and in compliance with local waste management regulations.

### Pre-Event Waste Checks:

- As part of our pre-event checks and coordination with event organisers and venues, we confirm the availability of waste disposal facilities and discuss waste management protocols. This ensures seamless waste disposal and minimises any environmental impact.

### Environmental Stewardship:

- Our commitment to responsible waste management aligns with our broader dedication to environmental stewardship. We believe in reducing our ecological footprint and promoting sustainability in every aspect of our operations.

By choosing Blue Duo Events, you are not only selecting a catering service but also contributing to a greener, more sustainable future. Our comprehensive waste disposal practices reflect our commitment to responsible environmental practices and the well-being of the communities we serve.

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# Event Catering Method Statement

## 11. Contingency Plan

We understand that events can sometimes be subject to unforeseen circumstances. Our contingency plans are designed to address and mitigate issues that may arise, ensuring that we continue to provide a high level of service, even in challenging situations.

### Equipment Failure:

- While we take all necessary precautions to maintain our equipment, unforeseen failures can occur. In the event of equipment failure during the event, our team will make every effort to resolve the issue promptly.
- If equipment failure results in us providing less than what was promised during the booking, we will collaborate with the event organiser to find a suitable solution. This may involve switching to alternative equipment or, at our discretion, providing compensation to address any inconvenience caused.

### Weather Conditions:

- Weather conditions are beyond our control, but we are prepared to adapt to various scenarios. Our team is equipped with gazebos and other weather-resistant equipment to continue operations in less-than-ideal conditions.
- While we do our best to accommodate for adverse weather, we cannot be held responsible for any issues that may arise due to weather conditions that impact the service we provide at the event.

### Unforeseen Circumstances:

- In the face of any other unforeseen circumstances that may affect our ability to provide services as initially planned, we will work closely with event organisers to find practical solutions and minimise disruptions.

### Compensation Policy:

- Compensation for issues arising from equipment failure or unforeseen circumstances is at our discretion. We will evaluate each situation on a case-by-case basis and collaborate with event organisers to reach a fair and reasonable resolution.

### Open Communication:

- We prioritise open communication with event organisers and clients. In the event of any challenges or contingencies, we encourage immediate communication to address and resolve issues efficiently.

At Blue Duo Events, our commitment to delivering exceptional service extends to our response to unforeseen circumstances. We are dedicated to working collaboratively with event organisers to ensure that your event is memorable and enjoyable, even in the face of unexpected challenges.

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# Event Catering Method Statement

## 12. Staff Roles & Responsibilities

We believe that the key to a successful event lies in the expertise and dedication of our team. We are committed to providing you with a seamless and enjoyable experience, and our staff play a crucial role in achieving that goal.

### Pre-Event Staff Information:

- Prior to your event, we will provide you with the names of the staff who will be attending. This allows you to familiarise yourself with our team in advance.

### Event Leadership:

- Each event we cater is led by an experienced team member who will oversee the setup, service, and breakdown processes. They are your point of contact for any questions or issues that may arise during the event.

### Contact Information:

- We understand the importance of clear and accessible communication. You will receive the contact numbers and email addresses of our business owners, ensuring that you have a direct line of communication in case of any urgent matters or inquiries.

### Uniform Policy:

- Our staff will be dressed in the official Blue Duo Events uniform, which is designed for professionalism and comfort. However, we are flexible and open to accommodating specific uniform requests from event organisers.
- If you require our staff to wear unbranded or a specific colour uniform, please communicate this request at least 2 weeks before the event. We will do our best to accommodate such requests, but final decisions are at our discretion.

### Roles and Responsibilities:

- Our staff members are well-trained and proficient in their roles. They are responsible for setup, operation, and breakdown of equipment, ensuring that all catering services run smoothly.
- They are also trained in customer interaction and etiquette, providing friendly and professional service to your guests throughout the event.

By providing you with the names of our staff in advance and ensuring clear communication channels, we aim to enhance transparency and responsiveness at your event. Our commitment to professionalism and adaptability extends to uniform requirements, allowing us to align with your event's unique atmosphere and vision.

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# Event Catering Method Statement

## 13. Customer Satisfaction

Customer satisfaction is our foremost priority, driving everything we do. We are committed to delivering an exceptional catering experience that not only meets but exceeds your expectations.

