



Back of House Supervisor Manual

2/2024

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POSITION

Back of House 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 Back of House Supervisor will be the go-to person running the event operations from behind the scenes. 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)
- Manage all Back of House staff
- Reviewing event paperwork and mentally preparing prior to events
- Check in team members and lead pre-shift meetings and trainings
- Hold team accountable to event timeline
- Ensure food is prepared and ready to serve at the right time, temperature, and quality by communicating and assisting the culinary team
- Expedite dinner service
- Management of the event timeline in collaboration with FOH Supervisor and Bar Supervisor
- Maintain a clean and organized back of house throughout the event
- Manage post-event clean up, including dish area, and organization of back of house area
- Ensure all closing checklists are completed at the end of the event
- 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 per StaffMate schedule
- Touch base with other Supervisors (FOH, Bar, EM) 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, trust but verify, pair experienced team members with new or less experienced, and with guest team members
- For first time team members, take time to explain our core process, run through training as required

Stay out of the weeds

- Delegate to team members first, then to yourself. Know what is happening at each back of house location and direct resources where needed. Jump into tasks as the last resort not the first.
- Communicate with Front of Supervisor, 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 keeping the back of the house area clean

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

Back of House Supervisor Paperwork

Back of House Supervisor paperwork will be sent 48 to 72 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 Back of House Supervisor will be the following:

- Finalized BEO which includes timeline, menu, and staff sheet
- Rental Orders
- Diagrams

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

Supervisor Check In

The supervisor check-in will be held with all the supervisors on the event prior to the arrival of the rest of the staff.

The check-in 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 leadership amongst all supervisors for the entire team
- Establish collaboration
- Write the timeline on the dry erase board (where applicable) for the entire team to see

Communicating with other Supervisors

Good communication among all the supervisors 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 paperwork 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.

Check In Team Members

Back of House Supervisor should greet and check in each team 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 Pre-shift Meeting

- Hold pre-shift meeting prior to event start
- Keep it specific to the event
- Reference the Pre-Shift Meeting Checklist within 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
 - Thank the team for being there
 - Have everyone introduce themselves
 - Have they worked with us before
- Review uniform expectations
 - Ensure team members are in proper uniform by start of event
- Review assignments and delegate tasks
 - Assign tasks and have posted for staff to review
 - Assign first time Back of House team members at this venue with an experienced team member
- 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
 - Discuss type of service for the event
 - Hors D'oeuvres
 - Bread & Salads
 - Tray Service
 - Two-Handed Serve
 - Buffet
- Review Core Values
 - Pick and discuss Core Value of the shift
- Review venue details
 - Introduce on-site contacts
 - Staff and guest bathrooms
 - Staff entrances and exits to use, including elevators
 - Review facility expectations and checklists when available
- Answer any questions

NOTE: as the Back of House 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

Tasks will be assigned to each team member by the Back of House Supervisor. Team members must complete end of shift tasks and be checked out by Back of House Supervisor prior to signing out. If the Back of House Supervisor signs out a team member who did not complete their tasks, the Supervisor will be responsible for completing the tasks.

BACK OF HOUSE SUPPORT CHECKLIST – HLCH		
Team Member Initial	Opening Tasks	Completed Initial
	Check in with your Back of House Supervisor for assigned responsibilities	
	Receive opening task form Back of House Supervisor	
	Complete opening task/setting up back of house area	
	Attend pre-shift (when applicable)	
	Always be aware of your surroundings in regard to your noise level	
Team Member Initial	During Event/Closing Tasks	Completed Initial
	Assemble the following per Back of House Supervisors direction: <ul style="list-style-type: none"> • Bread service • Hors D’oeuvres • Salad service 	
	After each service, clean up area	
	Dinner Service <ul style="list-style-type: none"> • Confirm type of service with Supervisor • Be ready at your assigned area • Understand plate presentation 	
	Assist with Leftovers <ul style="list-style-type: none"> • Pack up for the client • Package/label for donations • Staff to eat (when applicable) • Compost and recycle 	
	Complete assigned task per Supervisor after dinner service for clean up <ul style="list-style-type: none"> • Dump, wipe out, and put away chafers • Take utensils to dish tank • Sanitize tables and sweep floors 	
	Assist with dessert service per Supervisor	
	Assist with late night snack service per Supervisor	
	All trash, compost, and recycling removed to outside dumpster	
	Kitchen items rinsed and stacked if not able to fully wash during event	
	Rinse out trash cans, turn upside down, and leave outside by dumpsters	
	Check out with Back of House Supervisor	

