

# Back of House Support Classroom Training Guide



## Supervisors & Event Manager

### Supervisors: Who are they?

- They are passionate and take pride in executing events with excellence and our TC values at the forefront.
- They care about our clients as well as our team members.
- They see the big picture, manage timelines, and can motivate diverse groups of people to give their best for the duration of an event.

### Supervisors: What do they do?

- Work together as one team
- Manage and hold team members accountable
- Review event paperwork
- Check in their specific team members
- Lead their specific team Pre-Shift
- Manage the event timeline with collaboration of all Supervisors and Event Manager
- Post event clean up and break down

### Supervisors: Who do they supervise?

- Front of House Supervisor
  - Event Servers
- Bar Supervisor
  - Bartenders
  - Bar Backs
- Back of House Supervisor
  - Back of House Support
  - Expo
  - China Processor
  - \*Event Chef – work together throughout the event

### Event Manager: Who are they?

- Day of client ambassador
- They are passionate and take pride in executing events with excellence and our TC values at the forefront.
- They care about our clients as well as our team members.

### Event Manager: What do they do?

- Blends TC's operational capabilities with the designer's details and executes the event as planned
- Navigates last minute changes with the client
- The expert on the client throughout the event
- Manage the event timeline with the collaboration of the FOH/BOH/BAR Supervisors.

### Event Team Vision Statement

*"Our vision for the Special Events Team is that EVERY member feels connected to the work we do. Our team understands what a successful event looks like and what their purpose in the process is, that each team member has a voice and will be heard, and they have the ability to impact the success of every event. Special Event Team Members will feel ownership for our success by being accountable to our values and understanding the company vision. We will invest in the development of our Special Events Team and every member will be given opportunities to grow personally and professionally."*

### Special Event Team Expectations

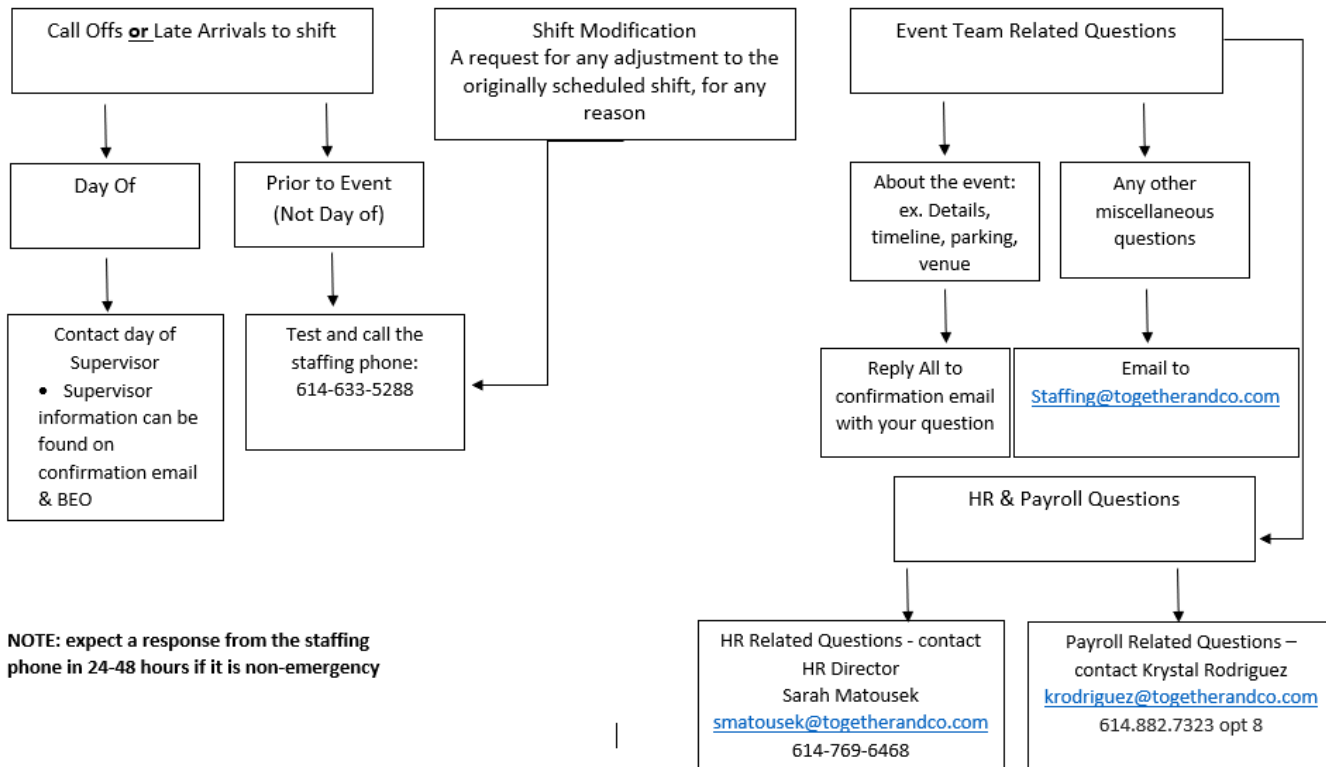
1. As the face of Together & Company, you should be **living our company values personally and professionally every time you clock in for a shift**. Refer back to page 3 to review our values!
2. **Read your Banquet Event Order (BEO) Sheet before the event. All questions should be asked at least 48 hours prior to event.**
  - Make sure you are aware of driving and parking directions, food and menu items, and the general timeline.
3. **Be on time! You can clock in 5 minutes before your scheduled shift.**

