

# Catering & Banquet Operational Standards

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OUR COMMITMENT TO YOU

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HOTELS & RESORTS

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# Commitment to Cleanliness & Safety

- Banquet management to provide training classes on new procedures and safety standards.
- Increased number of attendants in banquet space sanitizing all doorways, handrails, public space furniture, restrooms, elevators, etc.
- Use disinfectant foggers to sanitize stacked chairs/tables in between events.
- Sales & Catering – become paperless with site tours, opt for zoom/facetime site tours whenever possible.
- Hand-sanitizer stations set at each entrance and throughout all banquet space.
- Provide disinfectant wipes for guests to clean personal areas.
- Meeting set amenities (pads, pens, mints, desk blotters, etc.) set upon request.
- Linen-less tables to be used and sanitized after each use.
- Conduct associate wellness checks per shift.
- Displayed on reader boards or appropriate signage posted outside of all event space reminding guests to maintain physical distancing guidelines.





## MEETING AND EVENTS SET-UP STANDARDS

- Event Set-Up Requirements: Seating capacities and floor plans will be provided to ensure appropriate physical distancing that follows CDC guidelines and state mandates.
- Rounds
  - » 72" Rounds - Set (4) guests at each to accommodate physical distancing.
  - » 60" & 66" Rounds - Set (2) guests at each to accommodate physical distancing.
  - » Cocktail Rounds (high & low) - Set (1) guest at each to accommodate physical distancing.
- Classroom/U-Shape/Conference/Theater
  - » Classroom Setting - (1) per 6x18" or (2) per 6x18" - 6' center aisle.
  - » U-Shape - (1) per 6x30" to accommodate physical distancing.
  - » Conference Set - Maintaining 6' between guests.
  - » Theater Seating - Maintaining 6' physical distancing.
- If possible, set same household members at each table to be able to accommodate more guests at each round.
- Set tables an adequate distance apart from each other to ensure 6' of separation between seats.
- Outdoor spaces will be used as much as possible.
- Indoor space capacity will be set according to state mandates.
- Events with dancing; provide largest dance floor possible to ensure proper distancing.

## MEETING AND EVENTS SERVICE STANDARDS

- All buffet and self-serve style events to be postponed until further notice.
- Clients must sign release of liability form before a buffet or stationary reception is executed.
- Once state mandate permits buffet's and self-serve stations; buffets will be one-sided with sneeze guards and servers to distribute food/beverage to guests. Staff to manage number of guests at each buffet or station to carry out proper distancing.
- Butler passed hors d oeuvres will be handed out to each guest with appropriate serving utensils, no self-service.
- All food and beverage items to be individually plated and served.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual PCs or sanitized individual containers.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Increased number of attendants per meal period to accommodate guest needs and requests.
- Logo cloth masks for staff.
- Gloves for staff.
- Cloth masks for guests (provided by hotel).
- Additional staff managing social distancing guidelines at:
  - » Buffet Lines
  - » Registration
  - » Coffee Stations
  - » Bars