BACK OF HOUSE SUPERVISOR CHECKLIST HLCH		
	Prior to Event Tasks	Completed Initial
	Touchbase with EM, and Event Chef for an additional details of event	
	Review all food on the BEO, check that everything is there, and correct amounts	
	Review all paperwork, including timeline, and notes on BEO for the event	
	Have assignments and tasks done for when team members arrive Assign first time/guest staff to the venue with seasoned staff (when possible) and communicate to team member upon arrival	
	Check-in with other Supervisors	
	Welcome and Check in Team Members Ensure they have all components of their uniform	
	Hold Pre-Shift Meeting with event team members (refer to Pre-Shift Outline)	
	Touchbase with team members prior to guests' arrival; address any concerns/update on any change	
	Execute Event Tasks	Completed Initial
	Keep team members on task with specific work to complete	
	Verify bread service is completed	
	Verify Hors D' oeuvres, garnish passing trays, & light chafers is completed	
	Verify salad service is completed	
	Serve Dinner <ul style="list-style-type: none"> • Have team ready to serve at any moments • Confirm plate presentation with chef • Serve meal 	
	Box guest of honors meals to go <ul style="list-style-type: none"> • Pack up leftovers for guest: use foil pans to put leftovers in, label food & in cooler • Leftovers for donation and staff meal – condense 	
	Dessert Service (when applicable) <ul style="list-style-type: none"> • Plate up desserts • Cut cake • Fill trays 	
	Late Night service (when applicable) <ul style="list-style-type: none"> • Prepare and plate up 	
	Post Event Tasks	Completed Initial
	Assign team members to clean up plate up area: Dump, wipe out, and put away chafers, take utensils to dish tank	
	Ensure all cleanup has happened; food put away, tables sanitized, trash out, sweep/mop, and equipment is turned off properly/lights	
	Verify all dishes from the event have been cleaned and placed on drying racks	
	Verify plates are in sets of 10, wrapped and place in creates (HLCH ONLY)	
	Check out each team member	
	Double check: Deep fryers off, Warmers off, Wipe out warmers, Ovens off, Grills off, Stove off, Flat top off, Salamander off, Steamer off, Tilt skillet off, Back ovens off, Fans over stove off, Turn off Lights over stove	
	Ensure dishwasher is turned off	
	Complete all paperwork Report damaged property/any other emergencies	
	Ensure all lights are off, doors are closed correctly and locked upon leaving the venue – do this with one other person	

Tasks will be assigned to each team member by the Back of House Supervisor. Team members must complete end of shift tasks and be checked out by Back of House Supervisor prior to signing out. If the Back of House Supervisor signs out a team member who did not complete their tasks, the Supervisor will be responsible for completing the tasks.

BACK OF HOUSE SUPPORT CHECKLIST – FIVES		
Team Member Initial	Opening Tasks	Completed Initial
	Check in with your Back of House Supervisor for assigned responsibilities	
	Receive opening task form Back of House Supervisor	
	Complete opening task/setting up back of house area	
	Attend pre-shift (when applicable)	
	Always be aware of your surroundings in regard to your noise level	
Team Member Initial	During Event/Closing Tasks	Completed Initial
	Assemble the following per Back of House Supervisors direction: <ul style="list-style-type: none"> • Bread service • Hors D'oeuvres • Salad service 	
	After each service, clean up area	
	Dinner Service <ul style="list-style-type: none"> • Confirm type of service with Supervisor • Be ready at your assigned area • Understand plate presentation 	
	Assist with Leftovers <ul style="list-style-type: none"> • Pack up for the client • Package/label for donations • Staff to eat (when applicable) • Compost and recycle 	
	Complete assigned task per Supervisor after dinner service for clean up <ul style="list-style-type: none"> • Dump, wipe out, and put away chafers • Take utensils to dish tank • Sanitize tables and sweep floors 	
	Assist with dessert service per Supervisor	
	Assist with late night snack service per Supervisor	
	All trash, compost, and recycling removed to outside dumpster	
	Kitchen items rinsed and stacked if not able to fully wash during event	
	Check out with Back of House Supervisor	

