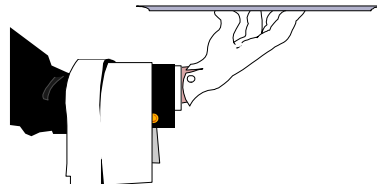


BANQUET SERVER



GUIDELINES

The Three Rules of Work

By Albert Einstein

- Out of clutter find simplicity
- From discord find harmony
- In the middle of difficulty lies opportunity

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BANQUET SERVER GUIDELINES

ORIENTING YOURSELF TO WELLERS

You will be required to complete an orientation before you begin work. We try to conduct these orientations on Thursday afternoon, evenings. Orientations are given to familiarize you with location of rooms, equipment, food, and how to do basic set up of the rooms

AFTER ORIENTATION. REPORTING TO WORK

WHO DO I REPORT TO: WHAT IS A CREWLEADER?

Every event has a manager. At Wellers, the managers are Crewleaders. Their job is not only to make sure that the event runs according to the Clients Worksheet and desires, but they are also responsible for training and supervising the servers.

The Crewleaders have jurisdiction over hiring, firing, level testing and raises. See payrate sheet.

HOW DO I KNOW WHEN TO WORK: SCHEDULES

Schedules are posted two weeks in advance. You are responsible to know when you are scheduled. There is paper under the schedules to make it easy to write down your schedules. Not knowing your schedule is not an excuse for not showing up to work. BE ON TIME...No need to say more than that.



knowing

HOW DO I KNOW WHICH ROOM YOU ARE WORKING IN AND MY SECTION ASSIGNMENT?

The schedule has a list of what will happen in each banquet room/event. Your name will include a start time and section assignment. Your Crewleader will be designated by the letter "C" preceding the time for each Crewleader. And the number of your section will also be printed on the schedule i.e. 1,2,3 etc. See diagram and get to know the sections in each room. Sections may change by discretion of the Crewleader if necessary.

1. There are three banquet rooms at Wellers which means there may be three totally different parties going on at one time.
 - The Raisin River Room and The Henry Ford Room are in the main Red Building.
 - Wellers Carriage House is the white building south of the red building
 - The Gazebo is rented in conjunction with the Carriage House and may also serve as a banquet room if dinner is served there. However, more often than not, the Gazebo is rented for dancing after dinner is served in the Carriage House
3. When you arrive to work any night, you need to look at the posted schedule to see which room and Crewleader you will report to.
4. Also, when you arrive there is a posted "START UP" item(s) to stock your banquet room. These are posted in the kitchen near the punch in computer.
5. When you punch in there will be a WOODEN BUCK question on the computer screen. If you know the answer to the question, please write it down and give it to your Crewleader at the end of the night. You will receive a wooden nickle that is worth \$1. These will be posted each night and will be added to your paycheck.
6. All sections and all employees in all rooms must work together. No servers may punch out without completing their assigned side jobs. You may not leave without talking with your Crewleader and you will be expected to assist in another banquet room if the Crewleaders jointly decide this is needed.

PAY LEVELS AND LEVEL TESTING See last page for sample payrates & service charge%'s. Service Charges vary for each event. Payroll is processed every two weeks.

CONSISTENCY

There have been times when someone has tested to the next level, but their actual performance falls short of once a raise has been given. In this case, a meeting will be set up with your r to discuss your performance and improvements that need to be made; if performance levels are not improved after this meeting, your % rate will be lowered to the previous level until corrections are made.



WORK ETHIC AND BUILDING TEAMS

There are many people who depend on your for happiness none are more important than the customer. Second, but not least, is your team. As a united team and putting forth you hard work, common sense judgement and helping attitude you will all move together and individually.

Always, remember that a team can be no stronger than its weakest link, so it is good if those who have "got" it help those who do not and build the team in a friendly helpful environment. Here are some ways to do that:

INTERACTING WITH YOUR TEAM AND OUR CUSTOMERS

- **Remain positive when under pressure**
- **Remember to smile!**
- **Be helpful to customers.**
- **Complete your own section assignments before offering assistance to another crewmember.**
- **Do not have personal conversations with crewmembers on the floor in front of customers.**
- **Crewmembers must remain on the floor at all times, visible and available to customers unless you are assigned to food changing or kitchen prep.**
- **Do not take things personally.**
- **If you have issues, hold off until the end of the night and bring it up at the closing meeting. Resolution of issues should be designed to improve the team not to undermine anyone or the organization.**
- **Do not spread ill will with staff or any particular member of your team with gossip or bad attitude.**
- **Your facial expressions and body language are just as important as what you say.**
- **If you are reprimanded, take it as a way to improve your skills, to build a better team and your improve your paycheck.**
- **Feel free to set up a meetings with management or coaching if you need help with any aspect of improving your skills**
- **Do not "hang out" in any waitstaff areas, or the kitchens. "If you have time to lean you have time to clean". There is always something that needs to be done**
- **Do not go between rooms empty-handed. Develop your powers of observation and common sense.**
- **Do not distract other crewmembers with constant personal chatter. Stay focused on providing services to customers and servicing the event.**
- **Bartenders are not allowed to "hang out" in the kitchen areas or waitstaff areas.**

REQUESTING DAYS OFF

You must enter in your requests on the punch- in computer at least two weeks in advance. If you get someone else to work for you must call the office and let them know before you ask them.

EMPLOYEE OF THE MONTH

At the end of the month, we will ask for your vote for employee of the month.

EMPLOYEE NEWSLETTERS Are posted on our website: wellersweddings.com and will have a lot of valuable information and ideas including who is the employee of the month.