

CHAR'LATTE  
COFFEE COMPANY

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EVENT DAY  
EXPECTATIONS



# Event Day Expectations

So your  
experience  
feels effortless  
from first pour  
to final sip.

Charlatte



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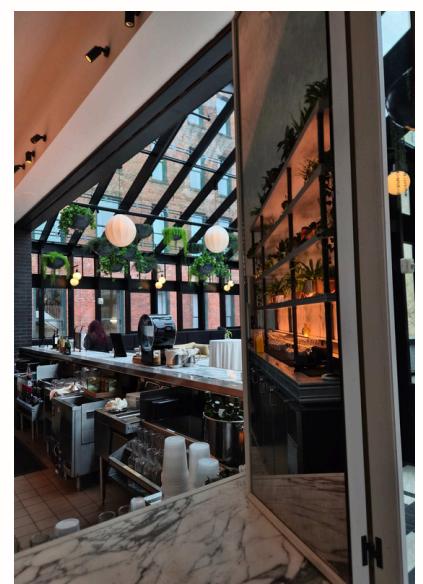
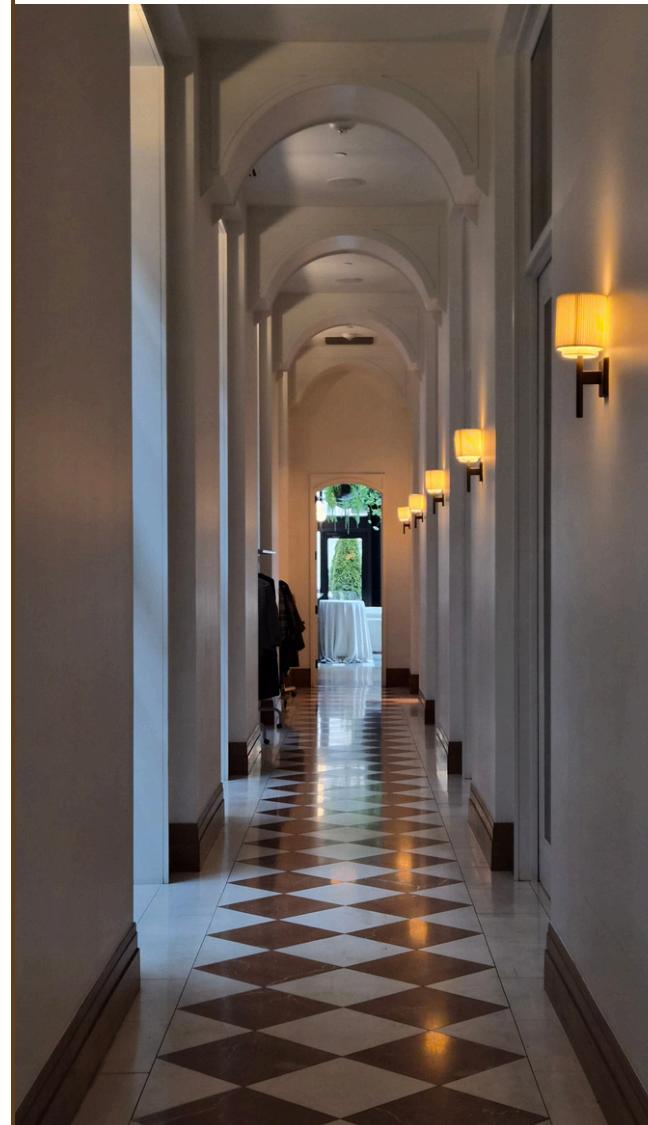
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Our Promise to You

# Our arrival + set up

To create a seamless service flow, we arrive 60–90 minutes before your scheduled start time. During this window, we'll:

- Park and position the espresso cart and organize the equipment.
- Connect to power
- Set up equipment, décor, and menu signage
- Set out syrups, toppings, and espresso calibration
- Align with your planner or designated point of contact
- The goal: a fully set, beautiful coffee bar ready to welcome your guests the moment service begins.



