

Event Date, Name of Event, & Location: \_\_\_\_\_

Trainee Name: \_\_\_\_\_

Trainer Name: \_\_\_\_\_

| FOH SUPERVISOR TRAINING CHECKLIST |   |                 |
|-----------------------------------|---|-----------------|
| Trainer Initial                   | Task  | Trainee Initial |
|                                   | <b>Arrived on time</b>  |                 |
|                                   | <b>Check in with FOH Supervisor &amp; Clocked in</b>  |                 |
|                                   | <b>Uniform Check</b> <ul style="list-style-type: none"> <li>• Arrived in proper uniform</li> <li>• Uniform is clean and shirt is pressed</li> <li>• Wearing correct pants and shoes, including black socks</li> </ul>   |                 |
|                                   | <b>Touchbase with the Event Manager</b> <ul style="list-style-type: none"> <li>• Discuss/coordinate any additional details for the event</li> </ul>   |                 |
|                                   | <b>Walk the event space and check for the following cleanliness</b> <ul style="list-style-type: none"> <li>• Bathrooms</li> <li>• Guest Facing Areas</li> <li>• BOH Areas</li> </ul>  |                 |
|                                   | <b>Review of the following with trainee:</b> <ul style="list-style-type: none"> <li>• BEO – explained what this is and how it is used</li> <li>• Rental Sheets</li> <li>• Floor Plan</li> <li>• Timeline</li> </ul>   |                 |
|                                   | <b>Venue Setup (when applicable)</b> <ul style="list-style-type: none"> <li>• Turn on lights</li> <li>• Unlock guest doors(as few as possible)</li> <li>• As needed: place parking signs out (visible from both directions)</li> </ul>  |                 |
|                                   | <b>Show Vendors the following</b> <ul style="list-style-type: none"> <li>• Parking</li> <li>• Unloading</li> <li>• Storage of equipment</li> <li>• Discuss pickup protocol with them</li> </ul>   |                 |
|                                   | <b>Discuss how to assign assignments and tasks for when staff arrives</b> <ul style="list-style-type: none"> <li>• Assign first time/temporary servers to the venue with seasoned servers (when possible) and communicate to staff upon arrival</li> <li>• Note: if unable to assign all first time servers to seasoned staff member, then hold a Server Training (refer to Server Training Outline)</li> </ul> |                 |
|                                   | <b>Attend Supervisor Touch Base</b> <ul style="list-style-type: none"> <li>• Explain purpose of Supervisor Touch Base</li> <li>• Review timeline together</li> <li>• Discuss any changes for event</li> <li>• Discuss any additional company updates that need shared with staff</li> </ul>   |                 |

| Trainer Initial | Task   | Trainee Initial |
|-----------------|--|-----------------|
|                 | <p><b>Welcome and Check in Event Staff</b></p> <ul style="list-style-type: none"> <li>• Ensure they have all components of their uniform</li> <li>• Delegate event tasks to appropriate team members and hold them accountable to responsibilities and checklists</li> </ul>   |                 |
|                 | <p><b>Hold Pre-Shift Meeting: reference pre-shift meeting checklist in Supervisor Manual</b></p> <ul style="list-style-type: none"> <li>• Timeline</li> <li>• Service style for event: buffet, two-handed, or tray service</li> <li>• Introduce any Guest Servers/New Team Members</li> </ul>  |                 |
|                 | <p><b>Event Management</b></p> <ul style="list-style-type: none"> <li>• Touchbase with event staff prior to guests' arrival – address any concerns/update on any changes</li> <li>• Keep staff on task during event with specific work to complete</li> <li>• Manage event timeline in collaboration with Event Manager, BOH and Bar Supervisors</li> </ul>  |                 |
|                 | <p><b>Discuss role during Service</b></p> <ul style="list-style-type: none"> <li>• Have staff conduct restroom checks every hour</li> <li>• Breakdown instructions from ceremony and cocktail hour (where applicable)</li> <li>• Hors d'oeuvre service: building passing trays/garnishes and garnishes kits</li> <li>• Food display setup (define responsibilities)</li> <li>• Expediting</li> <li>• Plate up</li> <li>• Boxing meals</li> <li>• To go containers</li> <li>• Dietary flags and cross contamination</li> <li>• Dish Process &amp; equipment-onsite/back to HLCH/rental equipment</li> </ul>   |                 |
|                 | <p><b>Post Event Responsibilities: Venue Clean Up – Leave It Better Than You Found It</b></p> <ul style="list-style-type: none"> <li>• Delegate closing event tasks to appropriate team members (reference closing Event Server Checklist)</li> <li>• Checkout each event staff member</li> <li>• The perimeter of the building has been walked to ensure no one is lingering/sick etc.- <ul style="list-style-type: none"> <li>○ Do not do this by yourself, ask BOH or Bar Supervisor to conduct with you</li> </ul> </li> <li>• Walk through event space and storage areas to ensure everything has been put away, cleaned up, and turned off, including lights</li> <li>• Secure all keys</li> <li>• Complete all paperwork <ul style="list-style-type: none"> <li>○ Report damaged property of the venue to VOM and/or sales manager</li> </ul> </li> <li>• Were all policies and procedures followed accordingly</li> <li>• All doors are closed correctly and locked upon leaving the venue</li> <li>• Cash tips are turned in appropriately per venue</li> </ul> |                 |
|                 | <p><b>Additional Notes:</b></p>  |                 |
|                 | <p><b>TRAINER: Turn in this this checklist at end of shift with all paperwork</b></p>  |                 |