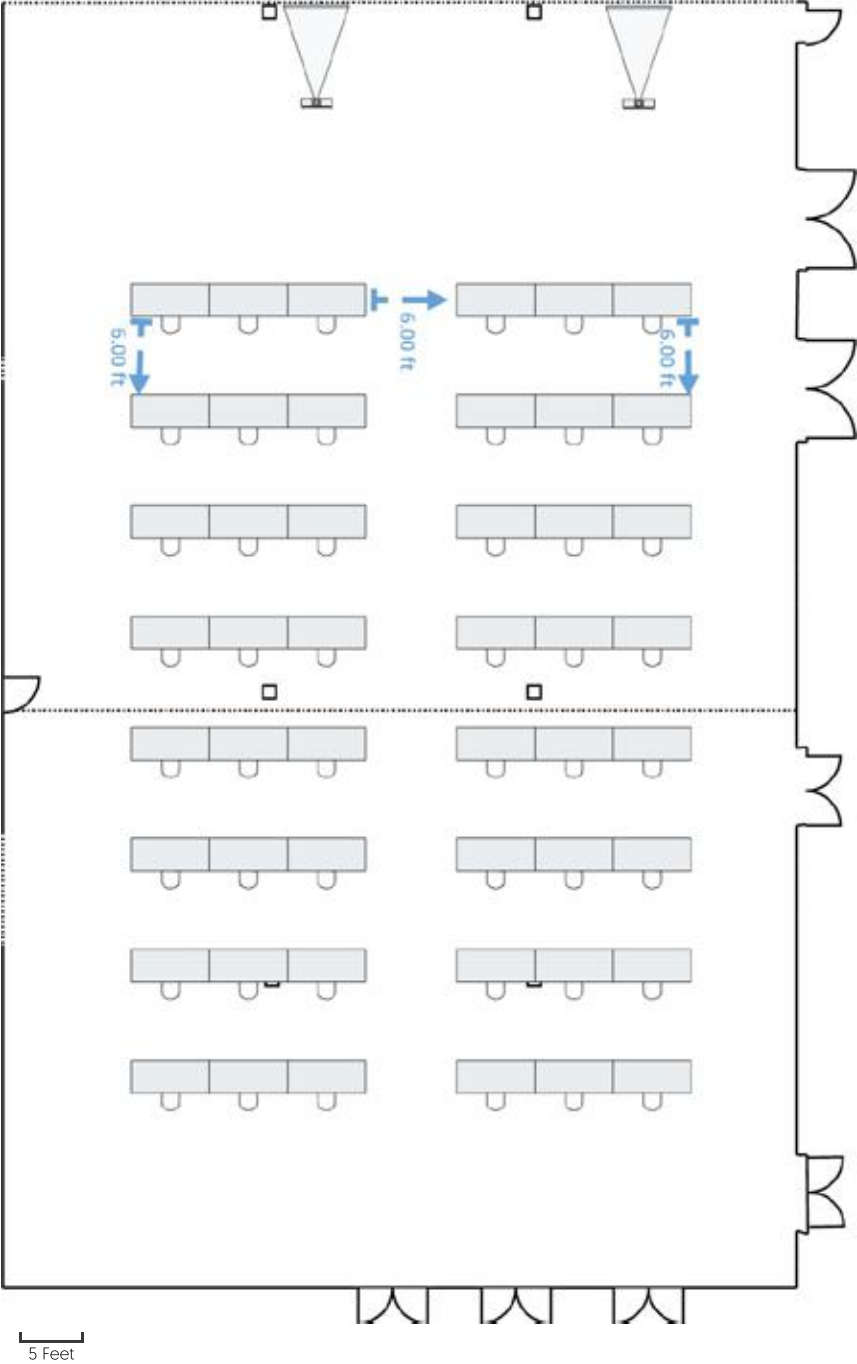
## ADDITIONAL RESOURCES

- Interim Banquet Menus - Revised offerings including elevated and branded boxed meals.
- Interim Wedding Package - Removing buffet and station offerings.
- In-house AV Company to provide virtual options and packages in compliance with meeting space capabilities.



