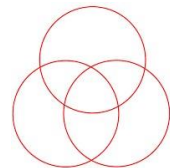




Operations Webinar
How To Conduct An Effective And Informative Pre-event Staff Meeting



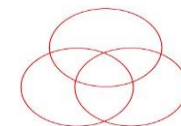
Presented By
Roy Porter
Activities Director
Engage Works
Los Alamitos, CA

Thank you to our sponsor...



Save an average of 15%

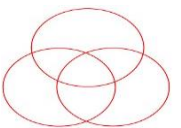
Trip Wheeler
SB Value: We Grow Value
Trip@wegrowvalue.com
704-904-9000





Relax, listen and take notes!

Download the presentation. Email me with any questions:
tablewizard1@gmail.com

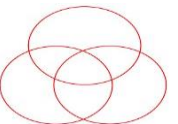




Session Objects And Benefits

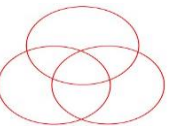
Over all: Help you be a better leader - manger when executing special events.

1. Getting everyone on the same page.
2. How to create an event one sheet... the six necessary components.
3. Conducting the pre event meeting using a customized checklist of issues to address with staff for an efficient, safe meeting - focused on creating a wow guest experience!





Idea Swag = Pre-event Checklist ICA resources email me:
tablewizard1@gmail.com



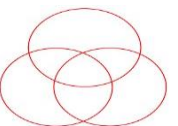


Set Up Your Staff For Success!

Remove Obstacles

Provide Tools

Encourage them to grow



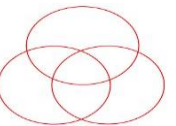


What Business Are You In?

Parties?

Food?

Events?





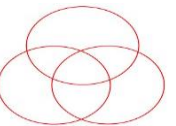
The **People Development Business.**

Food and events pays the way!

Adjust your thinking to this:

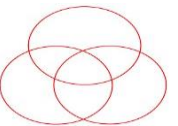
**“People come to work to improve the work they do,
and themselves.”**

You will attract and retain better quality people!



What Is A One Sheet?

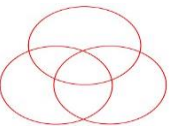
Why Use A One Sheet?

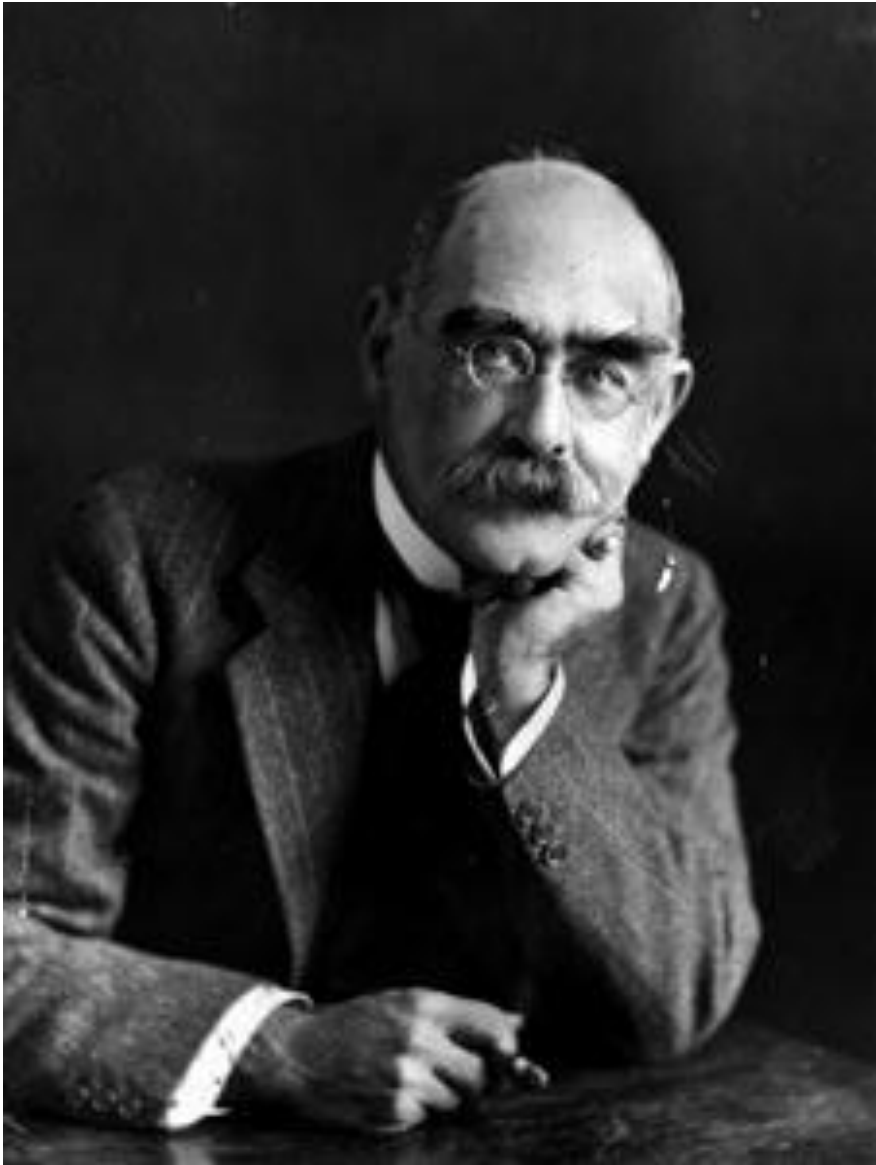


What Is An Event One Sheet?



