

Fountain Bleau & The Big Show Catering

Job Descriptions

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General Guidelines and Regulation

Please refer to your [Employee Handbook](#) for company policies. Here are a few procedures to highlight:

- Always come dressed for your shift, or change THEN clock in.
- Always bring your uniform & white gloves.
- If dish washing, you must still be in uniform. You may be needed on the ballroom , or will be seen going to the restrooms.
- Clock in on time; not early. If asked to clock in early, supervisor must sign.
If you forget to clock in or out, a supervisor must sign.
- No cell phone, texting, or phone use unless given permission by supervisor.
- Not responsible for lost articles, keep locked in car or in a safe place.
- Always read ALL the paperwork.
- Ask what you can help with if done with your list.
- Clean if waiting for the next step, SEE CHECKLIST.
- Times when events end will vary; you may not leave until supervisor gives permission ~ We work as a team!

- You must be able to lift at least 25lbs to qualify for this job.
- Always be kind and smile at guests; they are our next possible event customer!
- If a guest asks a question you cannot answer, tell then you will get a supervisor.
- Never argue or give excuses to a guest. Get a supervisor.
- Clean up any spills immediately and block off if a hazard.
- Always use latex gloves when touching food.
- Mark off work complete on paperwork with check mark.
- If allergy inquiry, ask chef or Melissa.

- An employee should always be put on the floor and available in case a guest needs something for the first hour ~ do not hang out in the back room~ be visible. If someone wants their dinner wrapped up, bring them out a container, do not box up for them.

- All boxes must be broken down before going in recyclable dumpster. Separate recyclables from there trash in kitchen. Recyclable dumpster takes glass, metal, paper, etc (mixed).

Fountain Bleau BUFFET & PLATED MASTER CHECKLIST

Note: All time frames are just GUIDELINES. If the event is running ahead of schedule, keep it going! Do not wait! (Exception would be taking the cake back when Bride & Groom have not cut it yet)

BEFORE GUESTS ARRIVE:

SUPERVISOR:

- READ Room Master sheet & NOTES
- LIGHTS at proper dimming #2, and lights ordered (bridal backdrop, ceiling, registration, gift)
- HEAT or AIR turn to 60 degrees
- DOORS unlocked, Guard latches undone.
- SOUND SYSTEM turned on if marked. -MUSIC on if no DJ, PODIUM MIKE on if needed
- BREAD WARMERS plug in
- DJ Timing, go over sheet to check if matches his list, if not, check with event contact.
- EMPLOYEES make sure they are all here. Call them, if No-show, reassign positions. Call Missy if more than one person is missing. Leave Missy a note that someone was a no show or late. (Reassigning tips:.. Have the chef or dishwasher help stock the buffet, change dessert to tray jacks with one runner, or no runners, make sure dishwasher is sorting until servers come back and get them back quickly!), Have one server take over the dishwashing sorting position, have one server rack dishes or have dishwasher fill in serve as a floater. Sign card if you ask an employee to clock in early, or they fail to clock in or out.
- CAKE KNIFE, plate, and napkins out.
- CHECKLIST horsd. out, coffee or beverage station done, front foyer clean, candles lit,
- if the train is stuck on the tracks, call the Avon Lake police at 933-4567.
- Security is always scheduled for the last 4 hours of the party (1/2 hour past)

BUSSER

- READ Room Master sheet & NOTES
- CANDLES fill squeeze bottle with water, fill votives 1/4th full, light. Hurricane oil lamp light only.
- CLEAN sweep carpet outside in front foyer, clean off glass doors, empty trash in bathrooms.
- BUFFET READY, water in chafers and light, Plates out (available from all sides), Utensils out. Hide red lids from chafers under each chafer.

SERVER

- COFFEE STATION fill urns on table as marked. Put out whipped cream in wine carafe..
- HORSDOEVRES out. Is there plates, napkins, serving tongs? Look for event # on food. This is sometimes ordered for 1/2 the guests, so may run out. Most put out right at reception time if on trays. Someone needs to keep this station stocked and neat after guests arrive!

If passing, work the crowd, make the food stretch for entire cocktail hour, stop passing a moment if you need to and bus. Give them napkin, then the food item. Wear your white gloves. Know what the appetizers is.

- WATER PITCHERS - fill 1/4 full with ice, then COLD water. Add one lemon slice.
- BUTTERS- in big bowls if at buffet, in small bowls (15 packs) if at tables. Do not overfill or the other side may run out.

