

Staffing Guidelines

Staffing Formula

Whichever part of the formula you have, plug it in. You might know the time window and the amount of guests and are trying to figure out how many additional staff to hire. You might know the amount of staff you have, and are trying to calculate how big a window to put into your program.

$$\frac{T \times N}{W} = S$$

T = amount of time it takes to complete a task by a person or unit (e.g. e.g. serving the main course to one guest)

N = number of times a task must be completed (e.g. 30 covers, use guest count or attendance estimates)

W = window of time you have to complete the task, in the same unit as "T" - seconds, minutes, hours

Staff

Use your own team members when ...	Hire staff when ...
Good working relationship	You need more 'bodies'
Strong and specific skill sets	Tasks are routine
Availability	Your own people won't be readily available
Accountability	Low risk
Commitment	Shorter term
Discretion (respect for privacy or confidentiality)	Privacy not an issue
You can afford to spend more	Your budget doesn't allow your own people
They're not needed on other projects	Your staff are needed elsewhere
Travel time and expense is ok (hotel, per diem)	You need localized expertise and support

Pre-event staff communication checklist

- Job description and key duties
- Expectations (pay, arrival time)
- What to bring or wear (dress code, comfortable shoes)
- Where to report and how to start the day

Training checklist

- Where? (e.g. at registration for registration)
- When? (how soon before the event?)
- Who's the best person to provide?
- What?
 - Client background and event objectives
 - Specific roles (theirs and other members of the team)
 - Chain of command

- Contingency plan (if we run out of chairs, they're in this room)
- Emergency preparedness
- On site

On site staff welcome

- Hello
- Update – any changes?
- Process for making sure workload is being accomplished
- Reporting mechanisms and channels (emergencies, etc.)
- Check out process

Post event staff debrief

- Evaluations and debrief (both ways)
- Acknowledgement and celebration – thank you for your part in our success!
- Remember – match the communication to the person and be deliberate
- Tone
- Generation
- Body language
- Method – written, text, email

Other “Rules of Thumb”

Valet Parking

- 1 runner per 20 cars
- Arrival window = half hour pre event
- Departure window = half hour post event
- Type of event – a specific start time will help control the flow
- Distance from venue to the lot (how long does it take to run)
- # of cars per guest depends on audience driving habits and the event itself

Coat check

- 1 person per 50 guests
- Time of year and weather – heavy coats?
- Items – give longer for laptops, etc.

Comfort stations and restrooms

- 1 bathroom visit per 4 hours event
- Length of event
- Consumption of food
- Consumption of liquids (especially alcohol)
- Time of day

Tables

- 60” rounds – optimum is 8 seats and maximum is 10 seats
- 72” rounds – optimum is 10 seats and maximum is 12

Reception

- Varies based on menu, distance from kitchen, size of space
- 1 bartender per 100 guests
- Varies based on crowd, drinking style, location and type of event
- 1 server per 50 guests
- Varies based on menu, distance from kitchen, size of space
- 1 bus staff per 100 guests

Sit-down dinner

- Varies based on menu, wine list, distance from kitchen and service stations, size of space
- 1 pourer per 20 guests
- 1 wait staff/server per 15 guests
- Oprah had 1:1 for her birthday so this does vary!

Space per person

- Reception: 10 sq. feet per guest
- Sit down: 12 sq. feet per guest
- Dance floor: 2 sq. feet per guest