An event one sheet is a consolidated written summary of the important information - points of how to execute an event!

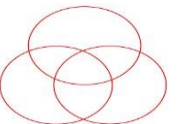




Six Questions Must Be Asked and Answered!

Rudyard Kipling Poem

**I KEEP six honest serving-men
(They taught me all I knew);
Their names are What and Why and When
And How and Where and Who.**



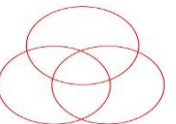
**Cindy & Brian Wedding & Reception
Event One Sheet
10/10/2020**

Captain: John Wilson



Time	What	Where	How	Who
3:00 PM	Staff arrives			G1
	Unload and place	Per drawing		
	Set up Kitchen	Kitchen tent	Per drawing	Chef Bill
	Set up Guest Welcome	Entrance	Per drawing	Nancy
	Set up Ceremony	Side patio	Per drawing	Jose, John John,
	Set up Bars	Back patio-2	Per drawing	Cindy
	Set up Reception	Back patio	Per drawing	
	Set up Dinning	Dinning Room	Per drawing	
5:00 PM	Staff Meeting	Dinning Room	Checklist	All
5:30 PM	Ceremony			Nancy, Sue
6:00 PM	Bars Open			
6:00 PM	HD's	Back Patio	Tray Pass	Jane, Beth
6:10 PM	Pour water & pre set salad			Nancy, Sue
6:45 PM	Doors open			Bill
	Welcome Guests			All
	Confirm Food Orders			

Back Side Layout Drawing



One Sheet Complex - Front

Sunday October 27th, 2019 **FL0AT**
 Operations Manager: _____
 RSD - 815 Guests Reception Assignment Tray Pass HD Tray Pass Bev Bussing Pre-set After Party (PH) BUS B Att Purifier

Name	Dinner Assignment	A Butler Table #	B Butler Table #
Bus. Sweep 1 Table#		Bev. Sweep 1 Table#	
Bus. Sweep 2 Table#		Bev. Sweep 2 Table#	
Bus. Sweep 3 Table#		Bev. Sweep 3 Table#	
Bus. Sweep 4 Table#		Bev. Sweep 4 Table#	

Schedule & Steps of Service Timeline:

4:00 PM - NT Bars ready for early arrivals
 NT Tray Pass Beverage in place.
 NT Tray Pass HD in place.

5:00 PM - B's - All Grazing Item Platters set on tables
 5:15 PM - Ballroom Doors Open to Guests
 All A's in position at tables to host. Pull chairs, pour wines, invite guests to all grazing items on table settings.
 Tray pass HD moves inside ballroom.

5:40 PM - Voice of God guests to take their seats.
 B's - Entrees to be served.

6:00 PM - Stop all Tray Pass / NT Bars
 5:58 PM - 6:02 PM
 All staff off the floor for welcome video.

6:02 PM - 6:22 PM (20-minute period)
 A's & B's to service tables: Bussing, Wine Top Off, Water Top Off, Coffee offered
 Drop replenishment items for program:
 A's - Refresh Red and White Wine
 B's - Refresh Breadsticks, Chocolates, and Fiji Water Bottles.
 A's & B's - Remove Table Number Stand.

6:18 PM - Final check for needs on tables
 6:22 PM - 6:25 PM
 Sweep #1: Touch Perimeter Tables for ninja service.

6:30 PM - B Staff not assigned to Sweep - Clock out at the Annex
 6:27 PM - 6:38 PM
 All staff off the floor for video & speech.

6:38 PM - 6:42 PM
 Sweep #2: Touch Honoree & Center Tables for ninja service.

6:43 PM - 6:57 PM
 All staff off the floor for video & speech.

6:57 PM - 7:01 PM
 Sweep #3: Touch Stage Left Wing Tables for ninja service.

7:02 PM - 7:15 PM
 All staff off the floor for video & speech.

7:15 PM - 7:19 PM
 Sweep #4: Touch Stage Right Wing Tables for ninja service.

7:20 PM - 7:34 PM
 All staff off the floor for video & speech.

7:34 PM - 7:38 PM
 Final Sweep: Touch ANY table that may need attention for ninja service.

7:50 PM - A's Tray Pass Champagne at exit
 8:00 PM - After Party Begins
 Tray Pass HD start on NT.
 Dessert/Coffee Stations Open

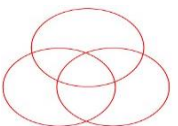
9:30 PM - Event Concludes

Reception (4:30pm - 6:00pm)
 Staff ready for early arrivals at 4:00pm
Tray Passed Beverages
 Champagne
 White Wine
 Flat & Sparkling Water
Tray Passed Hors d'oeuvres (4:30pm-6:00pm)
 Signature Spicy Tuna Tartare in Sesame Miso Cone (DF, NF)
 Tempura Prawns
 Black Bean Ginger Vinaigrette
 Miniature Cheeseburger on Brioche Buns (NF)
 Sweet Maryland Crab Cakes
 Herb Remoulade
 Vegetable Rice Paper Roll with Mango & Papaya (GF, VEG)
 Beet & Apple Tartare
 Lebnah, Sumac Spiced Lavosh
 Truffled-Duck Confit Potato Croquettes with Black Truffle, Duck Confit, Fontina, Braised Cabbage, Plum Wine Glaze
 Bacon Wrapped Dates with Parmesan (GF)