"On time" means that you are dressed and ready to work at the scheduled shift start time. Always give yourself enough time to park, find your event location, and get settled before clocking in. Being late does not set up your fellow teammates and the event for success!

  - If being late is unavoidable, call and inform your **Supervisor** immediately. Their contact info can be found on the BEO.
4. Our clients and guests are our #1 priority! **Always do everything you can to take care of them and provide the best customer service possible!**
  - Maintain a pleasant, professional disposition. **Do not show frustration or stress to a client.**
  - If you are approached by a client or guest with a question that you do not know the answer to, or don't feel comfortable answering, politely tell them you will ask the Supervisor.
5. **Follow all direction from your Supervisors.** They have been entrusted to lead this event to success!
6. **No smoking in the building, in a delivery vehicle, or anywhere a client or event attendee can see you.**
  - If you must take a smoking break, check with your Supervisor for an appropriate location and a time not conflicting with production or guest service.
7. No gum chewing during an event.
8. **No eating or drinking within view of the client or guests.**
  - Any personal food or drink must be kept with personal items and only eaten when the Supervisor gives the OK. Per the Ohio Health Department, all drinks must have a lid or cap.
  - **Our catered food was paid for and is property of the client. No TC catered food should be consumed by staff unless the event is over, and the client has instructed the Supervisor to feed the staff.**
9. **Absolutely no consumption of alcohol or any illegal substance prior to or during work hours.**
10. **Cell phone are not permitted to be out during pre-shift meetings and events with the exception of Supervisors.**
  - Please keep your phone with your other personal belongings. If you need to use your cell phone, check with your Supervisor first
11. **Keep work a positive place** and keep everyone's spirits up! Do not discuss personal problems with your coworkers while on the clock. Avoid participating or feeding into gossip.



### Event Team Communication



**NOTE: expect a response from the staffing phone in 24-48 hours if it is non-emergency**

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### Together & Company Time and Attendance Policy

Being on time for your shift, or even a few minutes early is an excellent display of our core values. "All for one, one for all," and "Do what it takes."

#### Attendance expectations

Team members are expected to report in uniform and prepared to start their shift at the scheduled time. They are expected to work until the estimated out-time unless business demands allow for an early or late release. Out time adjustments will be determined by your shift supervisor. Ongoing time and attendance issues can lead to disciplinary action up to and including termination.

Together & Company has a 'strike policy' for any attendance infractions or failure to meet attendance expectations.

All variable, part-time and full-time team members are eligible to earn strikes if not meeting schedule expectations. Ongoing time and attendance issues can lead to disciplinary action up to and including termination.