BACK OF HOUSE SUPERVISOR CHECKLIST FIVES		
	Prior to Event Tasks	Completed Initial
	Touchbase with EM, and Event Chef for an additional details of event	
	Review all food on the BEO, check that everything is there, and correct amounts	
	Review all paperwork, including timeline, and notes on BEO for the event	
	Have assignments and tasks done for when team members arrive Assign first time/guest staff to the venue with seasoned staff (when possible) and communicate to team member upon arrival	
	Check-in with other Supervisors	
	Welcome and Check in Team Members Ensure they have all components of their uniform	
	Hold Pre-Shift Meeting with event team members (refer to Pre-Shift Outline)	
	Touchbase with team members prior to guests' arrival; address any concerns/update on any change	
	Execute Event Tasks	Completed Initial
	Keep team members on task with specific work to complete	
	Verify bread service is completed	
	Verify Hors D' oeuvres, garnish passing trays, & light chafers is completed	
	Verify salad service is completed	
	Serve Dinner <ul style="list-style-type: none"> • Have team ready to serve at any moments • Confirm plate presentation with chef • Serve meal 	
	Box guest of honors meals to go <ul style="list-style-type: none"> • Pack up leftovers for guest: use foil pans to put leftovers in, label food and put in cooler • Leftovers for donation and staff meal – condense 	
	Dessert Service (when applicable) <ul style="list-style-type: none"> • Plate up desserts • Cut cake • Fill trays 	
	Late Night service (when applicable) <ul style="list-style-type: none"> • Prepare and plate up 	
	Post Event Tasks	Completed Initial
	Assign team members to clean up plate up area: Dump, wipe out, and put away chafers, take utensils to dish tank	
	Ensure all cleanup has happened; food put away, tables sanitized, trash out, sweep/mop, and equipment is turned off properly/lights	
	Verify all dishes from the event have been cleaned and placed on drying racks	
	Check out each team member	
	Double check: Deep fryers off, Warmers off, Wipe out warmers, Ovens off, Grills off, Stove off, Flat top off, Salamander off, Steamer off, Tilt skillet off, Back ovens off, Fans over stove off, Turn off Lights over stove	
	Ensure dishwasher is turned off	
	Complete all paperwork Report damaged property/any other emergencies	
	Ensure all lights are off, doors are closed correctly and locked upon leaving the venue – do this with one other person	

Tasks will be assigned to each team member by the Back of House Supervisor. Team members must complete end of shift tasks and be checked out by Back of House Supervisor prior to signing out. If the Back of House Supervisor signs out a team member who did not complete their tasks, the Supervisor will be responsible for completing the tasks.

BACK OF HOUSE SUPPORT CHECKLIST – OFF SITE		
Team Member Initial	Opening Tasks	Completed Initial
	Check in with your Back of House Supervisor for assigned responsibilities	
	Receive opening task form Back of House Supervisor	
	Complete opening task/setting up back of house area	
	Attend pre-shift (when applicable)	
	Always be aware of your surroundings in regard to your noise level	
Team Member Initial	During Event/Closing Tasks	Completed Initial
	Assemble the following per Back of House Supervisors direction: <ul style="list-style-type: none"> • Bread service • Hors D’oeuvres • Salad service 	
	Dinner Service <ul style="list-style-type: none"> • Confirm type of service with Supervisor • Be ready at your assigned area • Understand plate presentation 	
	Assist with Leftovers <ul style="list-style-type: none"> • Pack up for the client • Package/label for donations • Staff to eat (when applicable) • Compost and recycle 	
	Assist with dessert service per Supervisor	
	Assist with late night snack service per Supervisor	
	Clean work area – wipe counters, tables, mop, and sweep	
	All trash, compost, and recycling removed to outside dumpster	
	Neatly stack dirty dishes	
	All items that need to come back to High Line Car House are put into bins, neatly	
	Check out with Supervisor	

