



GLASSERIE

Glasserie, which was opened in June of 2013, is located in the former home of Greenpoint Glass Works. The building was erect in 1860 by Christian Dorflinger, an immigrant from Alsace, France. The Factory, which included kilns, a production line, and a docking facility, also housed many workers in its wings. In 1882 the factory came into the possession of the Elliot P. Gleason Manufacturing Co, and in 1902 was renamed The Gleason-Tiebout Glass Co employing around 300 people until it moved in 1946.

Glasserie believes in good food. We value old recipes from our Grandmothers and Great-Grandmothers and bring them to our neighborhood in an easy way. Our roots are in the Mediterranean and focus is on Middle Eastern flavors and culture mixed in with contemporary techniques.

There are endless venue choices in New York City, Brooklyn, and the surrounding areas. We are honored to have been chosen for such an important event & hope this reflects in our food and our approach to service. We want to do everything we can to ensure that our couples have a memorable evening with their family and friends. Our hope is to achieve this through thoughtful food, professional yet genuine service, and the ambiance that is unique to Glasserie.

We are so glad to have you on the Glasserie team. Thank you in advance for all your hard work!

After thoroughly reading through this Handbook please sign the attached Acknowledgments Agreement and turn into your Manager.

- *Management*

WHAT TO EXPECT

The week of a wedding you will receive an email that will contain a BEO (*Banquet Event Order.*) **The BEO will provide you with:**

- The name of the Client - *it is very important that you know this upon arrival*
- The locations of the evening's events - i.e. Penthouse, Courtyard, Galley
- Dinner & Beverage Menus
- Event Timeline
- Your specific role for the evening
- Breakdown Summary
- ❖ *This email will provide you with a menu of the cocktails, passed canapés, and dinner courses specific to the upcoming wedding. You are responsible for studying this information **prior to the event**, as you will be expected to talk with guests about menu items.*

LINEUP

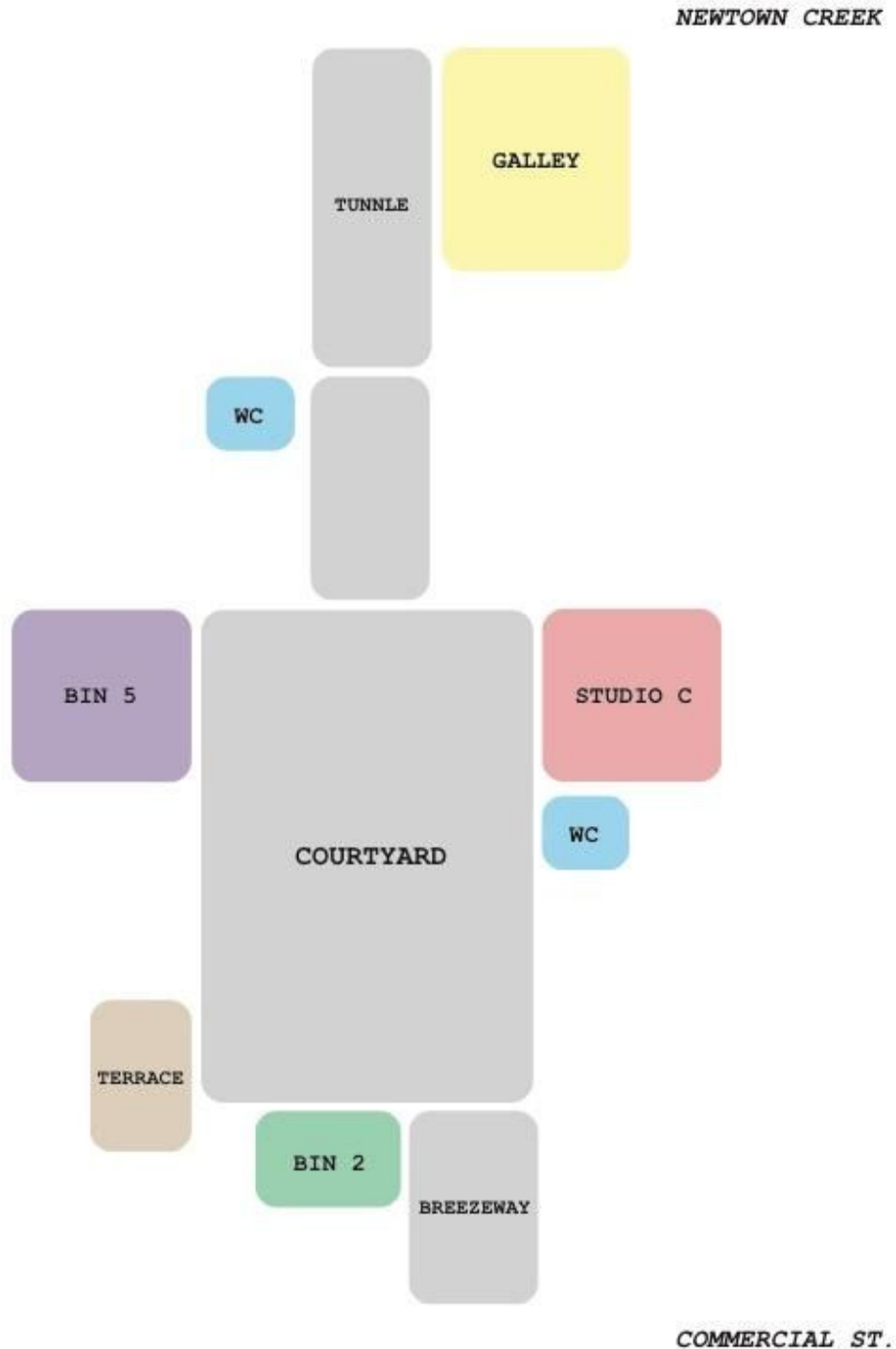
There will be a pre-service meeting prior to each event. We will walk through the space, discuss the menus, and go over the event timeline. Please show up to lineup changed and ready to get to work. **Family Meal will be served in Bin 5 AFTER YOU ARE CUT.**