#### Planned Time Off

For team members eligible for Paid Time Off, requests should be submitted at least two weeks in advance. Last-minute requests will be considered on a case-by-case basis knowing not all time off is pre-planned.

#### Unplanned Time Off

Multiple days of absence due to the same illness or injury will only earn one strike. If your illness or injury requires extended time off (3+ days) or if you have medical restrictions or limitations when you return, details must be included in the doctor's note before returning to work. Human Resources may ask for additional documentation as needed. Absences due to a death in the family are considered excused.

#### Leave of Absence

The strike policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided under the Americans with Disabilities Act (ADA). If an extended leave of absence is required, please contact Human Resources.

#### Communication Process

You must properly call off or call in late by following departments protocols. All team members must contact their direct supervisor if they will be late or not able to work their shift that day. If you are unable to call in yourself, be sure to have someone call in for you.

#### Shift Modifications

A shift modification is a request for any adjustment to the originally scheduled shift for any reason. The department manager will consider shift modifications on a case-by-case basis and should be requested via below protocol.

***To request a modified shift the team member would do the following:***

- Text or email your manager the needed shift modification
- If approved, your manager will adjust the scheduled time according to the requested modification
- If denied, appropriate strikes will be assigned if you do not work as scheduled

If you need a shift modification because Together & Company had to change your original scheduled in time, follow the same procedures above for a penalty free shift modification.

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### Attendance Infractions

Attendance infractions will be tracked with a strike system. All variable, part-time and full-time team members are eligible to earn strikes if not meeting schedule expectations. Receiving five strikes within a 6-month period is grounds for termination. A strike will be removed from the team members accumulating total once six months have passed from the date the strike was received. Team members will be notified via email when a strike has been issued, and a written warning will be issued once a team member has reached three strikes. We do realize, however, that there are times when absences and tardiness cannot be avoided (such as illness or personal injury). This is why we have a no-fault system that allows you to accumulate some points before any disciplinary action is taken. It is expected that everyone will accumulate some points under this system. It is only when points become excessive, and warnings are issued, that a team member needs to be concerned about their attendance practices.

#### ***Strikes are earned by:***

- Clocking in more than 10 minutes late for your shift = ½ strike
- Clocking in more than 1 hour late for your shift = 1 strike
- Clocking out more than 10 minutes before the end of your shift, without approval = ½ strike
- Calling off within 24 hours of the start of your shift = 1 ½ strikes
- Calling off within 1 week of your shift = 1 strike
- No Call / No Show = 3 strikes
- Shift modification requests within 2 weeks = 1 strike

Any questions on this policy should be directed to your immediate supervisor or Human Resources.

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## StaffMate Overview

### When are Events Published?

- Events are published mostly sometime throughout the day on Tuesdays and Thursdays.
- There are other times throughout the week that events will be published.

