



PETRO HOSPITALITY

Event Supervisor Manual

2/2022

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POSITION

Event Supervisor

Events are what Together & Company is all about. Our purpose...To Bring People Together Around Whole-Hearted Hospitality...is dependent on having the best of the best Supervisors dedicated to bringing our clients' vision to life while ensuring our on-site staff execute through our values.

Our Event Supervisor's most important responsibility is to manage the front of house staff by staying out of the weeds, leading from the big picture and delegating. The best Supervisors have their heads up, eyes on the timeline, understand guest expectations and rally their team to deliver. They are teachers, coaches, motivators and above all are accountable to our core processes.

Who are they? Care about quality, clients, and our team as well as our guest employees. They see big picture, manage to timelines, and can motivate diverse groups of people to give their best for duration of an event

RESPONSIBILITIES:

- Lead, Manage, Accountable (LMA)
- Hold accountable a diverse team
- Reviewing event paperwork and mentally preparing prior to events
- Collaborate with all supervisors and key positions throughout the event
- Check in team members and lead pre-shift meetings and trainings
- Delegating event tasks to appropriate team members and holding them accountable to responsibilities and checklists
- Management of the event timeline in collaboration with BOH Supervisor and Bar Supervisor
- Post-event cleanup and organization
- Submitting event reports with thoughtful professional feedback within 24 hours of event

POSITION CORE

If followed every shift, we are successful every event.

Prepare in advance

- Review your BEO in advance
- Look for potential issues and offer feedback in advance, so we have time to address them prior to event
- Arrive on site ON TIME which is at least 60 minutes prior to first scheduled server
- Touch base with other Supervisors (BOH, FOH, VOM) on event timeline and execution plan. Where might someone need help that your department can give or where they can help you? Look for potential issues and plan as a team.

Greet / Train / Delegate

- Check in and welcome team members, give them a tour, and delegate tasks for the event
- Be present when they arrive, ask to pronounce their names, ask about prior experience, make an effort to remember them and engage them in the work
- Delegate responsibilities to every team member, provide them with checklists, trust but verify, pair experienced team members with new or less experienced, don't assume that guest staff don't have mad skills and may be able to take lead roles!
- For first time team members, take time to explain our core process, run through training as required

Stay out of the weeds

- Delegate to event team members first, then to yourself. Know what's happening at each guest location and direct resources where needed. Jump into tasks as the last resort not the first.
- Communicate with Bar S and BOH S, ask for staff help during their downtimes, give them help from your team in return
- Keep track of location and event needs per the timeline. Be pro-active in adjusting resources as needed. Ensure that teams are attending to extra responsibilities such as restrooms, guest areas, and cookie tables, etc.

Trust but verify & communicate

- Use the checklists to confirm that your staff completed the assigned tasks, left things clean, followed the end of shift processes so that YOU aren't stuck doing it if they don't!
- Check each team member out at the end of the shift. Show them you will hold them accountable. If tasks aren't complete, have them go back, do it and show you it's done
- Show appreciation for a job well done! Sign out staff, get uniform pieces returned, encourage good guest staff to sign up for more shifts
- Complete your event reports and share who stood out, particularly guest staff that you want back!

PRE-EVENT: PLAN, DELEGATE, TRAIN

Event Supervisor Paperwork

Event Supervisor paperwork will be sent 48 hours prior to the event with all of the final information included. Review the information, making notes for the running of the shift. The paperwork that will be emailed to the Event Supervisor will be the following:

- Finalized BEO
- Rental Orders
- Timeline
- Menu
- Staff Sheet
- Pull Sheet
- Diagrams
- Seating chart
- Cake or other vendor items that need to either go home or be returned to vendor
- Checklists
- Job Assignment Sheet – print and fill out prior to event

The Event Supervisor is required to review all of the paperwork prior to the event to look for possible issues and offer feedback.

