

Topic

Announce Meeting time and location

	Time
	Location

Opening

	Circle up-Line up
	Welcome & thank you for coming
	Purpose reason for event
	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
	Branding accessories; Pins, Tie clasps

Staff Assignments

	Pass out event one sheet: Review, confirm adjust as needed
	No assignment is demeaning
	Schedule: Who does what, when, and where
	Respect: Prayers, anthem, presentations
	Volunteers - Go early
	Volunteers - Stay late
	Staff breaks schedule
	Staff drinking water and hand wshing

Menu Review

	What is being service-How
	Ingredients & technique
	Special meals
	Special technique and or demonstrations
	Special meals consideration
	Kosher
	Vegetarian
	Vegan
	Dairy Free
	Gluten Free
	Allergies
	Nuts, Etc.
	Beverages: Welcome, signarure, special

Topic

Facilities Location

	Restrooms Guests & Staff
	Bar
	Valet, parking, service pick up
	Coat Check
	Lost and Found
	First Aid, Defibb, Medical assistance
	Smoking area
	Cell Phone Charging Station
	Handicap access
	Service pick up: Shuttles, Buses, Taxi, Uber, Lyft
	Volunteers - go early
	Volunteers - stay late

Interactions with Guests

	Every Event is an audition for another event
	Never say: "No."
	6 Ft. Rule: Acknowledge Guest
	Be friendly, not familiar
	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
	Facebook Page
	Twitter
	Hashtag(s) event specific
	Wi-Fi access details
	Move with purpose and urgency
	Disposition of center pieces
	Caterer inquiries directions & cards

Safety Points

	Corners,
	Potential Hazards
	Lighting Low levels
	Rain, Snow, Wind
	Stairs,
	Outside Forces
	Debries
	EAP Reminder
	Evacuation; Exit points
	Meet Up A (on site) & B Offsite
	Evac Code Phrase
	Location: Broom and dust pan

Topic

Parting

	Service related: Leave fork & glassware
	Event related questions
	Thank you
	Encouragement
	Remember: Smile, serve, clear, move Communicate, have fun