

# Making your day special

## Pre-Booking

### The perfect event

We appreciate each event is different, so take the time to get to know you and understand what you're looking for. As part of our highly rated event planning service, we offer a free fact find call to discuss, and understand, your plans and offer advice based on over 60 years of running events.

### Your day... our passion

We want you, and your guests, to love our food and we want to give you the confidence in what we do, so, we offer you a free tasting so you can experience the level of both our food and service.

## Pre-Event

### The countdown

To help you with your planning, as part of your booking paperwork, you get a bespoke event timeline. This outlines every milestone so you are prepared for every step of your planning journey, which takes away all the worry and any last minute panics.

You'll also receive a nominated Pre-Event Manager who will be your point of contact to guide you through the planning of your big day.

### Attention to detail

We want to give you the confidence in what we'll deliver so provide you with your bespoke Event Information Sheet. This document captures all the little details that will make your special day one to remember.

### Dotting the i's, crossing the t's

As we approach your event, we hold a finalising session with you to run through your updated plans and ensure everything is in place to make your day perfect. After the session we will provide you with your bespoke finalised Event Information Sheet as a record of what has been agreed, avoiding any issues on the day. We'll also provide you with a copy of this outlining exactly what we will deliver to on the day.

"Thank you so much for the catering for our wedding yesterday. All of our guests complimented us on our choice of food, it's quality and the professionalism of Joey, and his staff. The whole afternoon ran extremely smoothly thanks to the amazing team.

We would have no hesitation in recommending you. Thanks again"

Ruth and James  
August 2016

## Event

### Running your event

On the day you are allocated an experienced senior member of staff who has been through our rigorous selection process and passed our Team Leader training. They will be your point of contact on the day, there to assist with any queries you may have.

### The best waiters are the ones you don't notice

All our waiters go through our bespoke development scheme to ensure they provide only the best service at your event. We pride ourselves on an attentive and discreet service, delivered the Roamers way. Don't take our word for it, check out our reviews on Facebook.

## Post Event

### Your event matters

That's why we follow-up every event to check you were totally satisfied with the food quality and service you received.

### A small thank you

We like to thank all our couples for choosing us so, as our one year anniversary gift to them, we invite them back to dine with us, free of charge.

## Our Service Standards

We are committed to excellent customer service standards and can guarantee every message will get an response in 48 hours, Monday to Friday.

**Want to know more, or would you like to book a FREE 2 course tasting? Please, get in touch using one of the methods below.**

## We look forward to hearing about your special day

Email: [info@roamerscaterers.co.uk](mailto:info@roamerscaterers.co.uk)

Telephone: 01245 353 564

Website: [www.roamerscaterers.co.uk](http://www.roamerscaterers.co.uk)

Facebook: [facebook.com/RoamersCaterers](https://www.facebook.com/RoamersCaterers)

Instagram: [instagram.com/RoamersCaterers](https://www.instagram.com/RoamersCaterers)



Roamers Caterers

YOUR DAY... OUR PASSION