# What We Need From you



To make setup smooth and stress-free:

## **Point of Contact**

A planner, coordinator, or host should be present when we arrive to:

- Confirm setup location
- Review the flow of the event
- Make any last-minute menu or timeline notes

# What We Need From You...

## Clear Access to the Setup Area

Please ensure:

- The space is fully cleared of cars, décor, or obstacles
- Gates or venue entries are unlocked
- Driveways and loading zones are accessible

## Power Access

- If using external electricity, a staff member or planner should be available to point out the correct outlet.





## During Service

Your Char'latte experience is designed to feel fluid, warm, and engaging. During service, you can expect:

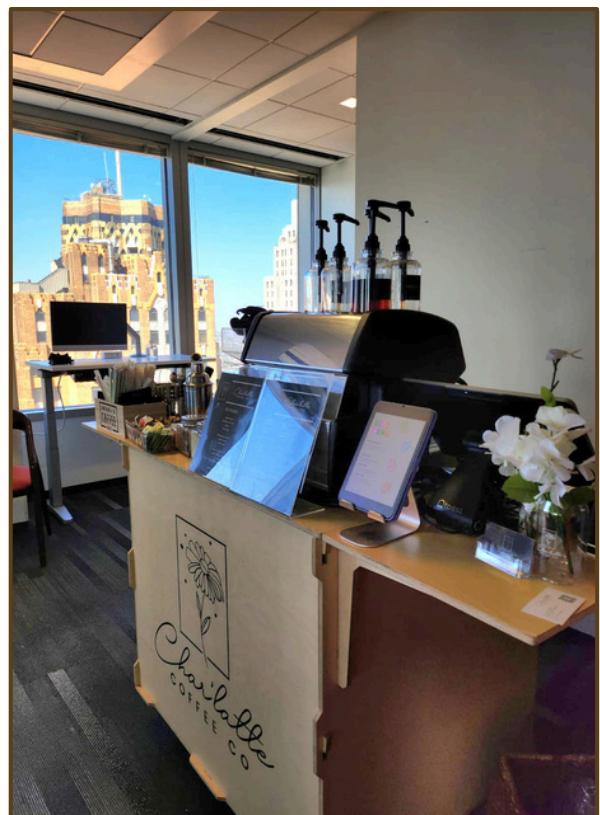
### A Smooth Drink Flow-

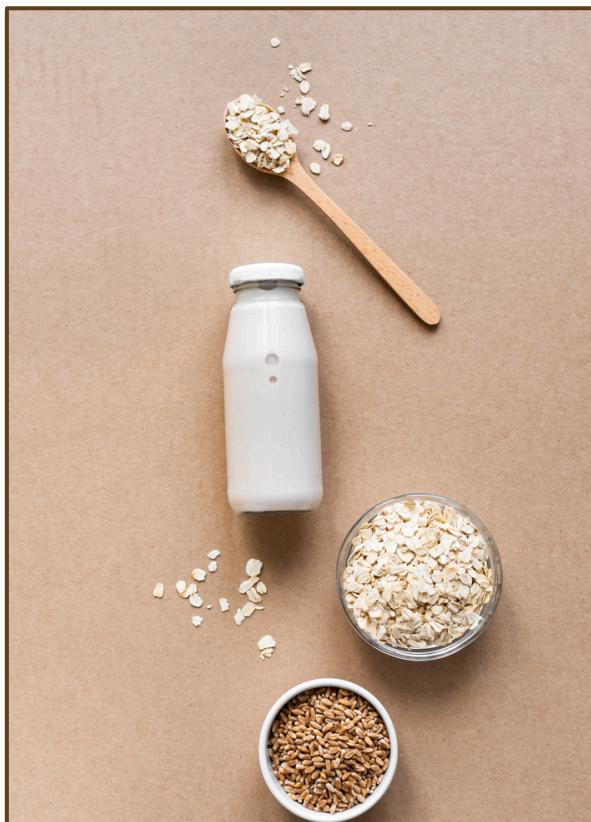
We craft beverages as quick as possible without compromising quality. Keep in mind that each beverage is crafted intentionally and made to order.

Guests are greeted with warmth, options, and clear menu visuals.

