



Event Supervisor Job Overview & Standard Operating Procedures

Pre Event

Contact the Event Designer for your event 24 hours prior to the event to discuss event details and information. You will be given a final detail contract, floor plan, and timeline by the Staffing Director the week of your event to ensure you have the most up to date information prior to your call.

Day of the Event – Prepping

Arrive to Empyrean to retrieve event folder and review information. You are required to arrive 30 minutes prior to staff arrival if your event is On-Premise. If your event is Off Premise, you might be required to drive a staff vehicle, rental passenger van, or Empyrean Truck. When your event is Off Premise, arrive to Empyrean 30 minutes prior to your Departure/Truck time.

Day of the Event - Setup

Arrive on time, in proper uniform. All Black. We are looking for pants and a jacket or a nice dress. The idea is you don't want to look like a guest, you want to stand out as a leader. At staff arrival time be ready to sign in and direct event staff. They should not be waiting on you and you should be on the floor with them not still in the office or back of house doing paperwork.

Coordinate with Event Designer (if they are onsite) and fellow Supervisors (on larger events there may be more than one) on setup tasks.

Go down check list of setup tasks and tear sheets and delegate to Lead Servers. These should be your A servers. Ideally you have this done prior to the staff arrival and can delegate immediately.

Assign staff sections, event tasks, and strike tasks. This is also a pre-staff arrival task.

Conduct a “Pre-Shift” meeting with your event staff no later than 30 minutes prior to your guest arrival.

Ensure Bars are set and ready 20 minutes prior to guest arrival, garnish has been cut and stocked.

Communicate with D.J./Host/MC about event timeline, speeches, toasts, slideshows etc. Also ensure any vendor meals have been located and communicate clearly about when and where vendors will eat.

Do a final floor walk through ensuring all details are in place, candles lit, fireplaces on (when onsite), and lighting has been adjusted.

At the Event - Show Time!

Make contact with the client/host. If the Event Designer is onsite have them introduce you and pass the client off to you.

Communicate with Chef to begin Hors D'oeuvres.

Maintain par levels for bars throughout Cocktail Hour.

Monitor Staff during Cocktail Hour; food or beverage passers, product, trays, clearing, etc...

Once Call to dinner is announced (via D.J./MC usually) communicate with Chef and Runners to begin serve or bring hot food out to the stations.

Direct the “Sweep” Serve through the floor ensuring guests are well tended to by the servers.

Continue sweeping through dinner at a consistent and urgent pace.

Communicate to Event Designer and Chef about “fire” of courses and timing.

Monitor Staff and Service Standards, make note of anyone who needs further training or redirection.

For a satiated meal, monitor the chafers, trays, bowls and ensure it is never empty.

Once the serve is complete/stations close start assigning strike tasks.

Phase out un-needed staff.

Continue to check timeline of any late nights or special requests.

Communicate with D.J./MC/Host on last call 30 minutes prior to event close. Ensure this is not announced!

At the Event - Strike!

Oversee all strike staff and checklists.

Separate rentals and sign off on checklist.

Reset the room when on-site and necessary. (Your event folder will tell you!)

Final walk through checklist with lead server. You are responsible for walking the entire venue to ensure it is clean. Do not sign out a bartender if you haven't checked the bar yourself!

After the Event

Complete Event Paperwork and Star Evaluations – turn in with your event folder to front office.