

DIENS

A HOSPITALITY STAFFING SOLUTION

PORTFOLIO
2024



DIENS HOSPITALITY

At your service for the most professional event staffing solutions.

DIENS is confident in providing you with a premium service, no matter your expectations. We cater to your every need; from setup of your venue, to serving of your drinks, canapés and meals; from professional bar tenders and managers to waitrons, hostesses and porters. DIENS offers the full hospitality staffing solution.

DIENS Hospitality is part of The Aleit Group collection - South Africa's leading hospitality and event coordination company. With over 17 years' worth of reputable experience in the hospitality and service industry the once known Shake and Serve rebranded to a more current, fresh and relatable brand in 2022.

DIENS directly translates into serve or service, one of our core values.

We identified that the most fundamental aspects of a successful event is well trained staff, high standard of service and perfect attention to detail - DIENS will take care of it all. DIENS offers professionally trained event personnel as well as a superior mobile bar service for high-end functions in the Western Cape area.



EVENT STAFFING

We believe in perfection when it comes to our service | DIENS.

Here are some iconic venues we have worked at:

Bakenhof	Molenvliet Vineyards
Blaauwklippen	Nederburg Wine Estate
Ideas Cartel Rooftop	Quoin Rock Estate
Cavalli Wine Estate	Rooftop On Bree
CTICC	The Conservatory
Dylan Lewis Sculpture Garden	The Lookout Waterfront
Idiom Wine Estate	The Rupert Museum
La Paris Estate	Val de Vie Estate
Laurent	Zeitz MOCAA Museum of Contemporary Art Africa

Here are some exclusive events we have worked at:

Rolene Strauss's Wedding (Miss world 2014)	Chanel's Store Launch
Tim and Demi-Lee Nel's Wedding (Miss Universe 2017)	Standard Bank's Year End Function
Claire Wiese's Wedding (Public Figure)	ABSA's Year End Function
Zara's Online Store Launch	Audi's Launch



ROLES

Managers

A staff manager is responsible for swift, professional and efficient food and beverage service throughout your event. They are your point of contact on the day and will liaise between the client and the venue and staff. They are experts in planning, organising and executing all event-related responsibilities.

Every Event Coordinator needs a strong staff manager as the one can not function without the other and together they ensure that your event runs smoothly.

Bartenders

A good bartender can elevate a guest's dining experience, will ensure that your bar runs smoothly throughout the night and that each drink poured is mixed consistently.

We ensure that our bartenders are knowledgeable when it comes to a variety of beverages, maintain a clean working environment and have great customer service skills. They are good with time management, look professional and pours the perfect drinks.

Hostesses

Events require hostesses to ensure each guest, especially VIPs, receive a warm welcome as they step into the event.

Our well-trained hostesses are able to assist with registration, directing guests to their seats, handling sanitising stations and ensuring guests are looked after throughout the event.

Set-up | Service Staff

Whether you require a table cloth to be boxed, cutlery to be polished or chairs to be perfectly aligned, we will take care of all your event set-up requirements.

Our service staff are frontline powerhouses who are always neatly dressed, friendly yet professional and ensure that your guests' needs are taken care of throughout your event.

We train our service staff to know what they are serving, to always listen to their guests, to be attentive and be able to multi-task. We ensure that customer service is at the forefront of our business.

Porters

Porters are the invisible heroes who keep your back of house in pristine condition. This will allow the servers to focus on running a smooth service.

They will take care of scrapping dirty plates, packing dirty glasses and general cleanliness in any back of house area.



PACKAGES

We want to make your event easier and more cost-effective!

DIENS offers comprehensive staffing solutions for events and weddings, bespoke functions and more. Save now, by booking one of these amazing packages.