Supervisor Huddle

The supervisor huddle will be held with all the supervisors on the event prior to the arrival of the rest of the staff. The huddle should cover the following topics:

- Review timelines
- Danger zones and pressure points
- Share any inside knowledge of event
- Key staff – how can departments support others
- Establish authority of the team
- Establish collaboration
- Write the timeline on the dry erase board (where applicable) for the entire team to see

PRE-EVENT: PLAN, DELEGATE, TRAIN

Check In Team Members

Event Supervisor should greet and check in each event staff member and conduct the following:

- Intro to facility or property
- Remind them to clock in (assist when needed)
- Let them know where they can put their personal belongings
- Inform them where to meet for pre-shift meeting and when
- Uniform checks – ensure they have all components of their uniform

Conduct Preshift Meeting

- •Hold pre-shift meeting within 10 minutes of event staffs arrival
- Keep it specific to the event
- Reference the Pre-Shift Meeting Checklist within Event Supervisor binder
- Make note of any issues to address separately that are not specific to the event

PRE-SHIFT MEETING CHECKLIST

Include the Event Manager (when applicable)

- Introduce yourself: Define what your role is during the event
- Introduce the team: Establish friendliness and openness
 - Have everyone introduce themselves
 - Have they worked with us before
- Review uniform expectations
 - Give them a dressed by time
- Review assignments and delegate tasks
 - Tasks are written on assignment sheet that is hung on a clipboard in designated area (per venue)
 - Designate Area
 - Assign checklist tasks and have posted for staff to review
 - Assign first time servers at this venue with an experienced team member
 - Use high potential guest staff in key roles, not just T&CO staff
- Review timeline for the event
 - Start/end time
 - Guest of honor
 - Cocktail hour start time
 - Dinner start time
- Review Type of Service for the event
 - Conduct a demonstration of the type for all new team members
 - Utilize SOPS in Event Supervisor binder for new staff or anyone unsure
 - Discuss the importance of approaching the guests using the 10-5-2 rule:
 - 10 feet from the guest, make eye contact
 - 5 feet from the guest, smile
 - 2 feet from the guest, greet them verbally
- Review Petro Hospitality: What is “Great Hospitality”
 - Every guest feels like they received 5-star service
 - All of their needs were taken care of
 - Do it with a smile
- Review venue details
 - Introduce on-site contacts
 - Staff and guest bathrooms
 - BOH location
 - Staff entrances and exits to use, including elevators
 - Review facility expectations and checklists when available
- Answer any questions

NOTE: as the Event Supervisor, you will need to review event details with any team member that does not attend the Pre-shift. This could be team members who are scheduled in later.

EVENT SERVER CHECKLIST: HLCH

Checklists will be assigned to each event staff member by the Event Supervisor. Event staff must complete end of shift checklist and be checked out by Event Supervisor prior to signing out. If the Event Supervisor signs out a event staff member who did not complete the checklist, the Supervisor will be responsible for completing the checklist tasks.

OPENING

- Check in with your event supervisor for assigned responsibilities
- Polish glassware and silverware
- Assist with table set ups
- Fold napkins
- Set up breakdown station
- Check restrooms and restock products

CLOSING

- Put all décor and equipment back in original location
- Clean out elevator – should be completely empty
- Clean operations area – mop and sweep
- Return rugs to proper places
- Clean counter and sink in work area inside the main hall doors in the kitchen – should be completely empty and wiped out
- Bring in signs from the parking lot
- Clean off operations desk
- All trash, compost, and recycling removed to outside dumpster
- Clean and restock restrooms, empty all trash cans including in the women's stalls
- Place trash cans in Ops back in proper places
- All plate ware, glassware, and polished silverware used for event washed and restocked
- Kitchen items rinsed and stacked if not able to fully wash during event
- Open all black curtains in main hall
- Retract any extension cords pulled from ceiling
- Turn off all AV equipment in the AV closet
- All rental equipment placed in designated equipment area for pick up
- All décor and furniture have been collected and brought inside by bar and events team
- Donations properly placed in correct containers and marked
- Check out with Event Supervisor