DRESS CODE

- **Light Colored Collared Button Up Shirt** (*white, yellow, pink, mint, light gray, etc.*) - *no loud patterns.*
- **Dark Pants or Knee Length Skirt**
- **Comfortable Black Dress Shoes** - (*please come prepared to walk on high cobblestones & stairs for the duration of the evening*)
- **Wrist Watch** - as we are adhering to a strict timeline
- **Wine Key** - please do not forget to bring a wine key!
- **Lighter** - to light candles
- **Hair** should be tied back - **Facial Hair** should be groomed
- **Nails** should be clean and trimmed
- ❖ *Please arrive early if you need to change, as you will be expected to be ready for service at your Clock In Time*

LAYOUT

We offer our clients the opportunity to utilize a number of spaces within the Glasserie compound - each unique in its ability to suit the client needs. Below you will find a layout of the Glasserie Facility and a breakdown of what each space is typically used for.



COURTYARD:

The Courtyard is a multifunctional space in the center of the complex that can be used for:

- *Ceremony*
- *Cocktail Hour*
- *Family Style Dinner*
- *Stations*
- *Reception*
- ***Guests have access to two restrooms one located in "Bin 2" & one in "Building B"***



BIN 2:

Bin 2 is a small room located within the Courtyard - It is used for:

- *Waiting area for the bridal party/families*
- **Restroom**
- *Bar prep/Bar stock*
- *Dishwasher for glassware*

There are 2 Refrigerators behind the bar in Bin 2 - they contain:

- Backup beer
- Backup wine & batched cocktails

❖ *ALL GLASSWARE SHOULD BE SENT TO DISHWASHER LOCATED IN BIN 2*

STUDIO C:

Studio C is an open space located within the Courtyard - it is typically used as afterparty post dinner space (or small dinners).