### Menu Guidance-

Our baristas explain drink profiles, suggest pairings, and make customizations with ease.





## Professionalism + Aesthetic Presence-

Our espresso cart is styled with intentional minimal touches — clean, modern, and photograph-ready.

## Guest Accommodation-

We happily cater to:

Kids  
Decaf requests  
Non-coffee drinkers  
Dairy-free or allergy needs (as previously discussed)



# For Outdoor Events

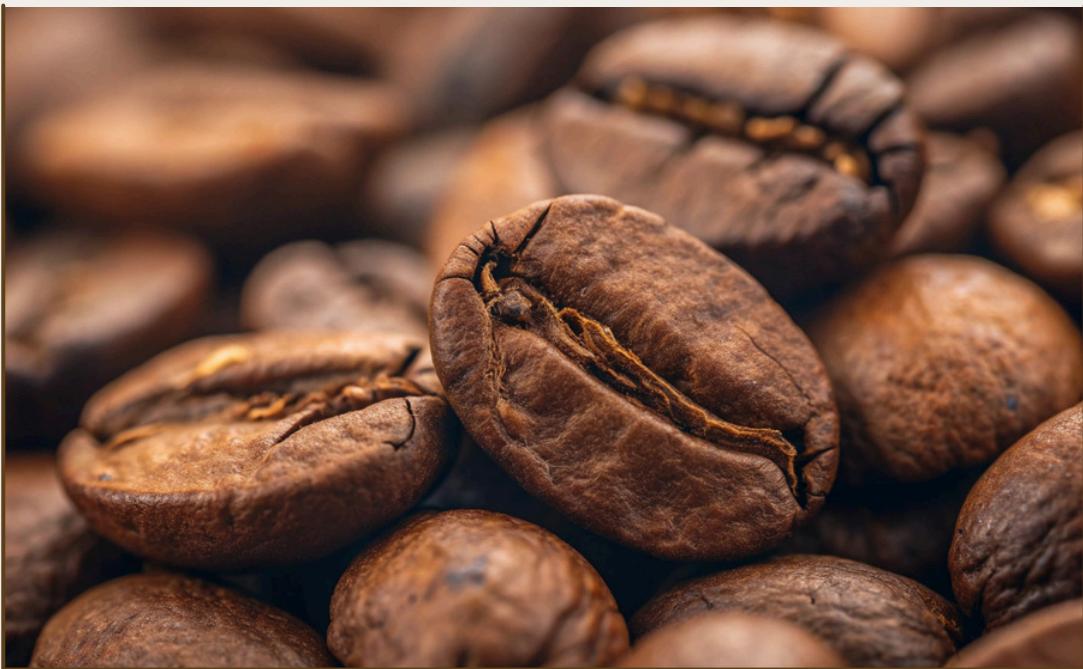
If your event takes place outdoors, here's what to expect:

We monitor weather closely and adjust as needed  
Light rain is fine — heavy storms may require relocation

Extremely tight or uneven spaces may require additional coordination

Your event lead will always communicate any concerns well in advance





# Closing + Break-down

## At the end of service:

- We stop drink service at the agreed-upon time
- Guests are politely informed when service is ending
- We break down equipment (approx. 30–45 minutes)
- We clean our area fully
- Your venue is left spotless — as if we were never there
- We do not require assistance during breakdown unless the venue has specific exit protocols

# Frequently Asked Questions

## **“Can we add more service time?”**

If our schedule allows, yes. Additional time is billed hourly.

## **“What if more guests than expected show up?”**

We always bring a buffer supply. If guest count is dramatically over expectations, we'll let you know if a supply add-on is needed.

## **“Can guests order customized drinks?”**

Absolutely — within the menu you selected.

Crafted, but not chaotic.

## **“Can we take photos or film content?”**

Yes. We encourage it.

Just let us know if your photographer wants specific shots.



# Our Promise To you

**We honor your event with our best:**

**Beautiful presentation**

**Quality ingredients**

**Warm, intentional service**

**Smooth coordination with staff and vendors**

**Whether you booked us for a wedding, corporate experience, celebration, or private gathering — your guests will remember how the moment felt.**