### Picking Up & Approval of Shifts

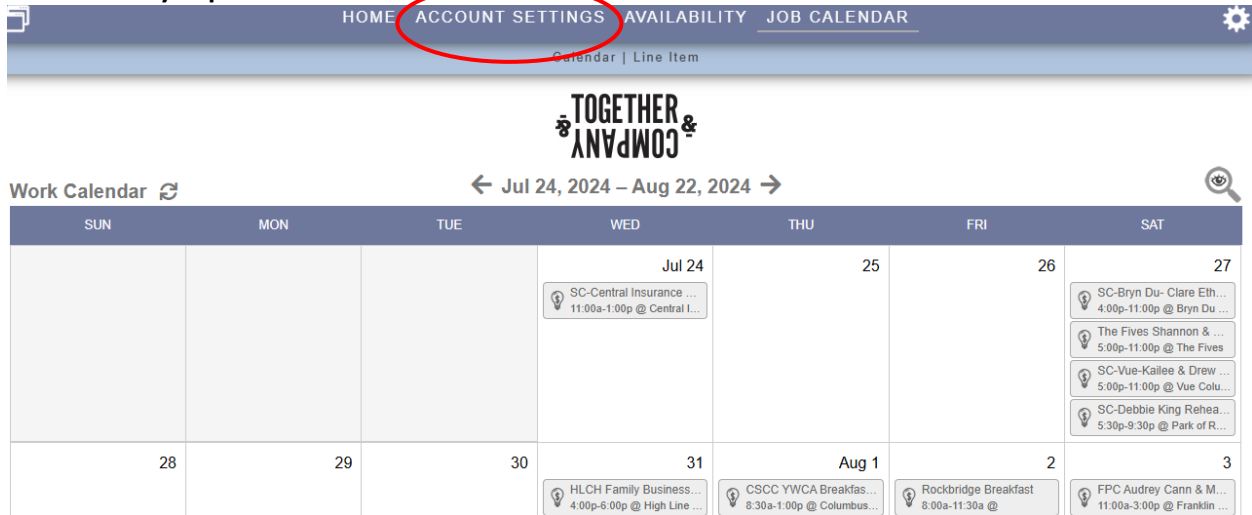
- Most events are published for everyone all at once and whoever picks it up first, will most likely be the one to fill that shift.
- However, there are times that certain team members are requested for certain events which is why you may not see an event but another team member will.
- There are also times that you may not be approved to work a certain shift even though you picked it up first.
- If you ever want clarification regarding being denied for a shift, please contact the staffing phone.

If you get a request to work a shift and you can't work it, please deny the request as soon as possible so that I know you are unable to fill the shift.

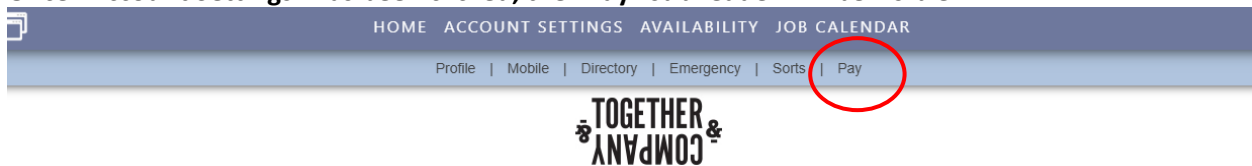
Please make sure that you are clocking in/out on StaffMate **and** signing in/out on the sign-in sheet for each event you work

Always use the address on the BEO, not the one listed on StaffMate unless they are the same.

In the below Screenshot, the "Account Settings" will need to be clicked. This will open a sub header with the "Pay" option.



Once "Account Settings" has been clicked, the "Pay" subheader will be visible



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- After hitting "Pay" you will have visibility into the hours worked, hourly wage, and dollar amount total made.
- However, this pay does NOT include any tips that would have been added to the event.
- The pay will also not be immediately visible; only once the hours have been approved will the pay be visible to the team member.

HOME ACCOUNT SETTINGS AVAILABILITY JOB CALENDAR
⚙️

Your Employee Pay Report ⓘ
July 07, 2024 to July 20, 2024 ▾

showing subtotals
 highlight lines
 showing profile pics
 print report

Date	Event Title	Position	In-Out	Hours	Pay Type	Pay Rate	Shift Pay
07/13/2024	SC-Misty & Gary Vawter Birthday Party	FOH Supervisor	02:25p-01:10a	10.75	REG		
<b>WEEK 1 SUBTOTALS</b>		<b>1 Shifts</b>		<b>10.75</b>			
07/14/2024	Private Residence Michael & Kayla's Wedding	BOH Supervisor (Load)	05:25p-12:00a	6.58	REG		
07/16/2024	The Shipyard New Client Meeting	FOH Supervisor	06:25a-04:30p	10.08	REG		
<b>WEEK 2 SUBTOTALS</b>		<b>2 Shifts</b>		<b>16.66</b>			
		<b>3 Shifts</b>		<b>27.41 Hours</b>			<b>Pay: \$685.25</b>

### Uniform Standards

### Employee Parking

#### High Line Car House (HLCH) Parking Lot

- Always back-in when parking in the HLCH lot.
- Make sure your parking pass is always visible.
- Never park in front of the garage doors or block anyone in.
- Always lock your doors and keep personal belongings and valuables out of sight!

