Vendor Checklist & Questions to Ask

Day of Coordinator

Making the investment in a day-of coordinator ("DOC") is so worth it. Being able to fully relax on the big day and leave all the logistics up to someone else is so important. Below is a checklist of things to do before you start contacting day of coordinators, questions to ask them, and things to look for when you get the contract.

Before the Meeting

Ask Everyone
When looking for a good DOC, ask everyone you know for recommendations. Your location likely has a list of preferred coordinators who have worked at their site before.

A Day of Coordinator’s Role
A DOC is a planner who is hired to help you with the big day. Some refer to the DOC as a Month-Of Coordinator or Event Manager. They are usually wedding planners who offer day-of coordination as one of their planning package options for brides who cannot afford full planning. They are usually hired several months before the wedding date and start working with you a 4-6 weeks before the wedding. Here is the service most will provide:

Once hired
They will offer advice and vendor recommendations

A few weeks before
They will help you with your timeline, collect all vendor contracts and contact info.

Week before
They will send out a timeline and vendor list to everyone involved.

Day before
They will attend and coordinate your rehearsal along with your officiant or church official.

Day of
They will arrive at the venue when the first vendor gets there. They will be there to direct all vendors, set up personal items, manage the timing and flow of the event (getting ready, ceremony, photos, cocktail
hour, dinner, dancing, music), be your point of contact for any questions/concerns throughout, and take care of personal items and gifts at the end of the evening.

Bring Your Book
Prepare and bring your wedding binder with you to the meeting. Show the DOC the style wedding you’ll be having. See if the DOC offers other ideas and is generally excited about the wedding you’ll be having.

Questions to Ask Prospective Day of Coordinators

Business & Experience

- Do you have my date available?
- How long have you been in business?
- How many weddings have you done? How many weddings have you done that are similar in style and size?
- How many weddings did you book last year? How many will you have during my wedding month?
- Do you have liability insurance?
- Have you done an event at my ceremony and reception locations before?
- Can you provide me with a few references? Make sure that your venue approves the DOC you are choosing before you sign a contract.
- Tell me about an emergency you had to handle at a previous wedding.
- Have you worked with any of my other vendors before?
- If an emergency arises and you cannot be at my wedding, what is the backup plan?
- Is this your full-time or part-time job?
- Do you have online reviews on your service that I can see?

Service

- How many times will you meet with me before the wedding?
- Are there a certain number of phone calls permitted?
- How do you communicate with clients? Is it mainly email, phone calls, texting or meetings?
- Do you work with a team? Will I be working with anyone else during my planning?
- Will you set up our personal items at the ceremony and reception? (guest books, photos, toasting flutes, cake cutting pieces, favors, escort/place cards, signs, etc.)
- What time will you arrive on my wedding day?
- What time will you leave?
- Do you provide an assistant? Is there an extra fee for this?
- Will you provide vendor recommendations?
- Will you be at the rehearsal?
- How will you be dressed?
- Can I contact you for vendor referrals and other advice before the wedding?
- Will you coordinate delivery, arrival and set up time with vendors directly?
- What do you need from me before the wedding? The answer should include a complete copy of every contract and all personal items.
- Will you bring an emergency kit?
If an issue arises with another vendor, will you handle it?
Will stay until the end of the event and ensure that the venue is left clean?
What won’t you help with?

**Cost, Contract & Payment**

- How much do you charge? Do you have a package rate? What does this include?
- If my event runs late, how much are the overtime fees?
- Do you accept credit cards?
- What is the deposit required to hold my date and when is the final payment due?
- What is your cancellation policy?
- Can I see a copy of your contract?
- Are there any additional fees I need to know about?

**Reviewing the Contract**

Before you confirm with a DOC and pay the deposit, request a contract so you can review it in detail.

- How responsive was the DOC? Did the proposal arrive when he/she said it would or did you have to call/email several times? If you did have to bug them, this is not a good sign. They could just be very busy or they could be unorganized, something you don’t want for your wedding.
- Read the contract carefully and make note of any possible additional costs that you were not anticipating.
- Beware of any “TBD” charges. If you see this on your contract, make sure you know how much these charges will run. These will likely be on your contract if you have not made all your selections yet.
- As we noted above, make sure your venue approves of your DOC before you book.
- Call all the references provided. Talk to other brides and find out what their experience was. Talk to your other vendors to get their feedback.

**Booked!**

- Enter in all the vendor information in the Vendor Contact Book
- Note the vendor on your Budget Spreadsheet - vendor name, total, deposit paid and date remaining payments are due (in notes section of budget).
- Make sure to sign up for one of timeline webinars approximately 2 months before your wedding so you can learn about all the options for setting up your timeline.
- Keep a file on your computer of all the completed contracts. Send these to the DOC at least a month prior so she can begin putting together her file for you.