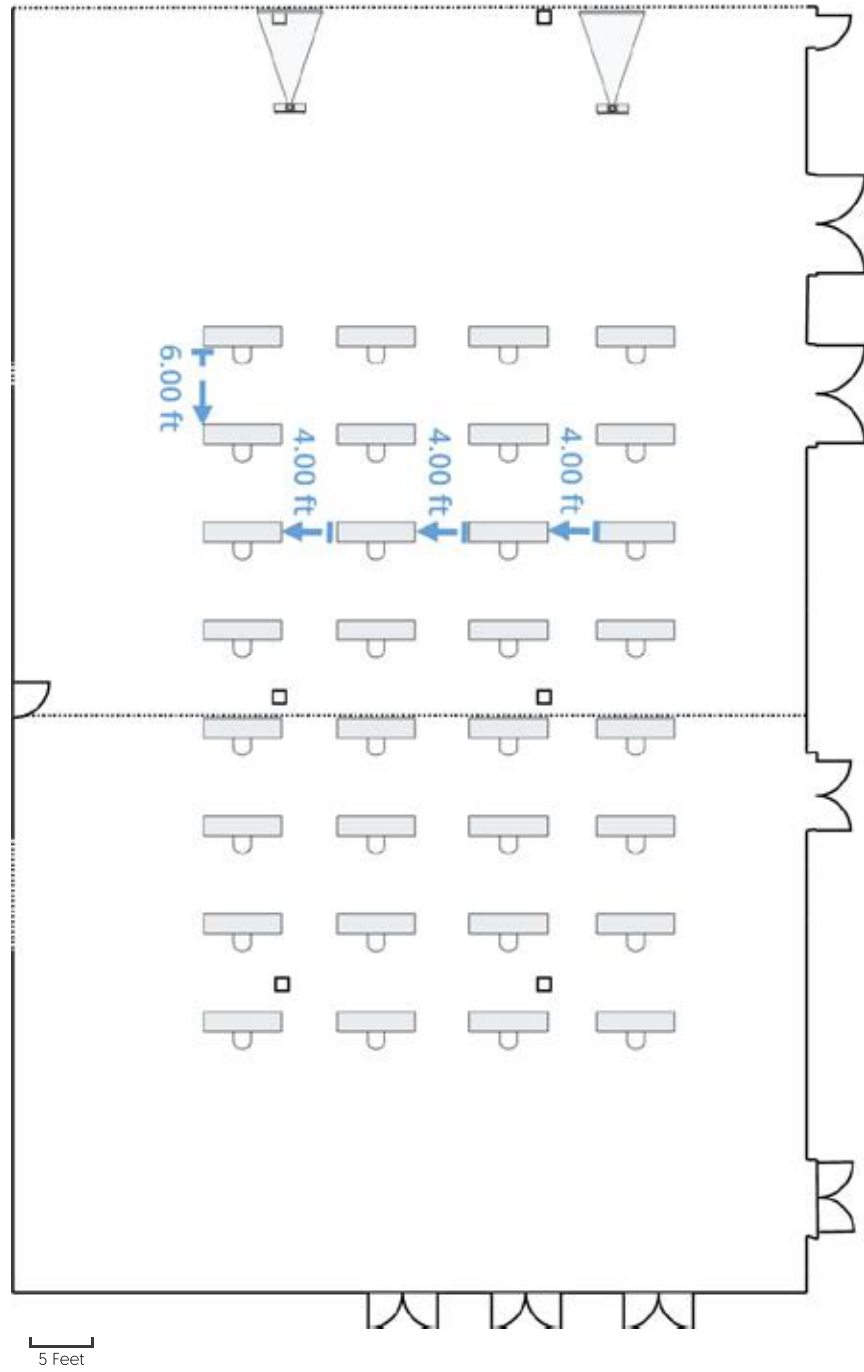
# SAMPLE FLOOR PLANS

## Classroom Seating



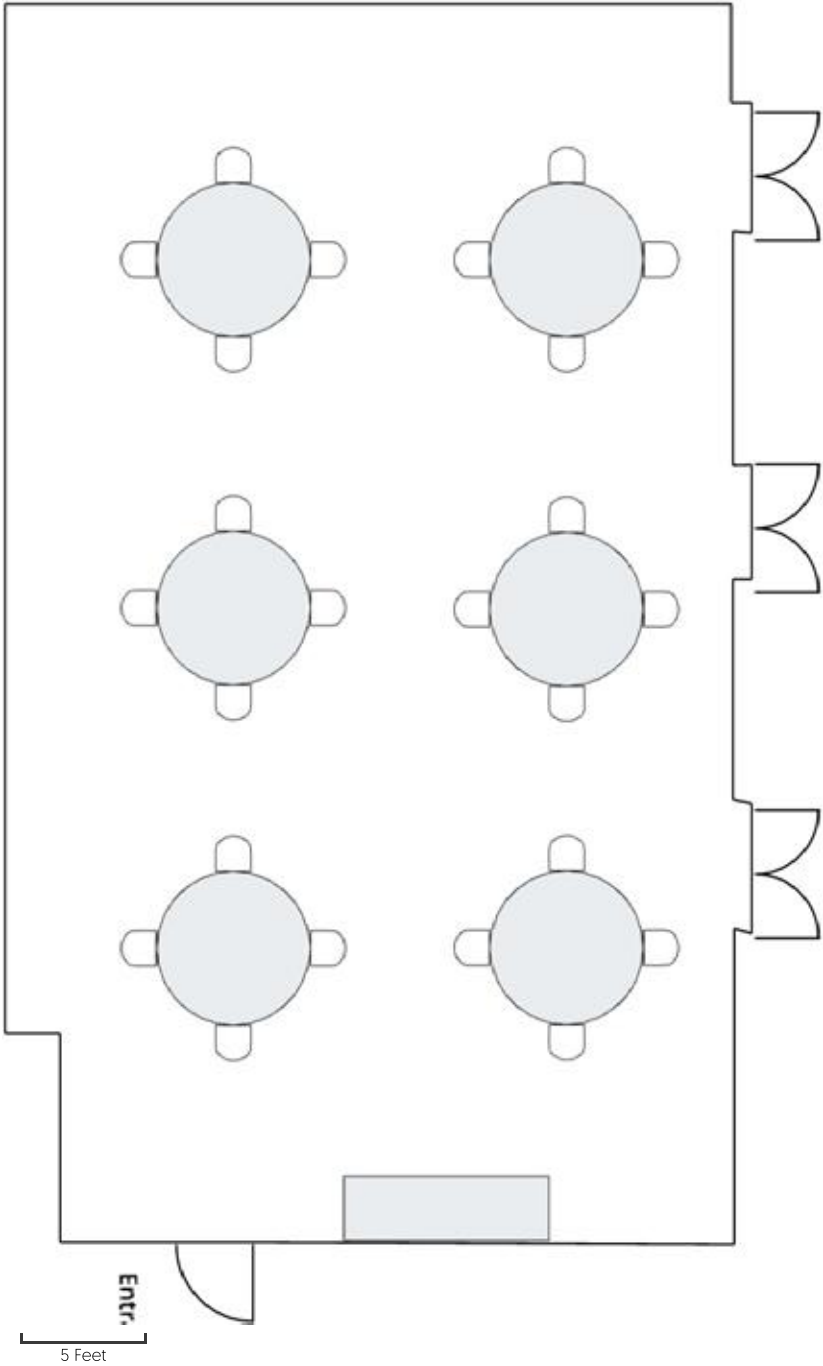
Classroom Setup, Room Approx. 102' x 132'