#### On event days, the parking lot will be closed for employee parking

##### WHERE do I park?

- The information about where to park for each event will be included in the Confirmation Emails that are sent out prior to each event, so please ensure you are diligently reviewing these when you receive them.
- For any events that take place during the week (Mon-Fri) and begin before 7P, staff will park in the Grange Garage 600 S Front St
  - If you park in this garage, you receive a parking fob to enter into the garage prior from Manager of Food & Beverage
  - A parking validation sticker will still be needed; these stickers will be placed in the ES box for each event
- For any events that take place on the weekends (Saturday & Sunday), staff will park in the Blenkner Garage 16 W Blenker St.
  - A parking validation sticker will still be needed; these stickers will be placed in the ES box for each event.

##### HOW do I park in the garage?

- Team members will be provided with validation stickers to ensure parking is free. When you enter the garage, you will receive a ticket. Before you leave the garage, place the validation sticker on the ticket before putting it into the machine.
- Events Team: Supervisors will hand out validation stickers

##### Fives Parking:

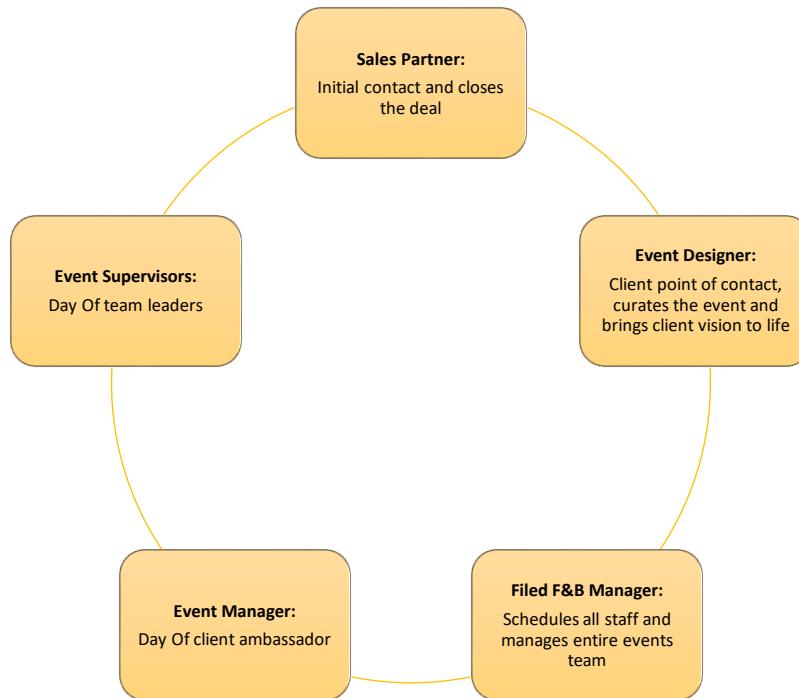
- Park in lower level of garage – once you come in the garage, turn right and park
- Come up through enclosed staircase at the south end of the garage

##### Parking Reimbursement:

- Together & Company will not reimburse the cost for parking for those working events at the HLCH.
- When working offsite events, Together & Company will only reimburse for parking when it is stated on the paperwork and charged to the client.
- Always plan for the time necessary to park and arrive on-time ready for success!

## Shift Expectations: Before, During, & End

### Preparing for the Event: Team Member Roles



### Before Your Shift:

#### Confirmation Email

- Confirmation email is sent approximately 5 days ahead of the event
- Confirmation email contains on site supervisors contact information
- Attachments include BEO, bar details, event diagram, contract
- Trainers/Trainee and guest staff information (Upshift)
- Reminders on company values
- Look for **Red Bolded** text at the top of the confirmation email that will pertain any important information for the event
  - Example: bring id, parking instructions, HLCH parking lot open or closed, etc.
- Any event changes/edits will be cascaded with a “reply all” to that initial email

