



WEDDING TOURISM SPECIALIST

**QUALITY RECOGNITION
IN WEDDING TOURISM**



IADWP



INCORPORATION GUIDELINES FOR CATERING SERVICES

Catering services are Individuals or companies that provide food and beverage service at weddings in the form of cocktails, banquets, receptions and/or wedding-related events.

To begin the process, they must meet the Basic Requirements. These are mandatory for those who decide to join the Quality Recognition in Wedding Tourism and obtain the corresponding Distinction. Consequently, any interested party who does not satisfy the basic requirements will not be able to participate in the incorporation process.

After these have been satisfactorily accredited, the Quality Committee will inform the interested party in writing so that it can initiate the incorporation process.

Basic Requirements

The basic requirements are:

1. Individuals must be a registered taxpayer and companies must be legally constituted and registered taxpayers, and in both cases state their legal address.
2. Have at least 2 years of experience providing services related to wedding tourism.
3. State their interest in participating in the Quality Recognition in Wedding Tourism and agree to respect the guidelines and provisions.



Services

1. The catering service has an executive responsible for the events area with experience in banquet service.
2. The responsible executive and/or service personnel have received training in matters such as event organization, hygienic food and drink preparation, customer service and/or service quality.
3. Have a functioning customer service satisfaction evaluation system.
4. Keep a registry of thank you cards issued by clients who celebrated their wedding in the venue.
5. Personnel working at the event include bilingual executives, headwaiters, or waiters.
6. The venue has obtained recognitions, certificates and/or diplomas issued by organizations participants of Wedding Tourism or related to service quality.
7. The venue is active in social networks and/or has a current website to promote its services and customer attention.
8. The venue has security procedures to control access and exit of merchandise and suppliers,
 - a. In its general storage areas
 - b. At the wedding venue
11. Its personnel is trained to implement security procedures to control access and exit by guests and suppliers.

Processes

1. The catering service has and complies with official preventive health procedures and policies.
2. The catering service has personnel trained to implement preventive health procedures as established by the authorities.
3. It has the official operating permits necessary for its business and activities.
4. It has a maintenance program to assure the correct operation in its installations of:
 - a. Main kitchen



- b. Mobile kitchens for events
 - c. Supplies and merchandise warehouse
 - d. Specialized operating equipment for kitchens
 - e. Operating equipment for table service
 - f. Potable/drinking water
 - g. Electricity
 - h. Electrical generator (fixed or provisional)
 - i. Firefighting equipment
 - j. Walk-in refrigerator
 - k. Walk-in freezer
- 5. It has and implements environmental sustainability policies for such as waste recycling or renewable energy systems, among others.
- 6. It periodically supervises offices/warehouse with a pre-established schedule to supervise of bathrooms and public areas.
- 7. It has an established scheduled for periodic cleaning and maintenance of cisterns, and operating equipment in general.
- 8. It has established procedures and/or protocols established for cases of fire, earthquake, flood, or public security risks.
- 9. Its personnel are trained to implement procedures in case of fire, earthquake, flood or public security risks:
 - a. At its offices / warehouses
 - b. At the wedding venue.
- 10. The services and conditions agreed with the client are defined in writing, as well as adjustments, date changes and/or cancellations, as well as a detailed description of the wedding services to be provided.
- 11. It has and implements procedures to reserve and hire its services.
- 12. It has processes established for the hygienic management of:
 - a. Warehouses and storage areas
 - b. Operating equipment
 - c. Merchandise
 - d. Service personnel health and hygiene.
- 13. It has established policies for the correct handling of food and beverages in the following processes:
 - a. Reception
 - b. Storage – refrigeration
 - c. Preparation



- d. Service
 - e. Clean up/waste
14. It has established guidelines or standards for the form of serving food and beverages.
 15. It has alternative foods and drinks to comply with possible nutritional restrictions for wedding guests.
 16. The personnel know and comply with the regulatory framework related to serving alcoholic beverages.

Installations

1. Its office/main kitchen has public services and adequate equipment for its operating such as:
 - a. Potable/drinking water
 - b. Electricity
 - d. Electrical generator (fixed or provisional)
 - e. Firefighting equipment
 - f. walk-in cooler
 - g. Walk-in freezer
 - h. Supplies and merchandise warehouse
 - i. Wastewater drainage and/or treatment
 - j. Dining room for food tastings
2. Sufficient parking at its offices and/or kitchen or main warehouse for:
 - a. Clients' automobiles
 - b. Service personnel's vehicles and service vehicles
 - c. Service provider vehicles
4. Handicap-accessible service and installations.
5. Bathrooms for men and women, fixed or mobile, with facilities for service personnel to change their clothing and secure areas where they can leave their personal items.
6. Access to medical services at a clinic, health center or hospital within thirty minutes by road.
7. Complementary operating equipment such as:
 - a. Mobile kitchens for wedding service (owned or rented)
 - b. Specialized kitchen operation equipment during the wedding



- c. Table service equipment (owned or rented)
- d. Canopies, tents or similar equipment (owned or rented)
- e. Mobile sanitary services for women and men to be installed at the wedding venue (owned or rented)
- f. Uniform for service personnel

In order to facilitate the evaluation of the file prepared by the interested party, it is very important that it include minimum all of the information requested. Participants can amplify the information requested at their discretion.

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