- **Guests have access to two restrooms located in "Bin 2" & "Bin 3"**
- **Please keep the Studio C door closed at all times for noise pollution and air temp control.**



THE GALLEY:

The Galley is the largest space within our facility - it is located in the back of the complex - The Galley can be used for:

- *Ceremony*
 - *Cocktail Hour*
 - *Family Style Dinner*
 - *Stations*
 - *Reception*
 - *Guests have access to 2 restrooms located at the entrance of the long hallway leading to the galley*
 - *Depending on the event guest may also have access to the restrooms located in "Bin 2" & "Building B" (ask managers)*
- ❖ **Guest & Staff are NOT allowed to use the stairs located within the Galley or enter artist studios in the Galley Tunnel.**



PENTHOUSE:

The Penthouse is located on the 3rd floor - it is accessed via freight elevator or stairs - this location can be used for:

- *Space for the Bridal party to get ready*
- *Ceremony*
- *Cocktail Hour*
- *Family Style Dinner*
- *Stations*
- *Reception*
- There are 2 restrooms located within the Penthouse



UPPER DECK:

The Upper Deck is located on the roof of the Penthouse - it is used for:

- *Ceremony*
- *Cocktail Hour*
- *Family Style Dinner*
- Guest will have access to the restrooms located inside the **Penthouse**

BIN 5:

This is our main **Kitchen/BOH** space.

- ❖ *All ceramic dinnerware and cutlery should be sent to the dishwasher in Bin 5*
- ❖ *Family Meal is served out of Bin 5 - after you are cut for the evening*

STEPS OF SERVICE

FAMILY STYLE:

- Pre-water tables before guests are seated
 - Offer each guest the option of red or white wine
 - Two 1st Course dishes are sent to each table
 - Clear 1st Course & set for 2nd Course (ask managers day of)
 - Two 2nd Course dishes are sent to each table
 - Clear 2nd Course & set for Dessert
 - 2 Dessert Courses are sent to each table (or on stations)
- ❖ **Keep guests water & wine filled throughout dinner**
- ❖ **Please pay special attention to the Client: Bride & Groom, Bridal Party, and parents of Bride & Groom**



STATIONS:

- Food Stations are set up as a serve yourself buffet
- Please pay special attention to the cleanliness of the stations
- Keep stations stocked with plates, cutlery, & napkins
- Keep kitchen informed of food consumption

CLEARING TABLES:

When clearing tables please bring all ceramic dinnerware to **Bin 5**. Please scrap all remaining food into the trash and separate cutlery before handing off to the dishwasher.

All glassware should be sent to **Bin 2**. Please wash and place in appropriate boxes. Note that the ends of each box is color coded. The **GREEN** sticker means that the box is full. The **RED** sticker means that the box is empty. Please keep this in mind when restocking glassware.

ELEVATOR:

When hosting events in the Penthouse you will use the building's stairs and freight elevator to access the roof. Please make sure you check in with Management for an operating demonstration at the start of your first event.

★ IT IS VERY IMPORTANT THAT YOU DO NOT SLAM THE DOOR SHUT

NEIGHBORS:

We have a number of neighbors and artist that live and work within the building. Please be kind to our neighbors. Greet them with a "Good Afternoon," "Good Evening," etc. If they ask you for information regarding the event please refer them to one of the Event Managers on site.

SAFETY:

IT IS YOUR DUTY TO LOOK OUT FOR THE WELL BEING AND SAFETY OF ALL ATTENDEES.

We have appropriate signage hanging in areas where guest should use caution. Please note these messages and help us relay them to all event guest.

For Example:

*"Please watch your step", "Please proceed with caution",
"Please watch your head", "Restrooms are this way", "Exit this way", "Smoking must occur on the sidewalk", "Please respect our neighbors and keep voices to a minimum", Etc.*

BREAKDOWN

Our goal is to make the breakdown of an event as streamlined and efficient as possible. We can do this by staying on top of trash, busing, and glassware throughout the evening. Breakdown will vary depending on which spaces are used throughout the night.

The list below will stay consistent from event to event. Check with managers for your breakdown assignment.