### Our Dedication to Excellence:

- Our commitment to customer satisfaction is woven into the fabric of our service. We strive for excellence at every event, ensuring that your guests leave with smiles and memorable moments.

### Feedback Mechanisms:

- To continually improve our services, we actively gather feedback from comments during events. We value your input and use it as a valuable resource for refining our processes and enhancing the quality of our offerings.

### Adaptive Approach:

- Based on customer feedback, we may make slight adjustments to our processes or services during events to better align with your preferences and expectations. Your feedback is instrumental in our continuous improvement efforts.

### Addressing Issues Promptly:

- In the rare instance that any guest or customer encounters an issue during the event, we encourage them to speak with any member of the Blue Duo team. Any concern will be promptly and professionally addressed by our staff.
- Event organisers are also welcome to provide feedback, whether positive or negative, directly to the staff member leading the event or via email after the event if they prefer this mode of communication.

### Urgent Issues:

- For urgent issues that require immediate attention, we urge you to communicate directly with the lead staff member at the event or by contacting the Blue Duo contact phone number. We are committed to resolving any pressing matters swiftly and effectively.

By choosing Blue Duo Events, you are not only selecting a catering service but a partner dedicated to ensuring your satisfaction. We value your feedback, prioritise your comfort, and are always here to listen and respond to your needs.

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# Event Catering Method Statement

## 14. Compliance

Compliance with industry standards and regulations is an integral part of our commitment to delivering impeccable service. At Blue Duo Events, we take pride in our dedication to upholding the highest standards in all aspects of our operations.

Membership in Nationwide Caterers Association (NCASS):

- We are proud members of the Nationwide Caterers Association (NCASS), an esteemed organisation that symbolises our integrity and commitment to perfection, compliance, and providing excellent service. Membership in NCASS demonstrates our adherence to industry best practices and our continuous pursuit of excellence.

Legal Food Hygiene Rating System:

- Our commitment to food safety and hygiene is exemplified through our registration with the Legal Food Hygiene Rating system. We undergo regular inspections and maintain compliance with the standards set forth by the system. Our dedication to food safety ensures that you and your guests can enjoy our offerings with confidence.

Registered with Flintshire County Council:

- We are registered with Flintshire County Council, reinforcing our commitment to compliance with local regulations and guidelines. This registration reflects our unwavering dedication to legal and regulatory requirements.

Continuous Review and Improvement:

- We are committed to a culture of continuous improvement. To ensure that we consistently meet or exceed accepted standards, we review all health and safety, legal, and environmental requirements on an ongoing basis.
- Our team remains proactive in staying informed about changes in regulations and best practices, allowing us to adapt our operations accordingly.

Our commitment to compliance is an integral part of our promise to provide you with the highest level of service. By choosing Blue Duo Events, you are selecting a catering service that places integrity, compliance, and excellence at the forefront of everything we do.



# Event Catering Method Statement

## 15. Record Keeping

Record keeping is a fundamental aspect of our commitment to safety, quality, and continuous improvement. At Blue Duo Events, we maintain meticulous records across various aspects of our operations to ensure that we consistently deliver excellence.

### Equipment Records:

- We maintain comprehensive records of all our equipment, including detailed maintenance logs. These records track equipment performance, servicing schedules, and any necessary repairs or replacements. Specific parameters, such as temperature during events, are meticulously documented to ensure both safety and product quality, exceeding industry regulations.

### Health and Safety Records:

- Our commitment to safety extends to the recording of first-aid incidents and near misses. These records help us identify areas for improvement and ensure that we continuously refine our safety procedures to prevent incidents and enhance the well-being of our team and guests.

### Customer Feedback Records:

- Feedback from our valued customers is a valuable resource that we actively collect and record. This input is used to evaluate our services, refine our procedures, and enhance the overall customer experience. We appreciate and value the insights provided by our customers.

### Continuous Review and Improvement:

- The records we maintain serve as a foundation for our commitment to continuous improvement. We review and analyse these records regularly to identify trends, areas for enhancement, and opportunities to exceed industry regulations and customer expectations.

By keeping meticulous records across various facets of our operations, we ensure that our services remain at the forefront of excellence. Our dedication to safety, quality, and continuous improvement is reflected in the thoroughness of our record keeping.

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