# Large-Scale Event Staffing

This playbook describes the process of recruiting, training, and managing staff for large-scale catered events. It ensures adequate and effective staffing to handle complex logistics and provide exceptional service.

### Step 1: Planning

Assess the scope of the event, including the number of guests, the type of event, and specific service needs. Determine staffing requirements based on these factors.

### Step 2: Recruiting

Develop a job description that outlines duties, qualifications, and expectations. Advertise the positions through appropriate channels to attract qualified candidates.

### Step 3: Selection

Review applications and conduct interviews to select candidates who not only possess the requisite skills but also fit the team culture and event style.

### Step 4: Training

Organize training sessions for selected staff. These should cover event-specific tasks, customer service protocols, and emergency procedures.

### Step 5: Scheduling

Create a detailed work schedule, ensuring that all event aspects are covered and that staff workload is balanced. Share the schedule with the team well in advance.

### Step 6: Briefing

Hold a pre-event briefing to go over roles, responsibilities, venue layout, and any last-minute updates or changes to the plan.

### Step 7: Managing

During the event, actively manage the staff, making sure they are performing their roles effectively and addressing any issues that arise quickly.

### Step 8: Debriefing

After the event, conduct a debrief session to gather feedback, discuss what went well, and identify areas for improvement.

## General Notes

### Staff Ratios

Establishing ideal staff-to-guest ratios can vary based on the event type and complexity; however, a general guideline is one server for every 10-15 guests for a seated dinner.

### Legal Compliance

Ensure that all staffing practices comply with local labor laws, including working hours, minimum wage, and age restrictions.

### Contingency Plan

Have a contingency plan in place for no-shows or unforeseen staffing shortages, such as a list of on-call workers.