

SERVICE MATTERS

— NORTH EAST, LLC

HOSPITALITY SERVICE DESIGN PLANNING

At Service Matters North East, we take pride in our extensive and versatile experience. Having roots in planning and hospitality, we have built a company around the values of trust, details, and follow through. Owner, Katie Parent has 18 years in the industry and began her career mentoring in a variety of companies getting the most extensive experience in the industry from luxury events to intimate and simple. In 2010, Katie was privately hired to coordinate a wedding that prompted the beginning of Service Matters. Since 2010, Service Matters North East has evolved into a company providing a variety of services designed to make your event planning process detail oriented and stress free. "Service Matters" means holding the upmost integrity providing you with the best service possible. Katie has made connections with the leading and most respected vendors in the tri-state area and has developed her own unique protocols and organizational systems based on her wedding experience. Every wedding or event is very personalized to the couple and their vision.

What makes our company different is that we are an experienced hospitality and design team. We provide food service, bar service, and production assistance. Perfect for the popular non-traditional wedding visions and venues in the Hudson Valley and Catskill areas.

Check out our packages below. Our services range from full planning and coordination, to floral design, food and bar service, grazing tables, and more!





Packages and Pricing

Full Wedding Planning and Production Package

\$9,500.00

Planning and Coordination is a luxury that you deserve on your wedding day

Package includes an initial meeting to discuss vision and budget for wedding and the details of full execution. Service Matters North East specializes in non-traditional weddings in the North East Area. We have experience creating the wedding of your dreams in a variety of locations and venues.

Upon Booking with SMNE, you will receive:

- Develop a budget and design meeting
- SMNE wedding packet and digital portal
- Discuss venue and vendor preferences and full venue scouting
- Site visits and wedding layout
- Vendor communications and organization
- Budget tracking
- Unlimited digital communications and necessary scheduled in person meetings
- In depth timeline creation and floor planning
- Wedding rehearsal, welcome bags, lodging organization, full set up and styling services
- Co-creation of wedding party timeline and line up
- Reception management and timeline management
- Wedding weekend planning and management/ additional fee of \$2500. (Thursday-Sunday)
- Access to SMNE inventory for styling and décor
- Mailing out and designing of save the dates and invitations

- SMNE team (Katie and assistants)
- Day of Production with team/management of vendors production to execute vision
- Full planning packages allows you to hand over all of the responsibility and tasks to katie and the team.

*Additional fees apply by adding in service staff, floral design, traveling and more. Gratuity not included. Services begin the day the contract is signed, and a deposit is made.

*This package includes coordination duties as well as certain rentals in the Service Matters North East inventory.

Bridal Shower planning separately begins at \$3500.

Coordination Packages

1. Details Matter Packages

This is the biggest package that begins at \$6500. Additional fees apply by adding in service staff, floral design, traveling and more. Gratuity not included. Services begin the day the contract is signed, and deposit is made. This package allows for constant support up until your wedding and includes partial planning. This is where we co-plan together!

Details Matter. This package allows me to ensure every detail of your special day is taken care of and assist you in creating the special details.

This package is great for the wedding where there is not a venue team and you must bring everything into the venue to produce the wedding of your dreams.

Coordination Package includes:

- Access to rental inventory and on a case-by-case basis, will include purchasing items for wedding/event such as specific colored candles, vases, etc. Anything to execute the vision within the price range of this package. This coordination package allows us to aid in the design of your wedding day if you are interested in co-planning with us. Our full wedding package allows us to fully take over the planning and design process for you.
- Vendor communication and organization post contract with couple/host of party.
- Partial planning and design creation/execution.
- Assistant to Katie
- Full set up of ceremony and reception
- Management of rentals and set up
- Full table set up and scape
- Meetings from initial on boarding to preparation leading to day of event/wedding
- **Rehearsal and month of support**
- Site visit plan and venue coordination
- Unlimited email communication and problem solving
- Day of timeline plan for event execution
- Day of set up and organization of belongings
- Day of flow and coordination of vendors and timeline
- Conduction of Ceremony and bridal party organization
- Onsite vendor organization and final payments if necessary
- Breakdown and organization of personal décor and items

In this package, the couple will do most of the design, planning, and initial vendor communication. This package allows for Katie and team so co-plan with you and take over

coordination for smooth sailing as the wedding approaches. This package allows for the team to be more hands on with a more detailed wedding.

