

The Warehouse Process and Accountability

How do we get from event sold to event successfully completed?

A discussion of our process and who is accountable from pallet racks, packs and lists



Where we were



What caused our issues?

- Since 2007 we have tripled our revenue
- Our processes were old and underdeveloped
- Communication was an issue
- Employee engagement was low



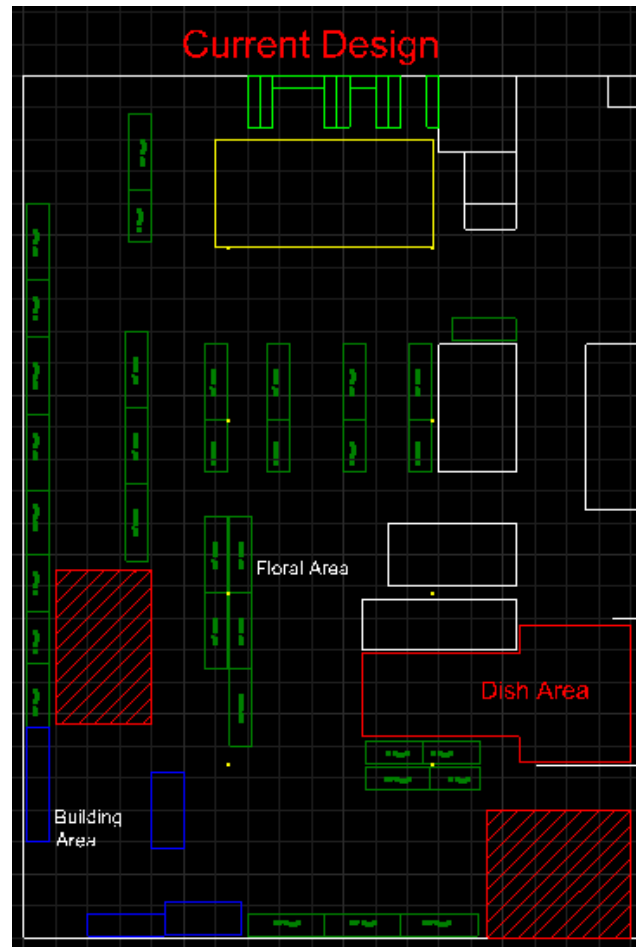
What needed
to change?

Warehouse Top Ten Mandatory Items:

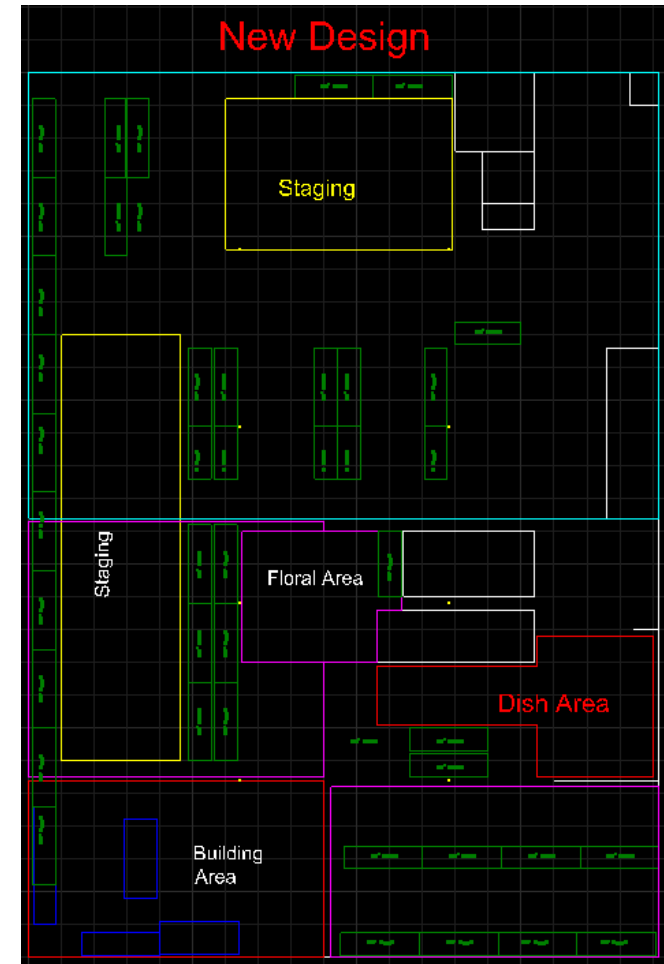
- **Aisles:**
- Following an event, ALL items must be taken immediately to the cleaning area for that item. No item can be left in the unloading area
- Nothing left in aisles at end of day-all shelves tidy, orderly and clean
- All bins clean (no dust/no dirt) -neatly organized and labeled.
- **Equipment:**
- All ovens and grills thoroughly cleaned after each use
- All equipment stored in a tidy, wrapped, and orderly fashion (Party Ready) – askew equipment will not be tolerated
- **Dishwashing Area (At end of every day)**
- The dish area must be left with no more than one metro shelf of unwashed equipment
- Area must be wiped clean, floor mopped, trash/garbage including compost removed
- **Carpenter area: (At end of every day)**
- All tools put away/work table clean. Floors swept and mopped
- **Lunchroom: (At end of every day)**
- All food removed. Tables, equipment, and floors clean. All counters and shelves cleaned and organized.
- The grounds will be monitored daily by an assigned warehouse crew member. The landscaping is handled by contracted labor.