Seated Dinner - 6:00pm
Family Style Grazing First Course
 Fully set by 5:00 PM
 Assorted Bread Sticks (poppy seed, sesame seed, plain)
 Everything Bagel Pretzel Bites filled with Housemade Boursin Cheese
 Barely Buzzed Cheese, Aged Parmesan Cheese
 Candied & Spiced Mixed Nuts with Pineapple
 "Berry Basket" Wheat Grass Crudités
 Hummus
 Babaganouch
 Lavosh
 with Dried Cherries, Poppy Seed, Sunflower
 Tartine Breads
 (Country, Sesame, Oat Porridge)
 Sweet Cream Butter
 Dark Chocolate Chunks
 Chocolate Barks
 Dark Chocolate Disks

Main Course
Entrée pick up by 5:40 PM
 Miso Glazed Salmon (room temperature)
 Butter Lettuce, Sticky Rice, Sesame Cucumbers
 Vegetarian Alternative - On Request Only
 Chard Cauliflower Steak (room temperature)
 Cauliflower Puree, Roasted Petite Carrots, Carrot Tops, Truffle Oil, Fine Herbs (GF, NF, VEG)

Program Replenishment Break Down (6:10 PM - 6:22 PM)
Breadsticks
 (4) jars per honoree table
 (2) jars per all other tables
Fiji Water Bottles
 (4) bottles per honoree table
 (2) bottles per all other tables
Red Wine
 (3) bottles per honoree table
 (2) bottles per rectangle tables
 (1) bottle per round table
White Wine
 (3) bottles per honoree table
 (2) bottles per rectangle tables
 (1) bottle per round table
Champagne
ONLY on Honoree Tables
 100, 200, 300, 400 & VIP: 101, 301
 (3) bottles per table
 91st Oscars Piper-Heidsieck Cinema Edition Brut
Table Wines
 Red - Coppola Eleanor Red Wine 2014
 White - Coppola Director's Cut Chardonnay 2017
Dessert Stations (x2 6') 8:00pm-9:30pm
 Assorted Cookies:
 Chocolate Chip, Peanut Butter, Oatmeal Raisin, Lemon Ginger
 Brownies & Blondies
 Assorted Cake Donuts & Raised Donuts
Coffee, Decaffeinated Coffee and Teas (x1 6' station)
Post Dinner Tray Pass 8:00pm - 9:30pm
 French Fries
 with Pipettes of Ketchup
WPC Beverage to Provide:
 Standard Bar Mixers
 orange, cranberry, grapefruit juices, club soda, tonic water, oranges, lemons, limes, cherries, olives & onions
 Mineral Waters
 Sparkling Water on Request Only
Note: 6:00 Outside Bars will close.
6:00 inside bars become service through program



Stands

6:18 PM – Final check for needs on tables

6:22 PM – 6:25 PM

- Sweep #1: Touch Perimeter Tables for ninja service.

6:30 PM – B Staff not assigned to Sweep – Clock out at the Annex

6:27 PM – 6:38 PM

- All staff off the floor for video & speech.

6:38 PM – 6:42 PM

- Sweep #2: Touch Honoree & Center Tables for ninja service.

6:43 PM – 6:57 PM

- All staff off the floor for video & speech.

6:57 PM – 7:01 PM

- Sweep #3: Touch Stage Left Wing Tables for ninja service.

7:02 PM – 7:15 PM

- All staff off the floor for video & speech.

7:15 PM – 7:19 PM

- Sweep #4: Touch Stage Right Wing Tables for ninja service.

7:20 PM – 7:34 PM

- All staff off the floor for video & speech.

7:34 PM – 7:38 PM

- Final Sweep: Touch ANY table that may need attention for ninja service.

7:50 PM – A's Tray Pass Champagne at exit

8:00 PM – After Party Begins

- Tray Pass HD start on NT.
Dessert/Coffee Stations Open

9:30 PM – Event Concludes

Stuffed Dates
with Parmesan (GF)

Seated Dinner – 6:00pm

Family Style Grazing First Course
fully set by 5:00 PM

Assorted Bread Sticks
(poppy seed, sesame seed, plain)

Everything Bagel Pretzel Bites
filled with Housemade Boursin Cheese

Barely Buzzed Cheese, Aged Parmesan Cheese
Candied & Spiced Mixed Nuts with Pineapple

“Berry Basket” Wheat Grass Crudites

Hummus
Babaganouch
Lavosh
with Dried Cherries, Poppy Seed, Sunflower

Tartine Breads
(Country, Sesame, Oat Porridge)

Sweet Cream Butter
Dark Chocolate Chunks
Chocolate Barks
Dark Chocolate Disks

Main Course
Entrée pick up by 5:40 PM

Miso Glazed Salmon (room temperature)
Butter Lettuce, Sticky Rice, Sesame Cucumbers

~

Vegetarian Alternative - On Request Only
Chard Cauliflower Steak (room temperature)
Cauliflower Puree, Roasted Petite Carrots, Carrot
Tops, Truffle Oil, Fine Herbs
(GF, NF, VEG)

Table Wines

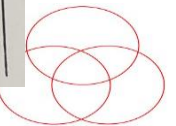
Red – Coppola Eleanor Red Wine 2014
White – Coppola Director's Cut Chardonnay 2017

