

Meetings + Events

Back to Business: Insights from byPeterandPauls Hospitality Group

by Laura Bickle

Each week we are spotlighting how venues, planners, hotels and suppliers are reopening and re-imagining their businesses.



This week, we spoke to Erin Breckbill, vice-president of sales and marketing for byPeterandPauls Hospitality Group in Ontario, which operates 12 venues and restaurants along with event, catering audio-visual, decor and gifting divisions.

What preparations were made to reopen your venues?

The safety of our guests and staff is our top priority. We have put together an entire manual for our staff to read over and understand before reopening.

We have set in place a pre-event preparation manual and implemented new policies and procedures to adhere to the government protocols. The measures include: a designated checklist prepared for food premises pre-opening; pre-gathering/event communication; health declaration and logs for visitors and staff; vendor management; event management; washroom checks to ensure proper hygiene and social distancing are being followed; event set-up and service; in-person site-tour protocols; office protocol; face coverings; event capacity and regulation both indoors and outdoors; suspected case management; and self-isolation and return-to-work preparation.

We are also doing further training for all employees so that everyone is aware of the new safety measures and how byPeterandPauls Hospitality Group will be running our businesses at every venue and restaurant from here on out.

What is different in terms of your services?

We have implemented new strategies to adhere to the safety protocols and ensure our guests and staff are safe at all times. We have come up with all new menus from Peter and Paul's Event Catering designed specifically for home delivery or contactless pickup. All staff members must wear a mask and anyone who enters any of our event venues must wear a mask as well. Upon entering our event venues, we check your temperature. We have large tables set up in the foyers with hand sanitizer and masks. Meetings commence at large tables to maintain a social distance.

At David Duncan House, we have hand sanitizing stations throughout the restaurant and at the entrance of our patio. Tables are at a 2-metre distance from one another to ensure social distancing.

What have you learned from the pandemic?

During lockdown, we had to step outside of our comfort zones and completely remodel how we run our businesses. We wanted to provide the 5-star service you know and love to everyone all over the GTA from the comfort of their own home. It was a learning curve for sure and it was a very tough time, but we are so happy to continue to do what we do best no matter the circumstances.

Have you had any small meetings or events?

Yes. We are able to perform micro-weddings, onsite ceremonies of 100 people or less at a majority of our venues. We've also teamed up with alcohol brands such as Belvedere, Charton Hobbs and Veuve Clicquot to put on fun patio events while maintaining safety measures but also having an unforgettable time!

What do planners need to know about your meeting and events offerings?

Planners need to be aware of the following:

- Masks must be worn upon entering any of our facilities.
- We are hosting functions of 100 people maximum outdoors and 50 people maximum indoors following the government rules and regulations.
- We can host multiple private events due to our private entrances.
- Washrooms are cleaned as per the government protocols.
- Food is safely handled and all staff will also be wearing masks (indoors and outdoors).
- We have patio options available at most of our venues that can hold up to 100 people maximum.