2. Service Matters Package

This is the smallest coordination package and begins at \$2050.00 Additional fees apply by adding in service staff, floral design, traveling and more. Gratuity not included. Services begin the day the contract is signed and deposit is made.

This package DOES NOT include any planning or preparation leading up to the day of your wedding. This package allows for constant support on the day of your wedding, including the week leading up and the rehearsal.

This package allows me to provide you with day of coordination services. This package allows you to have less worry the day of your wedding and for you to be more hands on in the planning and preparation process.

This package includes: ceremony, reception, some table set up (excludes full set up of venue), organization of vendors and creation of timeline. I will have all the info needed to run the day and create the wedding of your dreams and be able to provide you with special attention and organization.

- Meetings from initial on boarding to preparation leading to day of event/wedding
- **Rehearsal and week of support**
- Site visit plan and venue coordination
- Unlimited digital communication and problem solving
- Day of timeline creation/ plan for event execution
- Assistance with week of prep and planning
- Day of set up and organization of personal belongings
- Day of flow and coordination of vendors and timeline
- Conduction of Ceremony and bridal party organization
- Onsite vendor organization and final payments if necessary
- Breakdown and organization of personal décor and items

Services of the Hospitality Team:

Hudson Valley + Northeast POPUP Bar

Bar Servicing: prices vary.

We are a mobile service pop up bar. We create custom bar design and service for your event.

Bar services include: Bar set up, cocktail creation, service, and clean up.

Service Matters North East hold a liquor liability insurance policy and does NOT have a liquor license. All clients are responsible for providing any and all alcoholic beverages.

Services and Rentals

*Excluding gratuity and travel more than 30 miles from Beacon, NY.

1. Standard Bar Service- Show up and Serve \$1500 for the day. This package includes bar service of two bartenders with all tools necessary to serve.

***ice, garnishes, mixers, cups, straws etc. are provided by hosts.**

2. \$2700 all inclusive package and fully functioning bar

Two + Bartenders

Basic Mixers of fresh pressed juices, store bought juices, soft drinks, homemade syrups, and garnishes

Signature drinks and menu creation

Hydration Station

Linen to drape on rental tables and décor to make a bar or full set up at a rental bar that the couple/host rents

Full set up and clean up of bar area

Ice, plastic cups, and straws. Can provide glassware for \$3/pp

Additional charge of \$750 for our bar rental.

*Service Matters North East, LLC is not responsible for any alcohol purchases and carries liquor liability insurance to serve. Service Matters North East, LLC limits high consumption of shots and has the right to cut off any guest at event function, including host. Service Matters North East, LLC is not liable for any damages to property or injury that occurs at or post event.

Hudson Valley + Northeast Service Matters Team

Service Staffing:

Parties: \$45/hr + minimum 20% Gratuity per server/assistant. A minimum of 5 hours. Service Staff is not responsible for leaving location to obtain items needed for the event.

Weddings: \$75/hr + minimum 22% Gratuity per server/assistant. A minimum of 5 hours. Service Staff is not responsible for leaving location to obtain items needed for the event.

Hudson Valley + Northeast Event Design and Creations

Décor and Design/rentals: prices vary based on vision and labor of event. We offer full planning/set up/ and design.

Grazing Tables

Lush and creatively crafted Grazing tables

Prepared on site and includes a variety of local ingredients

\$25/pp

Plates and utensils included

Josies Blooms

Floral Design Work and BLOOM BAR

Prices vary and depending on design

Bloom Bar

Standard: \$17/pp +\$150

Includes: variety of standard florals, set up, attendant

Premium: \$27/pp + \$150

Includes: variety of premium florals, signature colors, set up, attendant

Additional fees: add vases

Thank you for considering us and we look forward to working with you!