Dessert Stations (x2 6') 8:00pm-9:30pm
Assorted Cookies:
Chocolate Chip, Peanut Butter, Oatmeal Raisin,
Lemon Ginger
Brownies & Blondies
Assorted Cake Donuts & Raised Donuts
Coffee, Decaffeinated Coffee and Teas
(x1 6' station)

Post Dinner Tray Pass 8:00pm – 9:30pm
French Fries
with Pipettes of Ketchup

WPC Beverage to Provide:
Standard Bar Mixers
orange, cranberry, grapefruit juices, club soda,
tonic water, oranges, lemons, limes, cherries, olives
& onions
Mineral Waters
Sparkling Water on Request Only

Note: 6:00 Outside Bars will close.
6:00 inside bars become service through program



One Sheet Complex - Back

Sunday October 27th, 2019

Operations Manager:

RSD - 815 Guests

Reception Assignment	Tray Pass HD	Tray Pass Bev	Bussing	Pre-set	After Party	PHD	BUJ	BAT	Runner
Name	Dinner Assignment	A Butler Table #	B Butler Table #						
Bus. Sweep 1 Table#		Bev. Sweep 1 Table#							
Bus. Sweep 2 Table#		Bev. Sweep 2 Table#							
Bus. Sweep 3 Table#		Bev. Sweep 3 Table#							
Bus. Sweep 4 Table#		Bev. Sweep 4 Table#							

After Party Diagram:

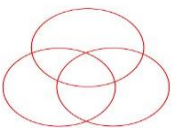
Service Notes

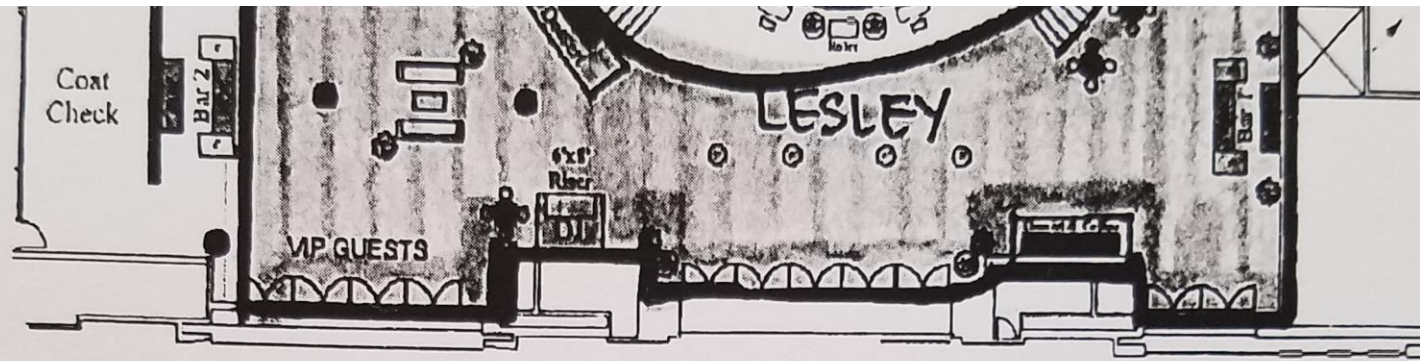
Gracious service and smiles. Celebrity Protocol = Friendly But Not Familiar. Pull Chairs for guests as they sit. Own Your Tables = Constant Table Maintenance = refold napkins, continual wine service, keep tables clean & tidy, buss bar glasses as needed. See your captain regarding any guests' questions about allergies and ingredients of any food. Serve from the left, clear from the right. Pour from the right. Clear only 2 plates at a time on each course - No Stacking. Clear appropriate silver with each course (used and unused). First Course plates at "no-show" spots remain until entrées are cleared. Salt pepper and butter are removed with entrée. Only work related talk on the floor. Quiet as possible in the kitchen. Chain of communications: Butler to Captain; Captain to Manager.

DO NOT CLEAR ANY PRESET GLASSES OR NAPKINS UNTIL EVENT IS OVER AND YOUR CAPTAIN HAS GIVEN THE OK TO DO SO.

SENSE OF URGENCY - STAY FOCUSED - NEVER SAY NO TO A GUEST

NO CELL PHONES ARE ALLOWED OUT OF YOUR POCKET WHILE ON THE CLOCK - TAKING PHOTOS AND POSTING ON SOCIAL MEDIA IS STRICTLY FORBIDDEN





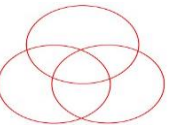
Service Notes

Gracious service and smiles. Celebrity Protocol = Friendly But Not Familiar, Pull Chairs for guests as they sit. Own Your Tables = Constant Table Maintenance = refold napkins, continual wine service, keep tables clean & tidy, buss bar glasses as needed. See your captain regarding any guests' questions about allergies and ingredients of any food. Serve from the left, clear from the right. Pour from the right. Clear only 2 plates at a time on each course – No Stacking. Clear appropriate silver with each course (*used and unused*). First Course plates at "no-show" spots remain until entrées are cleared. Salt pepper and butter are removed with entrée. Only work related talk on the floor. Quiet as possible in the kitchen. Chain of communication: Butler to Captain; Captain to Manager.