EVENT SUPERVISOR CHECKLIST: HLCH

PRIOR TO EVENT

- Touchbase with EM and coordinator for any additional details of event
- Walk the event space and check for cleanliness (bathrooms, guest facing areas and BOH areas), accuracy of floor plan setup
- Review all paperwork and notes on BEO for the event
- Unlock guest doors (as few as possible)
- As needed: place parking signs out (visible from both directions)
- Turn on lights
- Show vendors proper areas for parking, unloading, and storage of equipment. Remind them of pickup protocol.
- Have assignments and tasks done for when staff arrives
 - Assign first time/temporary servers to the venue with seasoned servers (when possible) and communicate to staff upon arrival
 - Note: if unable to assign all first time servers to seasoned staff member, then hold a Server Training (refer to Server Training Outline)
- Attend Supervisor Huddle and go through Huddle Outline
- Welcome and Check in Event Staff
 - Ensure they have all components of their uniform
- Hold Pre-Shift Meeting with Event Staff (refer to Pre-Shift Outline)
- Touchbase with event staff prior to guests arrival; address any concerns/update on any changes

DURING EVENT

- Keep Event Staff on task with specific work to complete
 - Restroom checks every 30 minutes
 - Breakdown instructions from ceremony and cocktail hour (where applicable)
- Communication with all Supervisors on any changes in the timeline

POST EVENT

- The perimeter of the building has been walked to ensure no one is lingering/sick etc.
- Walk through event space and storage areas to ensure everything has been put away, cleaned up, and turned off
- Secure all keys
- Complete all paperwork
 - Report damaged property
- Were all policies and procedures followed accordingly?
- Check out each event staff member
- All doors are closed correctly and locked upon leaving the venue.

EVENT SERVER CHECKLIST: THE FIVES

Checklists will be assigned to each event staff member by the Event Supervisor. Event staff must complete end of shift checklist and be checked out by Event Supervisor prior to signing out. If the Event Supervisor signs out a event staff member who did not complete the checklist, the Supervisor will be responsible for completing the checklist tasks.

OPENING

- Check in with your event supervisor for assigned responsibilities
- Polish glassware and silverware
- Assist with table set ups
- Fold napkins
- Set up breakdown station
- Put cushions outside on patio furniture
- Check restrooms and restock products

CLOSING

- Put all décor and equipment back in original location
- Sweep and mop up any spills, sticky spots, or stains in all areas
- Check all elevators, sweep and mop as necessary
- Return all equipment to its proper place
- Repack equipment that came from HLCH
- Return all beverages to cooler and cage
- Check Gallery for trash/glassware/china/flatware
- Bring patio furniture cushions inside (terrace BOH & coat closet for storage)
- Sweep trash from patio and terrace
- Restock all restrooms, including Green Rooms and employee
- Polish silver ware once washed
- Check terrace doors to ensure they have been closed and locked
- Check for glassware on the ledge on the ledges on the terrace level
- Clean out coffee urns (when applicable)
- Ensure all dirty dishes/glassware/china/silver ware are washed and put away
- Donations properly placed in correct containers and marked
- Dispose of all leftover food that will not be sent with the client
- Sweep and mop BOH areas
- Take trash and recycling out to dumpsters with another team member
 - Make sure dumpster area is clean and free of debris on the ground
- All rental equipment placed in designated equipment area for pick up
- All décor and furniture have been collected and brought inside
- Check out with Event Supervisor