BEFORE SERVING / as guests are arriving

CALLER:

- MEETING with bussers & servers. Remember the QUIZ! ALWAYS do this!!!
- CHECK ATTENTION busser watching for B&G arrival, toast, cake cutting.
- GREET party host/parents, etc. Ask if they want a drink, keep checking on them the first hour to see if they need anything.
- CHECK SALADS are done, tongs on, brought out. TOAST beverage ready
- BAR. CLOSED at exact time specified; even if B&G are not here. Be aggressive in having the DJ announce people to be seated. (Tell them the Bride & Groom would like you to announce this now) People who are not here by now are probably not coming, or will arrive by the time it takes a half hour to announce the bridal do the toast, cut the cake, etc. Plus, if you wait too long, people will eat too many horsdoeuvres and drink too much alcohol.
- CLOSING BAR make sure it is done at the EXACT time listed on your paper. Tell the person at the end of the line "The bar is closed for the introduction but will reopen shortly once the buffet is open". If anyone comes up, let them know the bar is closed after that person until after introduction.
When they complain, (and they will, especially the more tipsy they are) say, I promise, there will be plenty flowing for the rest of the evening! It will be open until the end the end of the night. However, the rest of the guests are waiting and it is my instructions to get everyone seated."

- CHECK foil off, buffet stocked, plates on buffet, cake back,

BUSSER:

- CAKE PLATES see sheet for number of trays (15 for cake only, 10 for cake & icecream), stack trays in kitchen.
- BUS CARTS fill 1 with bus tubs, get other ready for cake.
- BUS disposable plates & bar cups.
- STAND AT ATTENTION inform caller of B&G arrival Toast done, Cake cut, grace done.
- ASSIST Chef as needed
- BUFFET STOCKED see order from plates, If salad is at the buffet, it MUST be stocked before guests are seated. It is important to stock the buffet in the correct order! Lids go UNDER the buffet.
- TOAST cork bottles if marked. Peel off wrapper, use towel to gently screw off cork, if wine, use cork screw.
- MEETING

SERVER

- BUTTERS out in bowls on each table (around 15 in each) or if at buffet then near the plates (same number butter pacs as plates)
- WATER PITCHERS fill 1/4th full with ice, then water, lemon slice. Put on tables (2 on bridal). Put extra at coffee station.
- Straighten HorsDoeuvres Table, restock if more, clean messy areas
- TOAST POURED see sheet on who, what, where, and when.
- MEETING

SERVING

CALLER

SERVE Salad to B&G, introduce yourself to B&G and the parents. (Hello, my name is:----. I am the supervisor in charge of overseeing the servers and bussers on the floor, and I will be here at the very end. If you need anything at all, just let me know. Again, my name is:----)

-Make sure buffet lids are removed or rolled up. CALL Bridal Table TELLING B&G to remain seated, a server will be bringing your dinner shortly.

-Have servers plate B&G, THEN take plates to B&G. Then call reserved, and then the rest (starting at those near the reserved) (SAY "At this time I would like to invite YOUR table to the buffet. Please go to the buffet on the ___, you can go down both sides. ENJOY!!!")

-Follow them to the buffet to guide down both sides. (sometimes you have to go back and remind them of this) Call another table when people are three deep in line, (they will be to the chafers once the table gets there)

4 TABLES LEFT let watcher know. CHECK food count. (at least one pan left in everything?)

WHEN ALL ARE THROUGH tell DJ to announce seconds in around 5 minutes. Remind him of Flambaye if being served-

FLAMBAYE Start immediately even if guests are still eating, otherwise the wait is too long and people get bored. Get ice cream. Put on rack with cake, Get chef. Wheel up front. Get servers. Dim Lights. Shake maracas, follow chef, hand him bottle (opened), he will use and hand back. Get one icecream tray, (note: once chef stops on dance floor, servers should break down both sides and shake maracas in crowd)

-SERVE DESSERT serve bridal & reserve with tray jack or floater. Then dim the lights.

GET SERVERS to serve dessert

- When dessert is served, immediately send back the servers to the kitchen. Over see kitchen
- Make sure bussers are bussing on time and not disappearing.

SERVER

-(during the toast) SALAD DRESSING poured on. Utensils pulled and put on. (if at buffet, then toss. If family style thump bowl on table to get dressing to settle down to bottom)
Always pour dressing starting around entire outer edge and working to center in circular motion.

- SERVE SALAD caller does bridal salad, servers bring out salads for their station (reserved & the rest.) unless at buffet. SERVE kids if plated.

-BUFFET FOOD IN while they are eating salads, according to order on chart if not already stocked

-PLATE B&G and take to them

-KEEP BUFFET STOCKED one person watches and calls what is needed, one runs, one pulls food from the warmer. The watcher removes the pan with a butter knife as the runner inserts a new full pan. Then the watcher hands the pan to the runners arms, then the watcher puts on serving utensils. With the used pans taken out, put back in warmer if needed later, (put back on same shelf in warmer; thus same food items are together) DO NOT WAIT UNTIL A CHAFER IS COMPLETELY EMPTY to change, (usually when 1/3 is left) THE WATCHER should tell two items at a time to get out. Pay attention to caller and how many tables left near the end. Combine into one buffet at the end if necessary, or let people know that item is available at the other end. If running short, start serving portions. Watcher should call two items needed at a time. Runner calls ahead to warmer person, if in the burgundy room, the

runner & warmer person may be the same. Be courteous of the guests in line, (excuse me, I have a fresh new pan for you!"). When all are through, immediately BUS!!!! WATCH AND DIRECT PEOPLE DOWN BOTH SIDES IF NEEDED.