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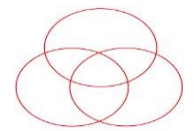
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/ **Name** _____
Captain _____
Zone _____ **Table** _____ **A** **B**
 Setting Water Preset Wine
 Tray Pass Clear

Captain _____ Time Out _____


Time - Assignment Sheet – Stapled to event one sheet

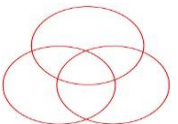


One Sheet Complex - Front

Sunday October 27th, 2019
 Operations Manager: _____
 RSD - 815 Guests
 Reception Assignment: _____ Tray Pass HD: _____ Tray Pass Bev: _____ Bussing: _____
 Name: _____ Dinner Assignment: _____ A Butler Table #: _____
 Bus. Sweep 1 Table#: _____ Bev. Sweep 1 Table#: _____
 Bus. Sweep 2 Table#: _____ Bev. Sweep 2 Table#: _____
 Bus. Sweep 3 Table#: _____ Bev. Sweep 3 Table#: _____
 Bus. Sweep 4 Table#: _____ Bev. Sweep 4 Table#: _____

Float

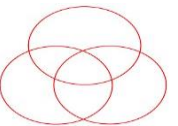
Schedule & Steps of Service Timeline:	Reception (4:30pm - 6:00pm)	Program Replenishment Break Down (6:10 PM - 6:22 PM)
4:00 PM - NT Bars ready for early arrivals - NT Tray Pass Beverage in place. - NT Tray Pass HD in place. 5:00 PM - B's - All Grazing Item Platters set on tables 5:15 PM - Ballroom Doors Open to Guests - All A's in position at tables to host. Pull chairs, pour wines, invite guests to all grazing items on table settings. - Tray pass HD moves inside ballroom. 5:40 PM - Voice of God guests to take their seats. - B's - Entrees to be served. 6:00 PM - Stop all Tray Pass / NT Bars 5:58 PM - 6:02 PM - All staff off the floor for welcome video. 6:02 PM - 6:22 PM (20-minute period) - A's & B's to service tables: Bussing, Wine Top Off, Water Top Off, Coffee offered - Drop replenishment items for program: - A's - Refresh Red and White Wine - B's - Refresh Breadsticks, Chocolates, and Fiji Water Bottles. - A's & B's - Remove Table Number Stand. 6:18 PM - Final check for needs on tables 6:22 PM - 6:25 PM - Sweep #1: Touch Perimeter Tables for ninja service. 6:30 PM - B Staff not assigned to Sweep - Clock out at the Annex 6:27 PM - 6:38 PM - All staff off the floor for video & speech. 6:38 PM - 6:42 PM - Sweep #2: Touch Honoree & Center Tables for ninja service. 6:43 PM - 6:57 PM - All staff off the floor for video & speech. 6:57 PM - 7:01 PM - Sweep #3: Touch Stage Left Wing Tables for ninja service. 7:02 PM - 7:15 PM - All staff off the floor for video & speech. 7:15 PM - 7:19 PM - Sweep #4: Touch Stage Right Wing Tables for ninja service. 7:20 PM - 7:34 PM - All staff off the floor for video & speech. 7:34 PM - 7:38 PM - Final Sweep: Touch ANY table that may need attention for ninja service. 7:50 PM - A's Tray Pass Champagne at exit 8:00 PM - After Party Begins - Tray Pass HD start on NT. - Dessert/Coffee Stations Open 9:30 PM - Event Concludes	Reception (4:30pm - 6:00pm) Staff ready for early arrivals at 4:00pm Tray Passed Beverages Champagne White Wine Flat & Sparkling Water Tray Passed Hors d'oeuvres (4:30pm-6:00pm) Signature Spicy Tuna Tartare in Sesame Miso Cone (DF, NF) Tempura Prawns Black Bean Ginger Vinaigrette Miniature Cheeseburger on Brioche Buns (NF) Sweet Maryland Crab Cakes Herb Remoulade Vegetable Rice Paper Roll with Mango & Papaya (GF, VEG) Beet & Apple Tartare Lebnah, Sumac Spiced Lavosh Truffled-Duck Confit Potato Croquettes with Black Truffle, Duck Confit, Fontina, Braised Cabbage, Plum Wine Glaze Bacon Wrapped Dates with Parmesan (GF) Seated Dinner - 6:00pm Family Style Grazing First Course <i>fully set by 5:00 PM</i> Assorted Bread Sticks (poppy seed, sesame seed, plain) Everything Bagel Pretzel Bites filled with Housemade Boursin Cheese Barely Buzzed Cheese, Aged Parmesan Cheese Candied & Spiced Mixed Nuts with Pineapple "Berry Basket" Wheat Grass Crudités Hummus Babaganouch Lavosh with Dried Cherries, Poppy Seed, Sunflower Tartine Breads (Country, Sesame, Oat Porridge) Sweet Cream Butter Dark Chocolate Chunks Chocolate Barks Dark Chocolate Disks Main Course <i>Entrée pick up by 5:40 PM</i> Miso Glazed Salmon (room temperature) Butter Lettuce, Sticky Rice, Sesame Cucumbers ~ Vegetarian Alternative - On Request Only Chard Cauliflower Steak (room temperature) Cauliflower Puree, Roasted Petite Carrots, Carrot Tops, Truffle Oil, Fine Herbs (GF, NF, VEG)	Program Replenishment Break Down (6:10 PM - 6:22 PM) Breadsticks (4) jars per honoree table (2) jars per all other tables Fiji Water Bottles (4) bottles per honoree table (2) bottles per all other tables Red Wine (3) bottles per honoree table (2) bottles per rectangle tables (1) bottle per round table White Wine (3) bottles per honoree table (2) bottles per rectangle tables (1) bottle per round table Champagne ONLY on Honoree Tables 100, 200, 300, 400 & VIP: 101, 301 (3) bottles per table 91 st Oscars Piper-Heidsieck Cinema Edition Brut Table Wines Red - Coppola Eleanor Red Wine 2014 White - Coppola Director's Cut Chardonnay 2017 Dessert Stations (x2 6') 8:00pm-9:30pm Assorted Cookies: Chocolate Chip, Peanut Butter, Oatmeal Raisin, Lemon Ginger Brownies & Blondies Assorted Cake Donuts & Raised Donuts Coffee, Decaffeinated Coffee and Teas (x1 6' station) Post Dinner Tray Pass 8:00pm - 9:30pm French Fries with Pipettes of Ketchup WPC Beverage to Provide: Standard Bar Mixers orange, cranberry, grapefruit juices, club soda, tonic water, oranges, lemons, limes, cherries, olives & onions Mineral Waters Sparkling Water on Request Only Note: 6:00 Outside Bars will close. 6:00 inside bars become service through program





