



## **Waiting staff - Basic rules & guidelines when working an event**

Working at a Bread and Flowers event should be fun and rewarding. As a member of the front of house team, you are our ambassadors, and we rely on you to represent the company and the brand in the best possible way. At any event there are multiple clients looking to you for help and support, and monitoring your performance, continually throughout your shift. The bride and groom, the guests, your front of house manager, the head chef, the wedding planner, the venue manager. It's important to be aware that some venues have CCTV everywhere, inside and out.

### **Bread and Flowers staff rules**

- Do not smoke during your shift.
  - Do not drink alcohol before or during your shift, either your own or the client's.
  - Do not stand and chat to other members of staff – look for or ask for something to do to help.
  - Wear the correct, clean, ironed uniform with polished back shoes & no jewellery – see separate guidelines
  - Do not take unauthorized breaks
  - Read the event information you are sent
  - Do not eat the guest food during or after service unless authorised by your Front of House manager
  - Do not use mobile phones – please keep them on silent in your bag.
- 
- **Drinking or eating client's food and drink, without permission is theft and a dismissible offence.**
  - **Smoking whilst you are working at an event will result in you being sent home & removed from any future event bookings.**
  - **The FOH managers have weekly meetings following every event & staff performance is monitored, anyone who has not pulled their weight may be cancelled for future event dates.**
  - **If the finish time of an event is delayed because certain staff are not focused, those staff will not be paid for the extra time onsite.**

### **When you are booked to work an event**

- Please ensure you make a note in your diary and, if necessary, your family's diary
- If you find you can no longer work an event, please give Bee as much notice as possible
- Please REPLY to the what's app group notifying you of the details as quickly as you can and SHARE the details with your parents if necessary / they are giving you a lift
- You MUST print a copy of the event information & bring it with you so you can refer to it during the event
- Make sure you have the correct uniform – see guidelines

### **When you arrive to work at an event**

- Arrive promptly (allow 10 mins before your start time) and change into uniform so you are ready to start work at the allotted start time
- Wash hands
- Find out where the toilets are (you may be asked) or need to use them yourself
- Find the Front of House Manager and sign in
- Bread and Flowers are not responsible for your belongings and cannot guarantee the security onsite so bring as little with you as possible
- Await staff briefing



### **Guidelines on guest communication**

- If anyone asks you a question and you do not know the answer, say "I will find out for you". DON'T say "I don't know"
- Keep polite conversation - remember you are there to work.
- Smile, make eye contact
- Look relaxed & happy – don't run
- Nothing should be too much trouble - Examples of polite phrases:
  - "I will find out for you"                      "What can I do for you?"
  - "My pleasure"                                      "You are welcome"
  - "May I take your plate please?"              "Would you like some champagne?"
  - "Absolutely – I will let you know – no problem at all"
- If a guest asks you to join them for a drink, cigarette, dance, walk in the woods, etc. please refuse politely, and report the incident to your front of house manager.

### **Food**

- Please make sure you have eaten before your shift starts. It's hard serving food to other people on an empty stomach!
- Staff food will normally be provided at the end of your shift or during a break, but this is not guaranteed. Your FOH manager will let you know if & when staff food is available
- Please bring water bottles & snack

### **Breaks**

- If you need you use the toilet, please let your FOH manager know you are going
- The time of a break is organized by the FOH manager
- Please make sure you understand the length of the break time & do not take longer
- We always try and allow time for staff to have a break, but it is not guaranteed

### **What Health & Safety subjects should you be aware of and why?**

- Wash your hands regularly during the event (before service, before handling food and after using the toilet). This is to avoid the spread of germs
- When lifting heavy objects, keep your back straight and bend your knees. Ask someone to help you when lifting a heavy box
- Slips and Trips – be aware of what is around you. Report hazards, wires or wet floors to the Front of House Manager
- If you have a sickness or a diarrhea bug then you cannot work for 48 hours. Please give sufficient notice to Bee so that she may find a replacement
- If you or a guest breaks a glass then clear it up as soon as possible – you will find a dustpan and brush in the bar box or the kit box. Let the Front of House Manager know.
- Allergies – if a guest tells you they have an allergy tell the Front of House Manager immediately. You will be provided with the allergens in each menu item in advance.
- First Aid – there will be a first aid kit on site if required
- Fire assembly point for B&F staff

### **What happens at the end of an event?**

- The Front of House Manager will tell you when you can change out of your uniform and leave it where instructed
- Do not take Bread and Flowers uniform home with you
- Sign out
- DO NOT LEAVE an event without letting the FOH manager know you are leaving