EVENT SUPERVISOR CHECKLIST: THE FIVES

PRIOR TO EVENT

- Touchbase with EM and coordinator for any additional details of event
- Walk the event space and check for cleanliness (bathrooms, guest facing Green Rooms, and BOH areas), accuracy of floor plan setup
- Review all paperwork and notes on BEO for the event
- Show vendors proper areas for parking, unloading, and storage of equipment. Remind them of pickup protocol.
- Have assignments and tasks done for when staff arrives
 - Assign first time/temporary servers to the venue with seasoned servers (when possible) and communicate to staff upon arrival
 - Note: if unable to assign all first time servers to seasoned staff member, then hold a Server Training (refer to Server Training Outline)
- Attend Supervisor Huddle and go through Huddle Outline
- Welcome and Check in Event Staff
 - Ensure they have all components of their uniform
- Hold Pre-Shift Meeting with Event Staff (refer to Pre-Shift Outline)
- Touchbase with event staff prior to guests arrival; address any concerns/update on any changes

DURING EVENT

- Keep Event Staff on task with specific work to complete
 - Restroom checks every 30 minutes
 - Breakdown instructions from ceremony and cocktail hour (where applicable)
- Communication with all Supervisors on any changes in the timeline

POST EVENT

- Check out each event staff member
- The perimeter of the building has been walked to ensure no one is lingering/sick etc.- perform in a team of BOH Lead, Bar Sup, ES
- Walk through event space and storage areas to ensure everything has been put away, cleaned up, and turned off
- Secure all keys
- Complete all paperwork
 - Report damaged property of the venue to VOM and/or sales manager
- Were all policies and procedures followed accordingly?
- All doors are closed correctly and locked upon leaving the venue
 - Retreat parking lot door
 - Green room doors
 - Stairwell doors
 - Garage doors
 - Terrace: Nano wall, BOH door, and lobby doors
 - TC staff entrance door
 - Social Hall parking lot doors
 - Turn off lights in following: Social Hall, Kitchen, Social Hall BOH, and Terrace BOH

EVENT SUPERVISOR CHECKLIST: OFF SITE

PRIOR TO EVENT

- Touchbase with EM and coordinator for additional details of event
- Walk the event space and check for cleanliness (bathrooms, guest facing and BOH areas), accuracy of floor plan setup
- Review all paperwork and notes on BEO for the night
- Have assignments and tasks done for when staff arrives
 - Assign first time/temporary servers to the venue with seasoned servers (when possible) and communicate to staff upon arrival
 - Note: if unable to assign all first time servers to seasoned staff member, then hold a Server Training (refer to Server Training Outline)
- Attend Supervisor Huddle and go through Huddle Outline
- Welcome and Check in Event Staff
 - Ensure they have all components of their uniform
- Hold Pre-Shift Meeting with Event Staff (refer to Pre-Shift Outline)
- Touchbase with event staff prior to guests arrival; address any concerns/update on any changes

DURING EVENT

- Keep Event Staff on task with specific work to complete
 - Restroom checks every 30 minutes
 - Breakdown instructions from ceremony and cocktail hour (where applicable)
- Manage the team through Core Process
- Communication with all Supervisors on any changes in the timeline

POST EVENT

- Drop cash tips for event when you return to Highline Car House in appropriate area
- Walk through event space and storage areas to ensure everything has been put away, cleaned up, and turned off
 - If any décor items were brought from T Highline Car House, please gather, and bring back
- Hang van keys back up upon arrival at Highline Car House
- Complete all paperwork
 - Report damaged property of the venue to VOM and/or sales manager
- Were all policies and procedures followed accordingly
- Check out each event staff member at the venue
- All doors are closed correctly and locked upon leaving Highline Car House

EVENT SERVER CHECKLIST: OFF SITE

Checklists will be assigned to each event staff member by the Event Supervisor. Event staff must complete end of shift checklist and be checked out by Event Supervisor prior to signing out. If the Event Supervisor signs out a event staff member who did not complete the checklist, the Supervisor will be responsible for completing the checklist tasks.