Why Use A One Sheet?

- > Just tell the staff
- > Email or print out SEO (BEO)
- > Post notes on the wall

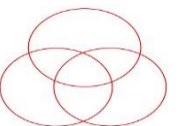


#1

No NETMA Badges!



Nobody Ever Tells Me Anything

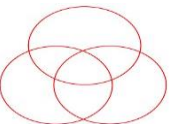


More considerations...

“Every event is an audition for another event!”-Roy’s Rule #3

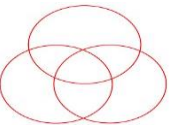
New Staff First Event
Less Experienced Staff
Supplementing With Outside Staffing Agency
Staff Missed The Pre Event Meeting
Liability - CYB
No Last Minute Planning
Professional

“Failure to plan is a plan for failure”-John Wooden





Create Template Or Copy And Paste



Pointers...

Careful of words - Explain unusual

Black & White

Limit the use of colors

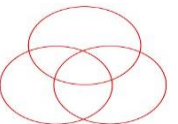
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Serif Font

Print extra blanks

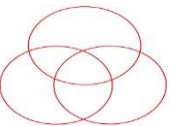
Email to event Captain(s)

Place copies in the event binder





Provide event one sheet at sign in.





Hair Pins



Hair Scrungy



Polish Remover Wipes



Lint Roller



Insect Repellent Spray



Shoe Polish



Shoe Brush



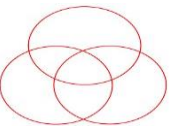
Cards (2)



Breath Mints

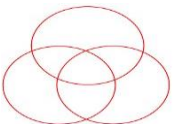


Supplies



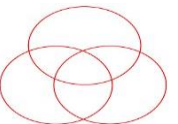
Pre Event Meeting Supplies Check list

	Pre Event Meeting Checklist
	Clip Board
	One Sheets - Assign to staff
	Security: Pins or Wrist Bands
	Breath Mints
	Lint Roller
	Shoe Brush
	Shoe Cream - Blk
	Cream Applicator Brush
	Fabric Wrinkle Release
	Disposable Razors (3)
	Shaving Cream
	Hair Ties
	Gloves
	Sun Block
	Insect Repellant
	Band Aids
	Ties
	Aprons



Supplies Optional

	Options:
	Protein Bars
	Snacks
	Bananas
	Grape Juice
	Drinking Water, Beverages, Coffee, Iced Tea
	Menu Sample(s)