### Before Your Shift: BEO

- A BEO (Banquet Event Order) is where all important event details are captured
- BEO is where you can find
  - Uniform
  - Menu
  - Allergen information
  - Custom orders
  - Staff Parking
  - Event Timeline
  - Setup/tear down instructions
  - Venue information
  - Staffing/Staff Arrival Time

Uniform Standards



# Uniform Expectations

### Shirts: Set-Up

- Plain black t-shirt
- Together & company polo
- Together & company t-shirt
- No sleeveless shirt

### Bistro Shirt

- Clean & pressed (team member responsible for this)
- Crease in the sleeve
- Top button buttoned
- Tucked in
- No wrinkles
- Not faded

### Bistro Aprons

- Bistro apron will be sent to events for individual team members
- Return to Supervisor at end of event

### Nametags

- Nametag will be given to you and it your responsibility to wear it every shift on the right side of your uniform shirt
- If name tag becomes lost or damaged, please let Field Food & Beverage Manager know

### Footwear

- All black
- Non-slip
- Sturdy sole
- Closed-toed
- Black socks
- No white / colored / patterned socks
- No white or color logos / soles / laces
- No dress flats



### Pants:

- Black dress slacks
- Straight leg / boot cut
- Hemmed & covering ankle
- Black belt (if pants have belt loops)
- No stains / faded
- No slits / holes / frayed
- Not tight fitting / tapered
- No cargo / denim / leggings
- No capris / shorts / skirts



### Accessories: Earrings & Jewelry

- Only wedding rings / bands
- Earrings must have posts / studs
- Dangle earrings: 1 inch max
- No large hoops
- No hanging necklaces
- No bracelets / dangling

### Hygiene: Facial Hair

- Clean shaven
- Beards & mustaches must be trimmed & neat
- No stubble / shadow

### Hygiene: Hair

- Neat
- Pulled up above the collar
- Pulled out of the face

### Hygiene: Nails

- Cleaned & filed



## SWEET CARROT



### SHIRTS: SET-UP

- Plain black t-shirt
- Together & Company t-shirt
- No sleeveless shirt

### SWEET CARROT POLO

- Polo will be provided to team members at the event
- Untucked
- Return to the Front of House Supervisor at the end of the event

### LONG SLEEVE SHIRT (OPTIONAL)

- Can be worn under polo
- Plain, solid color - black or gray
- No stains / faded
- No slits / holes
- No logos on sleeves

### NAMETAGS

- Nametag will be given to you at the event and worn on the right side of your uniform shirt
- Return to the Front of House Supervisor at the end of the event

### FOOTWEAR

- All black
- Non-slip
- Sturdy sole
- Closed-toed
- Black socks
- No white / colored / patterned socks
- No white or color logos / soles / laces
- No dress flats



## Uniform Expectations

### PANTS:

- Black dress slacks
- Straight leg / boot cut
- Hemmed & covering ankle
- Black belt (if pants have belt loops)
- No stains / faded
- No slits / holes / frayed
- Not tight fitting / tapered
- No cargo / denim / leggings
- No capris / shorts / skirts



### ACCESSORIES: EARRINGS & JEWELRY

- Only wedding rings / bands
- Earrings must have posts / studs
- Dangle: 1 inch max
- No large hoops
- No hanging necklaces
- No bracelets / dangling

### HYGIENE: FACIAL HAIR

- Clean Shaven
- Beards & mustaches must be trimmed & neat
- No stubble / shadow

### HYGIENE: HAIR

- Neat
- Pulled up above the collar
- Pulled out of the face

### HYGIENE: NAILS

- Cleaned & filed

### During Your Shift:

#### Pre-Shift:

- Expectations during Pre-shift
  - **No Phones**
  - **Ask questions! Participate! Be on Time! Pay Attention!**
- Supervisors hold pre-shift meetings. May be department specific or with the whole event team.
  - Share company announcements
  - Provide special event details
  - Set expectations of the team
  - Give team members assignments for the event

#### Event Assignments:

- Will include any one of the skills you've been trained on tonight.
- Ask questions if you don't know how to do your assignment
- Always be aware of the timeline so you are in the right place on the right time, and you complete your tasks on time
- Ask to learn something new and understand that there are some complicated events where you will be used at the tasks you most excel at. Don't take the supervisor delegating to you personally, they have absorbed many details before the event and are making decisions best for the event, the client and the company.