OPENING

- Check in with your event supervisor for assigned responsibilities
- Polish glassware and silverware
- Assist with table set ups
- Fold napkins
- Set up breakdown station

CLOSING

- Put all décor and equipment back in original location (when applicable)
- Clean out elevator – should be completely empty
- Clean work area – wipe counters, tables, mop, and sweep
- Return rugs to proper places
- All trash, compost, and recycling removed to outside dumpster
- Clean and restock restrooms, empty all trash cans including in the women's stalls
- Place trash cans in Ops back in proper places
- All plate ware, glassware, and silverware used for event washed and restocked
- All items that need to back to Highline Car House are put into bins, neatly
- Neatly stack all dirty dishes
- Donations properly placed in correct containers and marked
- Check out with Event Supervisor

EVENT EXECUTION: SERVING UP AN EVENT TO REMEMBER

What does it mean to execute an event to remember?

As the Event Supervisor, it is your job to over see the execution of the event from the start to finish. This starts from the moment the guest walks through our doors till the time they leave. This can mean a range of things including but not limited to the following:

- The team has a clear understanding of what and how the event will be served
 - Passed Hor D'ourves
 - Table side wine service
 - Buffet service
 - Loading/Carrying large oval trays
 - Two-handed service
 - Clearing/bussing tables
- Build repour with the client during the event/onsite
- Able to stay calm under pressure
- Sense of urgency
- Good decision maker throughout the event
- Work as one team with all the supervisors

How to deal with difficult situations/guests

There will be times that you encounter guests with a variety of questions, concerns, compliments, suggestions, and possible complaints. It is a fact of life, sometimes things go wrong, or mistakes happen. What is important is how you respond when you notice, or the guest tells you, that something isn't right. We ask that you respond with sincerity and empathy...never defensiveness. Being sincere means that you are being genuine; being empathetic means you are feeling along with someone. You can show empathy even when you don't agree with a guest. The reality is the guest may truly feel a certain way. So, instead of being defensive, choose to "feel along with the guest" and work to resolve their issue or question. The guest is never the enemy!

Your poise, sense of urgency, and professionalism can help win over a guest by demonstrating how much you care.

EVENT EXECUTION: SERVING UP AN EVENT TO REMEMBER

Communicating with other Supervisors

Good communication among all the supervisor can be key in situations when the guest is unhappy, or you are dealing with a difficult situation. It is ok to have another supervisor with you when dealing with difficult situations and unhappy guests. Remember to always document on end of night paper work any situation or unhappy guest that may have occurred during an event. We never want to have to find out about an issue from a guest after the event in an email or phone call that should have been included in the paperwork.

How to Handle Intoxicated Guests

The way you respond to a guest who is on the way to over-drinking is the key to whether they accept your intervention. The following are guidelines for you to use when intervening:

1. Decide on an appropriate response based on your guest's behavior cues
 - You can control a situation by how you speak to the guest. If you speak in an even tone, you can maintain control and avoid escalating the guest's behavior
 - Speak to the person directly, and explain that what they are doing is unacceptable at our venue
2. Alert the Bar Supervisor, Event Manager, or FOH Supervisor when a guest becomes intoxicated and needs to be cut off from drinking
3. Always stay calm, deal with the situation in a friendly manner
4. Never argue with the intoxicated guest
5. Never embarrass the guest, especially in front of other people
6. Invite the problem guest to an area away from other guests, where you can talk
 - Listen and empathize with the guest
7. Acknowledge your guests anger or frustration, but also remind them that this is a place of business that must follow State of Ohio laws, and you are responsible for the venue, their safety, and the safety of the other guests at the venue and don't want to see anyone get hurt
8. If you cannot calm the guest down or convince them to stop what they are doing, a supervisor will find the event host or delegate
9. If a supervisor decides to ask this person to leave, remember that the company is still responsible for their safety.
 - Get someone to drive them home, call a cab, or ride share company (Uber or Lyft)
 - If the situation gets out of control – call the police