Staffing - 50 guests

R13 650 incl VAT

1 Staff Manager (12:00 - 00:00)

3 Set-up Staff (08:00 - 12:00)

5 Service Staff (12:00 - 22:00)

3 Breakdown Staff (22:00 - 00:00)

1 Barman (12:00 - 00:00)

Staff food

Staffing - 100 guests

R22 190 incl VAT

1 Staff Manager (12:00 - 00:00)

4 Set-up Staff (08:00 - 12:00)

10 Service Staff (12:00 - 22:00)

5 Breakdown Staff (22:00 - 00:00)

2 Barmen (12:00 - 00:00)

Staff food

Staffing - 150 guests

R30 500 incl VAT

1 Staff Manager (12:00 - 00:00)

4 Set-up Staff (08:00 - 12:00)

15 Service Staff (12:00 - 22:00)

8 Breakdown Staff (22:00 - 00:00)

3 Barmen (12:00 - 00:00)

Staff food

*T's & C's Apply: *Staff transport is excluded and will be calculated according to the venue location. *Staff food is calculated for every staff member working an 8 hour shift. *A custom quotation will be drawn up upon request, should one of these packages not suit your event. *All prices are VAT inclusive. *Prices are valid for 2023. *No referral fee benefits can be claimed on these packages. *Dress code is subject to the event and can be dicussed upon request.*





MOBILE BAR SERVICES

We believe that all functions, no matter how small, deserve quality and elegance.

DIENS offers comprehensive mobile bar solutions for events and weddings, bespoke cocktail bars and more.

From glassware and bar structures to cocktails, spirits and beer on tap; we will assist your every need. We will ensure that everything is curated to your specific taste, from the type of ice, the perfect glass or the garnish that suits your event's theme and colour scheme.

Should you require a custom wine, drinks or cocktail list, a bar structure, or temporary liquor license for your event, DIENS is the company for you.



TRAINING OPPORTUNITIES

Call us old-fashioned, but there is something to be said for formal dining etiquette.

We cover all the bases to ensure our trainees are well equipped to face a formal dining environment – from customer service basics to banquet place settings and body language.

Servers will learn to differentiate their approach to suit the respective style of each event, however, the fine dining etiquette practices will be ingrained in them and form the standard when serving patrons.

With our strong hospitality background and the expertise of our Aleit Academy lecturing staff we can present several training opportunities off-site to ensure that staff at any property performs to the best of their capabilities. We can tailor-make courses to suit each of your needs for the period that suits your company as well.

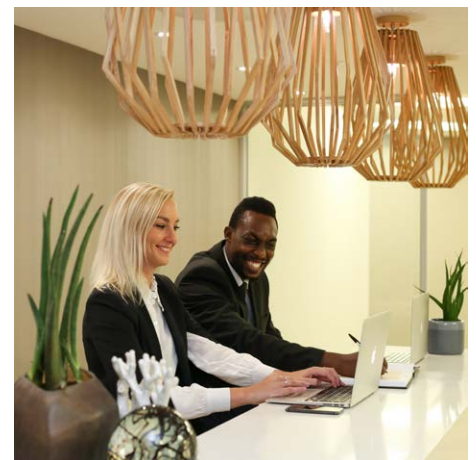
Due to the customisable nature of these training sessions, short courses an invoice will be drawn up for each individuals' needs according to the amount of facilitators involved, travel expenses, period and type of training/ short course to be presented.



Housekeeping & Room attendant of a hotel, Guesthouse or lodge



Food and Beverage service (Waitrons) and bar training



Supervisory skills & customer care

DRINK

MOBILE COFFEE AND BAR SOLUTION



BOERETROOS MOBILE BAR

We believe that all functions, no matter how small, deserve quality and elegance.

BRINGING SPECIALITY COFFEE WITH
EXCEPTIONAL SERVICE TO YOUR EVENT.

Coffee for Events, Exhibitions, Product launches, Public events,
Conferences or even your office.

Create a lasting impression with our fully-customisable mobile
premium coffee bar at no hassle to you.

We can cater for any event and keep guests refreshed and
switched-on.

Hire our specially trained baristas for your event to get the
complete Boeretroos Coffee experience!

BARCODE MOBILE BAR

FROM COCKTAILS TO BEERS TO
CUSTOMISABLE BAR STRUCTURES.

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weddings, bespoke cocktail bars and more. We believe that all
functions, no matter how small, deserve quality and elegance.
From glassware and bar structures to cocktails, spirits and beer
on tap; we will assist to your every need.

We will ensure that everything is curated to your specific taste,
from the type of ice, the perfect glass or the garnish that suits
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Should you require; a custom wine, drinks or cocktail list, a bar
structure, or temporary liquor license for your event, DRINK is
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