



Sovana Bistro - Private Events Chester County, PA

An Interview with Chef
/ Owner Nick Farrell

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I have done over 20 events at Sovana Bistro using Dineable, helping our service and kitchen staff stay well-informed of our guests' needs.

Dineable profiles are easy and are provided in a standardized format, allowing us to know guest requirements, anticipate their needs, and deliver on Sovana's high standard of hospitality.

Personalization of every guest's experience is a high bar. It can't happen without information. Dineable offers the information so we can execute better.

The day is not far off when event planners are going to ask, 'Do you use Dineable to know guest dietary needs?' Sovana will of course reply: 'Yes, we do. Would you like to confirm the date with us? We look forward to taking care of you.'

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Next-Level “Intentional Planning”

Dineable's profile reports hit the mark with guests, save time, and curb food waste.

Question for you Nick: Sovana Bistro is a favorite in Chester County, PA. Event planners usually choose the menu, guessing at what people need and want to eat. Using food profiles represents a change. How has Sovana's experience been working with Dineable?

Dineable's Reports Allow Us to Create the Event Menu and Meet Everyone's Needs

Using Dineable equips Christina Robinson (Sovana Bistro's Event planner) with specific dietary / food allergy information on the front end of the menu development process. This allows her and the kitchen staff to hone in on the menu items that will make the most sense for the guests of the event, and to efficiently coordinate with the event's host.

This can be challenging... but it is good for business! People want (and consistently choose) trusted hospitality. Dineable provides that edge on the competition. It takes commitment. But that is the hospitality business.

Next question Nick: Asking staff to do more is very hard. Did your staff get value for their time and effort into Dineable?

Surprisingly, Staff Want More Information

- Better days are more organized days and we've always served our guests best by intentionally planning in advance for each and every guest to have an amazing and memorable experience.
- Our event / catering team saved time collecting food restriction information.
- The kitchen was organized the day of and efficiently executed on any details that were needed to get food right.
- The plans built from the Dineable report, the Advance Notice Report, involves all key personnel and empowers them to run events in a very seamless way.
- There is a nearly audible sigh of relief when staff have the information they need. Having more information just makes sense.