# Classroom 2



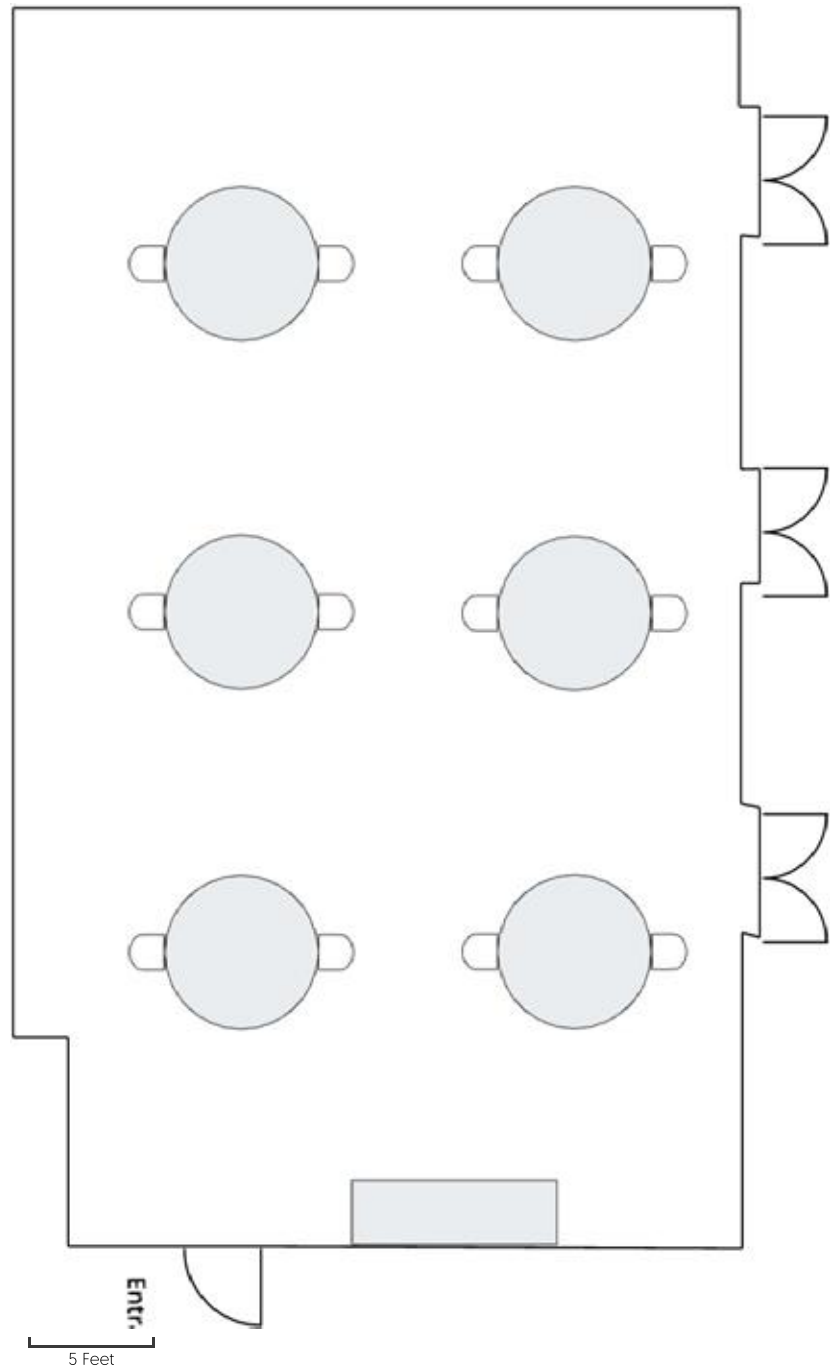
Classroom Setup, Room Approx. 102' x 132'

