

COCKTAILHIRE

Quality Assurance & Service Standards Statement

1. Quality commitment

Cocktailhire is committed to delivering a consistently high-quality service at every event.

2. Service standards

We aim to provide:

- Professional, punctual, and reliable service
- High-quality ingredients and equipment
- Clean, safe, and well-presented bar setups
- Courteous and engaging staff

3. Pre-event preparation

- Clear communication with clients
- Event planning and confirmation
- Equipment and stock checks

4. During the event

- Efficient service delivery
- Responsible alcohol service
- Continuous monitoring of guest experience

5. Post-event review

- Feedback welcomed from clients
- Continuous improvement based on feedback and lessons learned

6. Continuous improvement

Quality standards are reviewed regularly to reflect client expectations and industry best practice.