FOH Breakdown:

- Bring all candles to **Bin 5**
 - Make sure bathrooms are clear of trash & candles
 - Bring all glassware to **Bin 2** to be washed & put away in boxes
 - Bring all ceramic dinnerware to dishwasher in **Bin 5**
 - Bring all of the clients personal decorations to **Bin 2**
 - Collect all table linens - place in clear plastic bags and bring to **Bin 2**
 - Collect all trash - place in black trash bags
 - Collect all glass bottles - place in clear plastic bags (**please double bag**)
 - Make sure Courtyard is clear of all trash
- ★ *Please be considerate of our neighbors by keeping all noise to a minimum at the end of the night*
- ★ **THERE IS A STRICT ZERO NOISE POLICY AFTER 11:45PM (10:00PM ON WEEKDAYS)**

FAQ

What is the history of the building?

Glasserie is located in the former home of Greenpoint Glass Works, a glass factory that was built by Christian Dorflinger in 1860. The operation included kilns, a production line, and docking facilities on Newton Creek. The factory itself also included housing for employees in its wings. In 1882 the factory came into the possession of the Elliot P. Gleason Manufacturing Co, and in 1902 was renamed The Gleason-Tiebout Glass Co. Gleason-Tiebouts cut glass was so highly regarded that special pieces were requested for the White House Collection. The prints throughout the restaurant and event spaces are from original glass fixture catalogues.

What are Glasserie's hours?

Monday - Friday 11:30AM - 2:30PM / 5:30PM - 11:00PM

Saturday & Sunday 10:00AM - 4:00PM / 5:30 - 12:00AM

Who can I contact about private events?

Guests can find information on private events on our website - glasserienyc.com or by emailing events@glasserienyc.com

Can guest go to the bar located inside the restaurant?

Guests are **NOT** allowed to go inside of the restaurant during an event. They are allowed to go to the bar located inside the restaurant once the wedding has concluded **ONLY**. If you talk with a guest that is planning to go to the Glasserie bar after the wedding please inform Management.

Where can guest smoke?

There is no smoking allowed inside the Glasserie compound - Guest are only allowed to smoke outside the venue, 20 feet from the entrance.

What if a glass breaks?

Please sweep all broken glass up with the broom & dustpan located behind the bar. All broken glass should be placed into a plastic quart container before throwing away.

What if liquid spills on the floor?

Wait at the spill until a coworker arrives. One of you should go get cleaning equipment and or a porter to remove the spill. A towel should be laid over any liquid to prevent incidents. Guests nearby should be warned of the potential hazard.

What if a guest gives me a gift for the bride and groom?

We ask that you do not accept guests gifts - instead know the location of gift drop (there will always be one) and advise the guest where that is so they can drop themselves.

First - Aid?

There is a First - Aid kit located behind each bar. Please inform management of any injury (even if it is minor.) In case of emergency our Security Guard is CPR Certified.

**All patron and employee incidents require a report and waiver of EMS attention.*

Security:

A Security Guard will be on staff for each event. They will ensure the safety of our guests and enforce our noise policy. Guests are NOT allowed in residential areas. If you see anyone exploring these spaces please inform the security guard & Management immediately.

Photography:

Wedding Photographers are **NOT** allowed to enter residential spaces or Artist Studio to photograph.

EMPLOYEE ACKNOWLEDGMENT FORM

_____ I acknowledge that I have received the Glasserie Events Handbook. I understand and agree that it is my responsibility to read and comply with the policies contained within this Handbook and along with any future revisions.

_____ I understand that the Events Handbook is not a contract of employment and does not confer any contractual rights, either expressed or implied, upon me or any other employee, nor does it guarantee employment for any period of time. Every employee is employed "at will" unless expressly stated otherwise in a separate written employment agreement, and either the employee or Glasserie may terminate the employment relationship at any time, for any reason or no reason.

_____ I have been informed and have agreed to working on high cobblestones, making use of stairs, and light lifting during Glasserie Events.

_____ I agree to \$27 p/h rate of pay and to adhere to the schedule and direction management provides, I understand that there may be unforeseeable changes in scheduling and that I will be compensated 2 hours of pay for Glasserie cancellations within 48 hours of scheduled call time.

_____ I agree to review my paycheck within one week of its issuance to bring any discrepancies to the attention of management.

EMPLOYEE'S NAME: _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____