BACK OF HOUSE SUPERVISOR CHECKLIST OFF SITE		
	Prior to Event Tasks	Completed Initial
	Touchbase with EM, and Event Chef for an additional details of event	
	Review all food on the BEO, check that everything is there, and correct amounts	
	Review all paperwork, including timeline, and notes on BEO for the event	
	Have assignments and tasks done for when team members arrive Assign first time/guest staff to the venue with seasoned staff (when possible) and communicate to team member upon arrival	
	Check-in with other Supervisors	
	Welcome and Check in Team Members Ensure they have all components of their uniform	
	Hold Pre-Shift Meeting with event team members (refer to Pre-Shift Outline)	
	Touchbase with team members prior to guests' arrival; address any concerns/update on any change	
	Execute Event Tasks	Completed Initial
	Keep team members on task with specific work to complete	
	Verify bread service is completed	
	Verify Hors D' oeuvres, garnish passing trays, & light chafers is completed	
	Verify salad service is completed	
	Serve Dinner <ul style="list-style-type: none"> • Have team ready to serve at any moments • Confirm plate presentation with chef • Serve meal 	
	Box guest of honors meals to go <ul style="list-style-type: none"> • Pack up leftovers for guest: use foil pans to put leftovers in, label food and put in cooler • Leftovers for donation and staff meal – condense 	
	Dessert Service (when applicable)	
	Late Night service (when applicable) <ul style="list-style-type: none"> • Prepare and plate up 	
	Post Event Tasks	Completed Initial
	Assign team members to clean up plate up area: Dump, wipe out, and put away chafers, and utensils rinsed and put in bins	
	Ensure all cleanup has happened; food put away, tables sanitized, trash out, sweep/mop, and equipment is turned off properly/lights	
	Verify all dishes from the event have been cleaned and placed in appropriate area	
	Check out each team member	
	Donation properly placed in correct area in cooler at HLCH	
	Hang van key back up upon arrival at HLCH	
	Complete all paperwork Report damaged property/any other emergencies	
	Ensure all lights are off, doors are closed correctly and locked upon leaving the venue – do this with one other person	

EVENT EXECUTION: SERVING UP AN EVENT TO REMEMBER

What does it mean to execute an event to remember?

As the Back of House Supervisor, it is your job to oversee 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 plate up
 - Bread Service
 - Salad Service
 - Buffet service
 - Two-handed service
 - Loading/Carrying large oval trays
- Plate presentation
- Able to stay calm under pressure
- Sense of urgency
- Good decision maker throughout the event
- Work as one team with all the supervisors

Food Safety and Sanitation

Food safety and sanitation play a crucial in our operation and is of high priority to us. You can protect yourself and others from germs by washing your hands frequently and being careful not to:

- Touch any food or food contact surface with bare hands. Use the provided tongs or serving utensils
- Stack anything on top of food items
- It is critical to keep your work area clean and sanitized to minimize opportunities for cross-contamination.
- Remove trash, boxes, cans, and garbage from the kitchen regularly

Allergens

Allergens are taken seriously within our company and with our guests. It is important to follow these guidelines and have good communication on any potential allergens during an event.

- Changing of gloves, no matter what when plating a dish that a guest has an allergen
- If there is an allergen on an event, this will be on the BEO, at the top of the menu
 - Again, extremely important to read your function sheet prior to event and ask any questions
- Front of House Event Supervisor works with Back of House Supervisor when there is a n allergen question from the guest
 - Front of House Supervisor with then answer the guests question regarding allergens

POST EVENT: LEAVE IT BETTER

End Of Shift Management

The Back of House Supervisor is responsible for ensuring the cleanliness of the venues back of house area. Conduct a final walk thru of the entire venue to ensure all items have been put away, all equipment is turned off, trash/compost/recycling taken out, 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. If the event falls on a weekend, comment sheets must be submitted by 8am on Monday morning. The following outlines the process for submitting paperwork.

1. Supervisor Comment Sheets are on the Together and Company website (Team TC page)
2. During the event, pay attention to what may be important to include in your summary. If helpful, write down important details in a notebook.
3. After 72 hours, you will no longer have access to the event sheet.
4. For sensitive feedback or personal related issues, e-mail Field and beverage Manager, Sales Partner, or Event Designer.
5. After completing the comment sheet, Supervisors will be prompted with a link to submit any attendance strikes, if necessary.

General Guidelines

- Comment sheets are intended to tell the story of the event and should be an honest assessment
- Critical feedback is welcomed for continuous improvement
- Be mindful of audience and follow up separately if unsure about feedback's constructive nature
- Think carefully about word usage and how you frame your comments
- Avoid sarcasm
- Use positive words not negative
- Avoid using all capital letters as it can read like you are screaming your intentions

Best Practice for 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
- Be specific in your comments
 - ⊗ *"Mac and cheese wasn't good"*
 - ✓ *"Mac and cheese was dry and not creamy"*
- Convey client and guest perceptions
 - Describe the event from a client's viewpoint, note if the event was impacted and what was the resolutions