#### Expectations during your shift:

- Work as a team and remember our values at all times!
  - Do What it takes: What's an example of this (cross train and learn how to carry a tray, a new HORS...
  - Love What you do: What's an example of this (Listen, Be prepared for the night, don't lose steam...
  - Have Fun Doing it: What's an example of this (pre-shift, returning to the same guest for a 2<sup>nd</sup> meatball, tell someone else they're doing great...
  - Leave it better than you found it: What's an example of this (Clean up spills, restock restrooms...
  - All for one, one for all: What's an example of this (taking food to the station chef, helping with dishes, loading & unloading the van together...

#### BOH Etiquette

- Be aware of your surroundings and noise level during event
- Do not shout your needs into the air – communicate with supervisor and expo During event
- Keep BOH area tidy and organized
- Clean up after yourself
- Do not turn this into “social hour”
- If you are unsure of where something belongs, just ask!
- Be a team player - assist your BOH team members when possible
- Do not remove any food from the area without checking with BOH supervisor or Expo first
- Be familiar with who is filling what role for the event

**This is extremely important for the success of the event!**

### End of Your Shift:

- Make sure you complete your assignments the correct way and ask your supervisor for feedback
- Leave the space better for the next team, pay it forward
- Check out with your supervisor before leaving the venue
- Clock In and Out on StaffMate
- Sign In and Out on Sign In Sheet
- Have fun and make friends with your peers!
- Sign up for another event!

### Underage Drinking in Ohio: Child Permission to Drink Under Parent (legal Guardian) or Spouse Supervision

Ohio state law does allow for parents to allow their children (or spouses who are over the age of 21 to allow their underage spouse) to consume alcohol, under certain circumstances.

For a parent to consent for a minor to consume alcohol, the parent has to be physically present with the minor and supervising the minor at all times. The parent assumes all responsibility and consequences should the minor cause damage or injury.

Restaurants, Event Venues, and Bars are legally allowed to serve alcoholic beverages to parents, knowing it will be consumed by a minor, but are also allowed to refuse to serve alcohol to a minor. It is at the discretion of the individual establishment.

### Together and Company Policy

Together and Companies policy is that we do not serve any minors.

If a parent/legal guardian or spouse orders for a minor, the bartender is to ask for the ID of the individual that they are ordering for.

If ANY staff member witnesses a guest ordering/serving an alcoholic beverage to an underage guest, it is the staff members responsibility to tell the FOH or Bar Supervisor.

- The FOH or Bar Supervisor should then ask for the underage guests ID
- If they do not have an ID, then the drink is to be taken away and explain that is our company's policy to serve only individuals 21 years of age
- If the parent/guardian or spouse becomes upset about this, it is our companies right to refuse to continue to serve that guest
- If the situation escalates, the guest/guests will be asked to leave the venue

**NOTE: Servers are not to get drinks for guests at tables. If a guests ask you to get them a drink, kindly explain that per our company's policy, you are not able to.**

## Back of House Support Classroom Training Guide



### Alcoholic Drink Etiquette / Policies

Servers **DO NOT** go up to the bar and get drinks for guests. Bartenders are not able to monitor how intoxicated a guest is if a server is coming up to get drinks for guests. If a guest asks you to get them a drink, politely let them know that you are not able to do this per our companies' policy.

### Together & Company Alcohol Serving Policy

Together & Company believes in responsible service of intoxicating beverages. There are five basic policies that you must adhere to at all times when bartending responsibly:

1. Do not serve anyone under the age of 21.
2. Do not serve anyone to the point of intoxication.
3. Do not serve anyone who is already intoxicated.
4. Do not allow someone to drive that appears to be intoxicated.
5. Document any incidence that may happen as a bartender. For example, if you cut someone off from drinking.