

**Caterers Guidelines**

• **Kitchen Hostess:**

A Kitchen Hostess will work each event at Allandale. Her responsibilities include: reviewing the kitchen guidelines with the caterer, showing the caterer where things are located in the kitchen area, overseeing the garbage disposal, making sure all champagne is opened on the Caretaker's breezeway and sanitizing the kitchen counters and appliances after the caterers have finished their job.

The caterer should confer with the Kitchen Hostess if they have any questions concerning the Kitchen area.

• **Mansion appliances:**

Stove tops	2
Ovens	3
Microwave	1
Warming oven	1
Standard refrigerator	1
Large commercial refrigerator	1

• **Washing dishes:**

Our dishwasher is very slow, requiring 45 minutes or longer per cycle. You should make arrangements to have extra personnel available to wash dishes.

• **Extra Hours:**

Based on the size and type of event, we understand that you may need to come in earlier than the time your client has arranged with us. Please let your client know of these circumstances so he/she can rent Allandale for the additional hours.

• **Early delivery of supplies:**

Depending upon space availability, rental items or other items you wish to deliver or have delivered to Allandale prior to the time designated for your event must be done by appointment only. The City of Kingsport will not be responsible for any items delivered or left at Allandale.

• **What the caterer needs to bring:**

It is the responsibility of the caterer to bring all items which they may need for the preparation and serving of food and drinks at the event for which they have been hired to work. This includes dish washing detergent, dishcloths, towels, dishes, glassware, silverware, pots and pans serving dishes and serving utensils.

• **Allandale kitchen items:**

We have a limited number of kitchen items belonging to Allandale. Should you forget something ask the Kitchen Hostess if we have such an item and if we do you are most welcome to borrow. The item you borrow must be signed for and returned before you leave.

- **Placement of food and candles:**  
Food and candles may be placed in designated areas only. If you have a question please talk to your House Host/Hostess for direction.
- **Do not use these items inside the Mansion:**  
Rice, paper, glitter, silly string, confetti and sparklers may not be used inside the Mansion.
- **Champagne and fountains:**  
Punch, champagne and chocolate fountains and beer kegs are not allowed inside the Mansion. Champagne bottles must be opened on the Caretakers breezeway side of the Mansion.
- **Smoke machines are not allowed inside the Mansion.**
- **May be used outside the Mansion:**  
Rose petals, birdseed and bubbles may be used outside in designated areas only. The Host/Hostess will keep these items until they are ready for use. Silk rose petals **MUST** be used inside the Mansion.
- **Tables:**  
To use the Dining Room table it must be covered with table pads and linens. Any other table which you are using must be covered with table linens.  
  
Foyer tables are not to be covered or used for food; also food is not allowed on the sideboard or the window tables in the Dining Room.
- **No lamps, bowls or flower arrangements** may be moved on any table in the Mansion.
- **Morning Room:**  
The Morning Room is for storage of your catering items as well as a work area for you. It can become very congested during an event, so we ask that you please do not block any doors in this area. Also, please keep side doors closed during the event to keep in heat and/or air conditioning.
- **Fireplace:**  
The fireplace in the Living Room has gas logs. Ask you Host/Hostess to turn it on if you wish to use it. This is the only vented and working fireplace in the Mansion.
- **Ice:**  
The Allandale ice machine has only a 25 pound capacity. Allandale does not provide nor do we guarantee ice will be in our ice machine. The caterer should bring any ice they need for their event and store in the kitchen freezer.
- **Ice disposal:**  
Ice is to be disposed of in the grass on the Caretakers side of the Mansion. Do Not dump ice in the shrubs.

- **Bartenders:**

It is the responsibility of the bartender to place empty bottles in boxes and to place all empties to the dumpster behind the Mansion.

Floor mats are required on the floor/carpets surrounding the bar and underneath any coolers that you may be using. See the Host/Hostess if you need additional floor mats.

- **Warming Oven:**

An insulated warming oven has been provided for your convenience. The oven must preheat for 45 minutes prior to use. Let the Kitchen Hostess know if you will be using the oven, she will turn it on and give you the warming trays.

- **Bussing tables:**

We ask that dishes and glasses not be placed on our fine furniture. Please ask your staff to continually police the Mansion for dirty items. When using paper products our staff will place trash cans in the appropriate areas.

- **Trash:**

Caterers are responsible for emptying their trash in the dumpster behind the Mansion. The bartenders are also responsible for taking out liquor bottles and beer cans and for emptying their trash in the dumpster behind the Mansion. The caterer will need to bring trash bags; Allandale will provide a starter trash bag at the beginning of the event.

- **Tent clean-up:**

If you are responsible for tent set-up and clean-up, all linens, floral arrangements, food, bar supplies and trash should be removed at the end of the event.

- **Chopping/cutting food:**

If you have a need to chop or cut food items, please use the Pyrex glass cutting board on the center island. Do Not chop or cut on the counter tops.

- **Table Linens:**

The renter and/or caterer are responsible for providing the table linens. At the completion of your event take the linens outside to shake food from them. Do Not shake any tablecloths inside the Mansion, this will help us preserve our carpets and help with clean-up. The table linens should then be folded and left in the garage for rental pick-up.

- **When you are finished:**

Please check the kitchen and service area for any items which you may have forgotten. Rented dishes must be washed and left in the racks provided by the rental company. Linens should be folded and left in the garage for pick-up. Serving pieces, equipment and any other personal items belonging to the caterer and/or your client must be removed at the completion of the event.

If your work area is not cleaned properly the renter will be charged an extra “clean-up” fee.

- **Parking:**

Two parking places are provided for catering on the Caretakers side of the Mansion. You may load and unload in this area and leave your car or van there.

**Our staff and management would like to thank you for your cooperation in helping make each event at Allandale successful and pleasant.**