Training Shorties

Training Tips



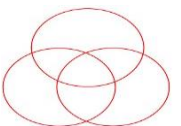
How To Open And Serve Wine

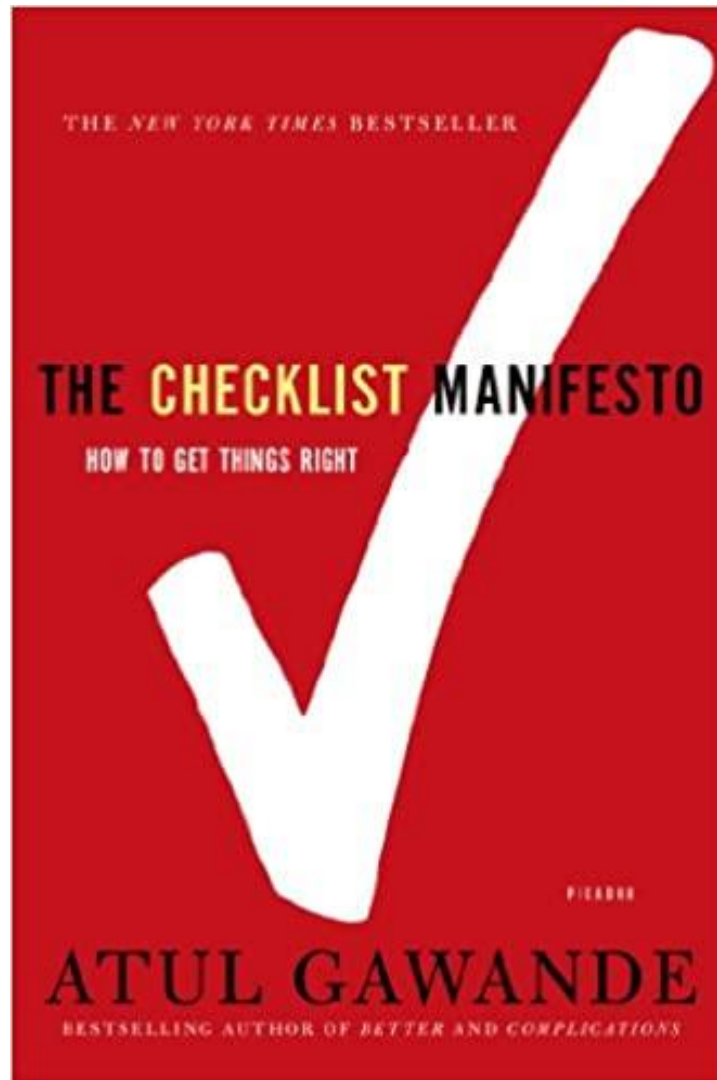


How To Open And Serve Champagne

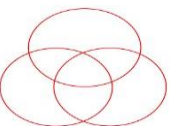


Tray Passing Beverages

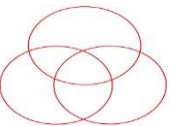
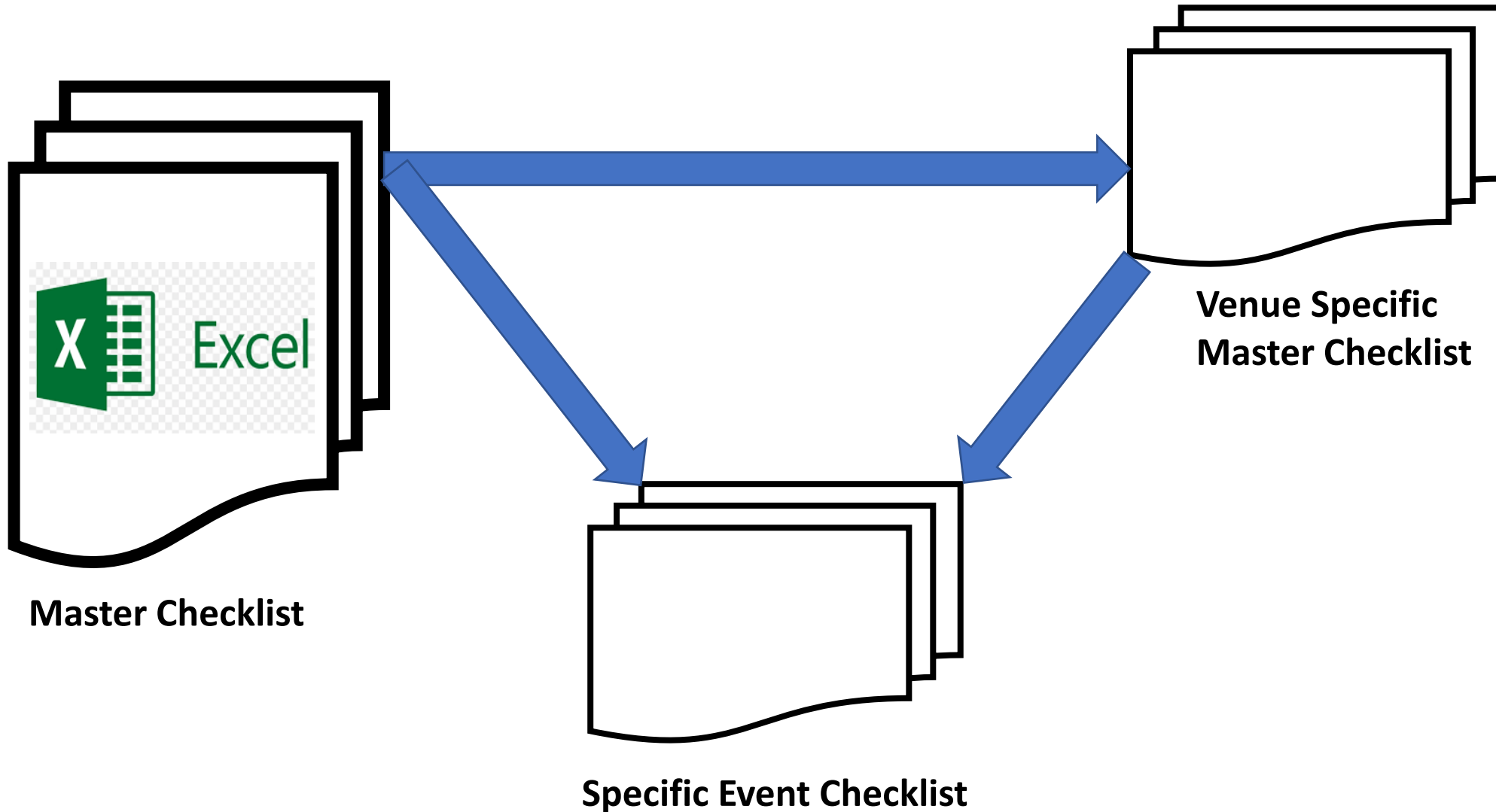




Home Work: Required Reading

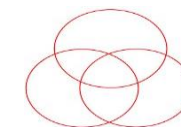


Pre-Event Checklist Usage





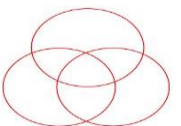
**Pre Event Meeting
Shafer: LA County Museum of Natural History**