# 72" Rounds of 4



72" Rounds of 4, Room Approx. 50' x 30'

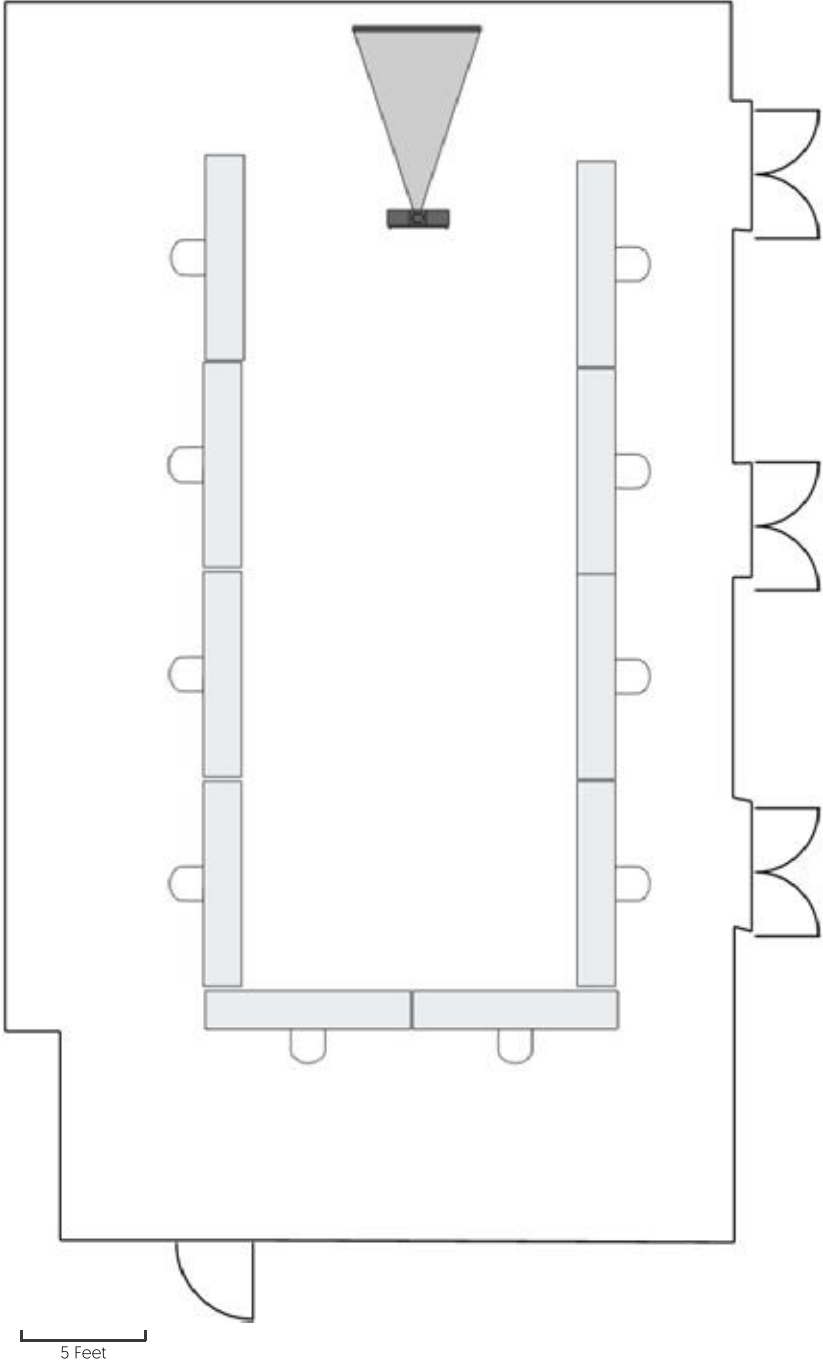
# 60" Rounds of 2



72" Rounds of 2, Room Approx. 50' x 30'



# U-Shape



U-Shape Setup, Room Approx. 50' x 30'

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