Warehouse overhaul

- Before



- After





Where we are now



Tables & Walls



Shop Area





China & Small Plate







Shipping & Receiving

Title ▾	Created By ▾	Tracking Number ▾	Description ▾	Estimated Delive... ↓ ▾	Shipper Name ▾	Delivery Company ▾	Status ▾
○ Drink umbrellas  	Christine Reding	111-7105282-8042665	drink umbrellas for the Brazil Anniversary Event on 6.1.19	5/22/2019		Amazon	In Route
Rentals for Lauren Smart	Ching-yuan Hu	Res # 132538	This is for 5.19.19 Lauren smart Event	5/17/2019	Event Rents	Event Rents	In Route
Water Case 1	Ching-yuan Hu	1Z5Y68W50319676668		5/17/2019	Amazon	<Select Company>	In Route
Water Case 2	Ching-yuan Hu	1Z5Y68w50319675507		5/17/2019	Amazon	UPS	In Route
Water Case 3	Ching-yuan Hu	1Z5Y68W50319676668		5/17/2019	Amazon	UPS	In Route
Water Case 4	Ching-yuan Hu	1Z5Y68W50319675883		5/17/2019	Amazon	UPS	In Route
ICA Rentals	Robin Huff	132826	Stage, china, flatware, glassware, linens for ICE on 5/21	5/16/2019	Event Rents	Event Rents	In Route
Butterfly Network	Robin Huff	132793	Flutes and Linens for 5/18 & 5/19	5/16/2019	Event Rents	<Select Company>	In Route
ashley	Ashley Haas Youngswick	n/a	swing grill accessories	5/15/2019	webstaurant	<Select Company>	In Route
ashley	Ashley Haas Youngswick	n/a	fire gear for swing grill	5/15/2019	home depot	UPS	In Route
Rentals for Nature Conservancy event	Christine Reding	Res# 256560	Linens and sashes for the Nature Conservancy (Legacy Club) event on 5.16.19. We are bringing the rentals to and from site.	5/15/2019	Butler Rents	<Other>	In Route
MLB Bike Graphics	Kristi Ayres	N/A		5/14/2019	SignLanguage	Courier	In Route
Office supplies	Rick Doyle	93748896939032259647	chalk for staffing	5/13/2019	Amazon	Amazon	In Route
bags & cord	Ching-yuan Hu	TBA174390800000		5/13/2019	Amazon	Amazon	Received