EVENT EXECUTION: SERVING UP AN EVENT TO REMEMBER

Signs of Intoxication

1. Loud speech
2. Bravado, boasting
3. Overly animated or entertaining
4. Boisterous
5. Overly friendly to other guests and employees
6. Drinking alone
7. Drinking too fast
8. Ordering doubles
9. Careless with money
10. Urging other people to have another drink
11. Annoying other guests and servers
12. Complaining about drink prices or size
13. Complaining about drink strength or preparation
14. Argumentative
15. Aggressive or belligerent
16. Obnoxious or mean
17. Making inappropriate comments about others
18. Crude behavior
19. Inappropriate sexual advances
20. Foul language

Last Call

- Bars that are open only during cocktail hour will not announce last call
 - At close of cocktail hour, bar staff is to remove display alcohol and all items from the bar front to signify the bar is closed.
 - Guests attempting to order “just one more” are to be invited to the open bars in the main event space.
- 30 Minutes prior to event end time, there will be a Soft Last Call
 - Do not make announcements regarding last call, simply begin putting items away and cleaning up
- 15 Minutes prior to event end time, BAR is CLOSED
 - No announcement, simply close bar

POST EVENT: LEAVE IT BETTER

End Of Shift Management

The Event Supervisor is responsible for ensuring the cleanliness of the venue. Conduct a final walk thru of the entire venue to ensure all items have been put away, lights are turned off, doors are locked, any items that were left behind have been put in the appropriate lost and found area, and that no team members items were left behind.

Submitting End Of Night Paperwork

All Supervisors are required to complete paperwork on their event within 24 hours

- **EVENT SUPERVISOR SUMMARY SHEET** is found on the T&Co website under the Team TC page
- During the event pay attention to what may be important to include in your summary, it's helpful to carry a small notebook

Best practices for completing paperwork:

- Jot down the root issue as well as solutions
 - Include questions about WHY we may have done something a particular way
- If you experienced a particularly frustrating event, write your notes while fresh but wait until the next day to complete the summary. A little distance from the event helps clarify what is actionable
- Review Email Paperwork Etiquette prior to sending in your paperwork

What is Email Etiquette?

Email etiquette refers to the code of conduct that guides behavior when writing or responding to emails. These principles of behavior can be modified to suit the intended audience and purpose and are meant to project professionalism and respect.

Why is Email Etiquette Important?

The way you communicate reflects the type of employee you are, including your work ethic and attention to detail. Companies may benefit from implementing best practices for email etiquette for the following reasons

- Professionalism: Using proper email etiquette conveys a professional image of you
- Efficiency: Emails that adhere to etiquette are direct and concise, and they convey their message quickly.

POST EVENT: LEAVE IT BETTER

Email Etiquette Guidelines for the Workplace

1. Do not send an email when you are emotional
 - Don't compose and send an email when you are angry or feeling emotional
 - Take a step back, compose yourself, and sleep on it before sending the email
 - Come back with a clear mind, ready to craft a balanced and professional email without the emotions attached
2. Follow a proper email format
 - Subject Line – describe what the email is about in a few words
 - Email Greeting – add a proper greeting (mention name when appropriate)
 - Body – write the main message
 - Signature – include your name
3. Use Standard Formatting
 - Standard fonts, such as Times New Roman or Arial, as well as standard colors and sizes are appropriate for business emails. If you use bold or italics, never use them on more than one word or a string of words in a single email
4. Double-check attachments
 - Let the recipient know in the body of your email that you have attached a document and double check that you have attached it
5. Proofread
 - Always proofread before you send the email to ensure proper spelling, grammar, and that the email makes sense to the recipients.
6. Check email tone
 - Think carefully about word usage and how you frame your email
 - Avoid sarcasm
 - Frame your email positively: use positive words instead of negative
 - Avoid using all capital letters as it can read like you are screaming your intentions
7. Give positive feedback where it is deserved
 - Make it specific to an individual(s)
 - Explain how it impacted the event in appositve way
8. Remember, once you've written the words and sent the email, it cannot be undone