



# Special Events Team

## SERVICE PROMISE



### we are prepared

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**Because we love what we do, we put our hearts - and heads - into your event.** *I hold myself accountable for your event's success.*

**We know what you expect, we have the tools we need to get it done and we have the expertise to make it impeccable.** *I study your event details, so I have the answers to the questions that you, my teammates or your guests may ask.*

**We are ready to work right when we clock in.** *I am in uniform, on time, and parked in the right spot.*

**We are focused because we know how important this event is to you.** *I am present, composed and focused. Your event is my top priority.*

### we are the host-behind-the-host

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**We stay ahead of the game and anticipate needs.** *When I look at everything from your guests' perspective, I can take care of their requests before they even ask the question.*

**We create behind-the-scenes solutions to obstacles before they come to our client's attention.** *I will ask my team for help before it becomes a problem.*

**We have each other's backs, stay calm and adapt to handle anything that arises.** *Because I am prepared and ahead of the game, I can help my teammates.*

### we serve serious food

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**We will serve your hot food hot, cold food cold and it will look as good as it tastes.** *I know what you ordered, how you ordered it and can answer questions about it - especially dietary concerns.*

**We put wholehearted efforts into serving impeccable, consistent food.** *I know how important quality control is so if something doesn't look right, I'll speak up.*

**We are confident, precise and have great timing.** *I know when it's appropriate to pass you an hors d'oeuvre or clear your plate.*

### we are proud

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**We want you to feel impressed, relaxed and grateful.** *I will leave your space better than I found it.*

**We worked hard together, then we celebrate together.** *I show appreciation to my teammates because they make my job fun.*

**We document everything because it helps with customer service after the event.** *I communicate any lessons learned, issues that arose or team kudos to my E.S.*

**We love what we do.** *I left everything on the field and I clock out feeling fulfilled and excited for what my next event may bring.*