Things that
have
Changed

New Shipping & Receiving Process

Cleanliness

Organization

Better Communication

Employee Engagement & Moral



Warehouse Event Process

Documented, Reviewed, Trained

Warehouse Operations – Event Process

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THE SEO REVIEW

The SEO, or Special Event Order, sheets have every bit of information about an upcoming event, including menu description, unit of measure, quantity ordered and cost, specific notes for culinary team. the SEO is created and distributed by the design team and SEOs are reviewed as a group on Tuesdays for the upcoming two weeks. (See HWDI – SEO Review)

INVENTORY PULL SHEET CREATION –

During the SEO review meeting the warehouse representative will be adding notes to each line item in Caterease in the modification field. These notes will describe how an item is to be handled on-site. Once the pull sheets have been created, they are distributed to the proper warehouse area. (See HWDI – Inventory Pull Sheet Creation)

GATHER –

Each section of the event is gathered and staged in the warehouse staging area. Once all equipment items are staged it is then double checked by a supervisor/manager line by line to confirm all items are accurate. (See HWDI – Warehouse Event Gathering)

LOAD –

Once the event equipment is checked it is then ready to load onto the assigned vehicle. Each piece of equipment is securely loaded on the truck and the truck is then parked until the day of the event. (See HWDI – Event Truck Load)

CHECKOUT-

On the day of the event, the truck is backed up to the assigned dock space and is ready for the Event Managers to load the final elements needed for the event. Once everything is loaded a warehouse representative will check all paperwork with the Event Managers to confirm everything they need to produce a successful event is loaded and secured onto the truck. (See HWDI – Warehouse Operations Event Checkout)

RETURN –

When the event is over, and the truck is returned, the warehouse operations team will unload everything from the truck. All equipment is checked back in and staged for return processing. (See HWDI – Event equipment return)

PROCESS EQUIPMENT –

After all equipment is checked back in it is then sent to be cleaned, repaired, polished and wrapped. (See SOP – Equipment)

STORAGE –

Once all cleaning and any repairs needed are completed all equipment is wrapped or packed according to each items SOP. It is then stored in its proper location in the warehouse until it is needed again. (See SOP – Equipment)(See HWDI – Warehouse Storage)

The image features three overlapping circles on a dark grey background. The top circle is orange, the bottom-left circle is yellow, and the right circle is blue. The word "Accountability" is written in white text inside the blue circle.

Accountability

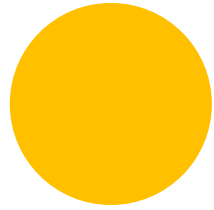
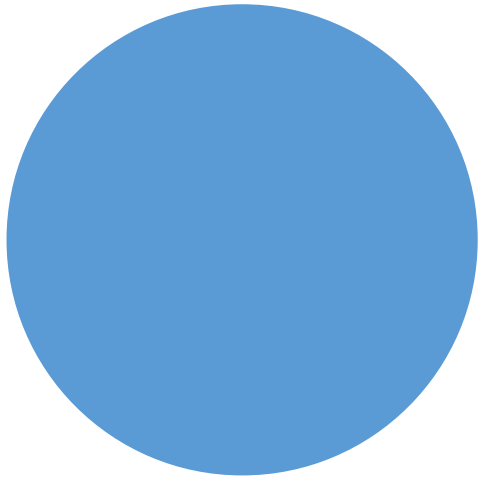
Responsibility Break Down

- Gunnar - Director of Operations
 - LMA
 - SEO Review
 - Pull Sheets
- Zach – Warehouse Manager
 - LMA
 - Pull sheet to SEO check
 - Truck Schedule
 - Equipment Rental
 - Product purchase
- Ron – Warehouse Supervisor
 - LMA
 - Gather
 - Gather Recheck
 - Event Load
 - Event Unload
 - Equipment Process
 - Equipment Storage



Tools & Technology

What tech tools help us communicate and stay organized with a clear vision of our goals



What is the Key?

To keeping it all together

Communication



Sales to SEO Review



SEO Review to
Operations/Culinary/Staffing



Department Heads to
Departments Teams

Questions??