Pre Event Meeting Pointers

- > Time and location
- > Form a Circle
- > Standing





Hair Pins



Hair Scrungy



Polish Remover wipes



Lint Roller



Shoe Polish



Shoe Brush

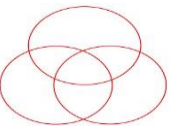


Cards (2)



Breath Mints

Tools



Pre-Event Meeting Checklist

Event Date
Event Name

Topic

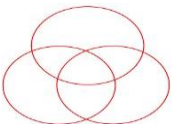
Notes

Announce Meeting Time and Location

	Time:	
	Location:	

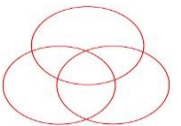
Opening

	Security: Pins or Wrist bands if needed	
	Circle up - Line up	
	Event One Sheet: Distribute, review, confirm, adjust as needed	
	Welcome & Thank you for coming	
	Purpose - Reason for this event. The Goal:	
	Introductions: As needed	
	Leave baggage at the door	
	Motivation story or quote	
	Prayer	
	Special Recognition(s)	



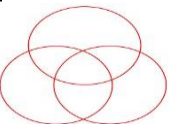
Staff Appearance

	Ladies: Hair up	
	Pass roller for lint and hair	
	Pass breath mints	
	Ties neat	
	Pass shoe brush	
	Aprons, strings tied under front	
	Company - Client Branding accessories; Pins, Tie clasps	
	Turn off cell phones. No rights to photograph & post to social media	



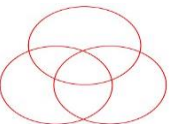
Staff Assignments

	Every one has a One Sheet	
	No assignment is demeaning	
	Any with out an assignment	
	Schedule: Who does what, when, and where	
	Respect: Prayers, POA, National Anthem, Presentations, Customs	
	Walkie Talkie Assignmnets	
	Staff Restroom: Location & aprons off when entering	
	Staff Break Schedule	
	Staff Drinking Water and Hand Washing Location	
	Staff-Family Meal: Time, Location, Directions	



Menu Review

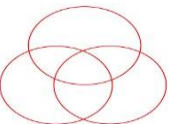
What are service styles - How & When review	
le Pass locaction - be quite - talk only to Expo	
Ingredients of note	
Special meals and requests	
Special technique and or demonstrations	
Kosher NA Style Glatt	
Vegetarian	
Vegan	
Dairy Free	
Gluten Free	
Allergies	
Nuts, Etc.	
Beverages: Welcome, Signature, Special, Cocktail, Wine Service	



Facilities Location

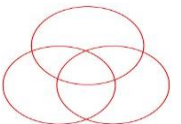
	Restrooms Guests	
	Bar(s)	

	Stand & Repeat	
	Special Stations, Engraving, Displays, Sponsors.	
	Valet, Parking, Taxi, Ride Share (Uber, Lyft) service pick up	
	Transportation Service pick up: Shuttles, Buses	
	Coat Check	
	Lost and Found	
	First Aid Kit, Defib, Medical Assistance	
	Smoking Area	
	Guest Cell Phone Charging Station	
	Lactation (Breast Feeding) Room	
	Handicap Access	



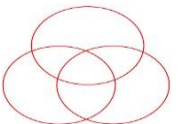
Interactions with Guests

	Every Event is an audition for another event	
	Never say: "No."	
	6 Ft. Rule: Acknowledge Guest	
	Be Familiar, not friendly	
	Smile, make eye contact	
	Speak English on the floor unless addressed in another language	
	Language cheat sheet	
	Turn on Radar	
	Encourage: Taking pictures of guests	
	Event Social Media details (QR Codes on Sheet)	
	Facebook Page	
	Twitter	
	Hashtag(s) event specific	
	Wi-Fi access details: No Password	Sign In: Password:
	Move with purpose and urgency	
	Disposition of Center Pieces: Keep, Give away, Placement	
	Caterer inquiries: Directions & Business Cards	



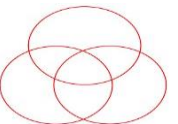
Safety Points

	Corners	
	Potential Hazards	
	Lighting Low levels	
	Rain, Snow, Wind, Lighting	
	Stairs,	
	Outside Forces E.g. Homeless	
	Debris	
	EAP (Emergency Access Protocol) Reminder	
	Evacuation; Exit points	
	Meet Up A (on site): & B Offsite Who is Buddy?	
	Staff Evac Code Phrase: "Unload 18 Wheel truck @ dock"	
	Location: Broom and dust pan Broken glass container	



Parting

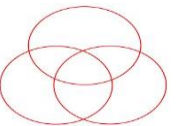
	Service Related: Leave fork & service glassware	
	Service Speed: Relaxed, Assertive, Aggressive	
	Event Related questions?	
	Volunteers - Go early	
	Volunteers - Stay late	
	Thank you... Pardon: Pleaseses and Thank You	
	Encouragement: Do your best!	
	Remember: Smile, serve, clear, move, communicate, have fun!	



Implementation...



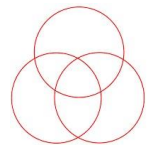
1. Get the Pre-event checklist.
2. Create a master.
3. **Pro Tip:** Engage and involve your leaders.
4. Kaizen (Continuous Improvement Approach)



Thank you



Operations Webinar
How To Conduct An Effective And Informative Pre-event Staff Meeting



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