



## Event Standards

1. Each telephone call is treated in a friendly, helpful and professional manner. All phone messages are returned within 24 hours.
2. All printed materials are neat, accurate, complete and mailed/faxed on time.
3. Each event is planned a minimum of 4 weeks in advance with the chairperson, with professionalism, helpfulness, patience and attention to detail.
4. Our facilities and equipment are well-maintained, safe, and in good repair.
5. A complete inventory of ALL operational supplies is maintained for each event.
6. Each employee receives AT LEAST two hours of basic training prior to their first day of work. Each employee also watches the TCPC Introductory Video and receives an Employee Manual for their operation.
7. We provide a safe environment for our guests and our employees. All facilities are inspected before each event.
8. Every area of our facility is THOROUGHLY cleaned prior to each event. Every area is checked and cleaned again at regular intervals during the event.
9. Each employee is neat, clean and dressed in full uniform each day.
10. Each employee is friendly, smiling and eager to provide excellent guest service.
11. Each program/activity area is run by a trained, competent employee.
12. All programs and services are delivered as promised.
13. All food is tasty and attractive. The highest sanitation standards are employed in food storage, preparation and service. All food is heated to the appropriate temperature and food service gloves are worn while handling, preparing, or serving food.
14. Food and beverage service is friendly and fast, minimizing the wait for guests.
15. All written evaluations are reviewed within 5 days of receipt. Appropriate follow up calls are made within 5 days of review.