



Service & Staffing



Staffing Calculation

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

T = Time

N = Number

W = Window

S = Staff



Rules of Thumb: Valet



- 1 runner per 20 cars
- Arrival window = 30 minutes
- Departure window = 30 minutes
- * Type of event
- * Driving Habits = # of Cars
- * Distance of lot to venue



Rules of Thumb: Coat Check



- 1 per 50 guests
- Time of year
- Weather that day
- *Space needed
- *Item storage
- *Desk space



Rules of Thumb: Comfort



- 1 visit per 4 hours
- *Length of event
- *Consumption of food
- *Consumption of liquid
- *Time of day



Rules of Thumb: Tables



- 60" round: 8 | 10
- 72" round: 10 | 12
- *chair arms



Rules of Thumb: Reception



1 bar tender per 100 guests

1 server per 50 guests

1 busser per 100 guests

*Menu

*Distance to kitchen

*Room size



Rules of Thumb: Sit-down Dinner



1 wait staff per 15 guests

1 pourer per 20 guests

*Menu options

*Wine list

*Distance to kitchen

*Room size

Rules of Thumb: Space



Reception: 10 sq ft / person

Sit down dinner: 12 sq ft / person

Dance floor: 2 sq ft / person

Which Staff to Use

Internal

Hired

Volunteer

- Good working relationship
- Strong and specific skill sets
- Availability
- Accountability
- Commitment
- Discretion (respect for the level of privacy or confidentiality)





Which Staff to Use



- Routine tasks (data entry, 'gopher')
- Sheer number of bodies required for large events
- Wayfinding or localized area knowledge
- "Friendliness"/time to deal with routine guest encounters and questions



Staff: Pre Communications



Job description / duties

Expectations: pay, hours, breaks, labor

Dress: appearance, uniform, shoes

Reporting / Starting



Staff: Training



Where to hold

When to provide

Who should do

What to cover

- 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



Staff: On Site



Welcome and update

Monitoring

Empower

Check out process

Prepare for staff issues



Staff: Post



Evaluate

Acknowledge



Staff Communicating

Tone

Generation

Body Language

Method



On-Site Preparation



On-Site Preparation

Team Briefing: levels

Contractual compliance: renderings, guarantees, rentals

- Documents:**
- Floor plans
 - Production schedules
 - Contracts
 - Amendment forms
 - Emergency procedures
 - Contact lists
 - Event summary document
 - Written contingency plans



On-Site Roles

You are the HUB

Change will happen

Lead the communication effort

- Manage chaos
- chain of command
 - chain of communication
 - checklists
 - following documents
 - constant check in
 - take action in real time



Loading In



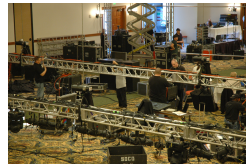
Load-In Process



Arrival



Dock



Floor



Arrival



- Venue inspection
- Take photos
- Have representative there
- Only when ready begin



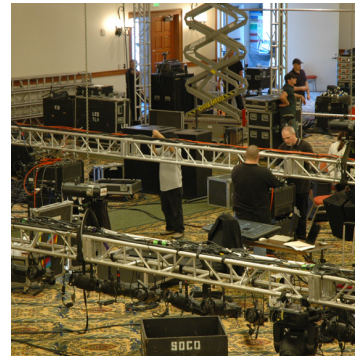
Dock



- Know who is in charge
- Assess logistics
- Map delivery windows
- Storing trucks



Floor



- When do you own?
- Flown first
- Biggest next
- Venue items & decor last



Venue Protection



- Floors & Walls
- Historical properties
- Public properties
- Ceiling items
- Security / access



Management Structure



Smart Management



Who has final say [production | client]

Introductions

Hit by bus preparation

Let managers manage

Mission critical



What Needs Oversight

Client

Venue

Every vendor

Your team

Compliance

Final numbers

Safety



On-Site Communications

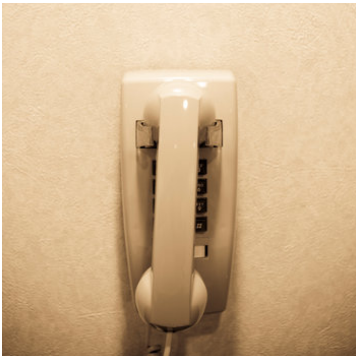


Protocols: Radio

- Who is on the radio
- Keep private
- Establish channels
- Create codes
- Radio language
- Key vendor personnel



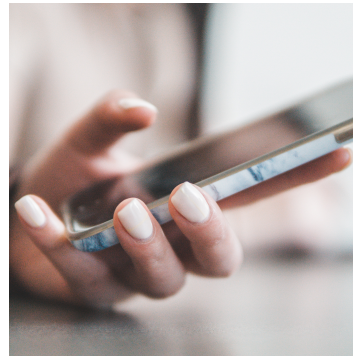
Protocols: House Phone



- Know who answers
- People at desks should know
- Security matters



Protocols: Text



- Know reliable platforms
- Create chat groups
- Define when this is useful



Protocols: Clear Com



- Tech staff
- Closed loop
- Show only



Protocols: Face to Face



- Guests
- Emergency briefs
- High-level needs
- Deep explanations



Social Media

Who

When



Loading Out



Load-Out: Manage Flow



- Know overtime pricing and protocol
- Dock procedures
- Hold vendors accountable
- Be in charge



Load-Out: Always Be Present



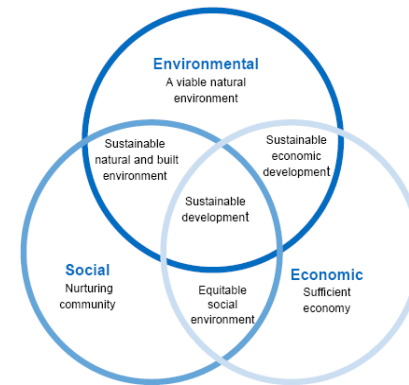
- Referee
- Track final amounts
- Walk the venue
- Return all items
- Leftovers
- Keep everyone safe!



Legacy: Sustainability



Sustainability





What's Your Mission?

To be carbon neutral

To be 85% waste free

To only hire local staff





Vancouver Olympics



Vancouver Legacy





Green: Venue



- LEED Certification
- Water Management
- Heating & Cooling
- Power Usage
- Waste Systems



Green: Transportation



- Central Location
- Public Transit Incorporation
- Regionalize Events
- Carpooling Options
- Electric Fleet
- No Idling
- Updated Fleets



Green: Food & Beverage



Menu Ingredients

- Locally sourced
- Seasonal
- Vegetarian
- Certified
- Reuse
- Whole use

Room Settings & Packaging

- Reusable rentals
- Avoid plastic
- Bulk dispensers
- Compostable containers
- Rethink gifts



Green: Decor



Materials Used

Local Manufacturing

Certifications (FSC)

Organic / Indigenous Plants

Reuse One Time Use



Green: Collateral Materials



- Materials Used
- Consider Packaging Too
- Reduce Handouts / Size
- Go Digital
- Make Items Timeless
- Communicate to Guests How to Help



Green: Vendor Research



- Policies and Practices
- Their Suppliers
- Recent Green Accomplishments
- Certifications?
- Bad News Stories
- Greenwashing
- Communicate Mission!



Conclusion