PLATED EVENT

salads plates are bussed at one table by server while busser gets that table's dinners, (servers should NOT bus all salad plates and then serve) USE tray jack. Bussers enter rooms on the right.

- BUS DINNER PLATES (leave dessert fork and/or spoon)
- SERVE DESSERT when caller alerts you. Use a tray jack. Runner will bring tray around one table with server, then leave on tray jack (while getting another full tray, as servers gets cake off of jack) Pick up empty tray for runner to take back with them. (SO, alternate between serving one table together, and serving one off of tray jack as runner gets more). Alternate flavors at each place setting, (do not ask what flavor they want)
- STOCK COFFEE STATION clean trash, stock creamer and cups if needed. (put out some paper for later)
- GO BACK TO THE KITCHEN!!! They need you!!!

BUSSER.

- SERVE ROLLS FOR THEIR STATION bridal (1 or 2), reserved, then the rest, (unless at buffet)
- CAKE brought back to kitchen for cutting, cake table torn down.
- BUFFET FOOD IN while they are eating salads, according to order on chart if not already stocked
- BUS SALAD PLATES in the same order as the caller, (bridal table first) It is okay to get ahead of the caller but make sure a table is completely cleared while they call that table. (Back Track, remember to make a mental note of table with people still eating)) Leave their dinner knife if on plate (have guests remove it) Take only one fork.
- HOW TO BUS use the round tray. Put the plate in the middle, and the silverware on the side.
- BUS CARTS bring out an empty cart before taking back a full one. Keep like items in a TUB!!!! (do not mix) Let dishwasher know you have a cart for them.
- If guests want more water, get a water pitcher from the bar. If in the middle of something, tell them you will bring it shortly. (for example, bussing some tables that are at the buffet; you do not want them to come back to dirty salad plates) Or ask the bartender to sent a pitcher to table#_____
- DINNER PLATES are immediately bussed next. (IMPORTANT!!! If the guests are still eating, Do not get side tracked, wait, ready to pounce!) B&G, Reserve, then the rest. (you can bus ahead, just make a mental note of tables to go back and check on. (they will get dessert sooner!)

AFTER DINNER

CALLER.

- SORT SILVERWARE in kitchen. From bus tubs into racks.
- LEFTOVERS 11 for Bleau room, 5 for Burgundy room, Use plate wrapped in saran wrap or employees Tupperware. For the customer, make sure there is a little of everything, if a lot vegetables are left, just fill 1/2 foil pan full. (they do not keep well). You CAN mix food items in one pan.
- OVERSEE kitchen mostly. Then the bussing at the scheduled water goblet time. Send bussers to kitchen!

SERVER.

- use gloves, a spatula, & a trash can.
- Bus tubs with dishes should be lined up along one side of the tables and scraping done on the other.
- Recyclables- separate recyclables from food items in trash cans.
- Beer bottles should go back into the original boxes from the bar and put in recycle trash can on the left.
- Do not let food scraped bags of trash get more than 1/3 full or they will break. Put trash in designated area.
- salad plates in pile, forks into Bus tub to soak, bowls in pile, serving utensils in big rack (not tub to soak).
- dinner plates in pile, forks & knives in bus tub to soak.
- RACKING do on table where slicer is.
- butters into one metal pan, then combined into fridge. Bowls in pile
- roll baskets in pile, napkins in white bin.
- dessert plates in pile, icecream dishes in rack, forks or spoon in bus tub to soak.
- goblets, wine, & champagne, and water goblets into separate racks as marked
- Pitchers in rack.
- put items away, use cart, if not sure where an item goes, leave out!!! (or we cannot find it!)
- votives-dig out candle and rack glass votive. They will be washed on Tuesday by weekday staff.
- vacuum back hallway by back door employee entrance.

BUSERS

Bussing order: (do not mix items in a bus tub, do not fill over the top or pick up one too full and heavy; take some out)

- 1) salad plate, fork, bowl, tong
- 2) dinner plate, fork, knife
- 3) rolls, butter, plastic cups, salad bowls left
- 4) dessert plate or cup, fork and/or spoon
- 5) linen napkins, put white and ivory in one, colors in the other (ours). If not, the napkins we own will go back to the linen company never to be seen again.
- 6) BUFFET TEARDOWN put pans in warmer. Condense water into one pan and pour out. Clean Chafers w/ rag & antibacterial spray. Pick up food particles. Leave greenery and flowers and linen. HORSDOEUVRES tear down onto first table in kitchen near stovetop.
- 7) toast glasses. Take full bottles to the bar if table is done with it.

8) coffee cups

9) water pitchers & glasses (let people know they can get more water at the bar)

10) disposable bar glasses

-clean out metal trays in coolers 1 & 7 to dishwasher. Clean out bottom of cooler with spic & span.

Clean outside of all fridges and handles with spic & span.

-clean off stove top.

-clean inside of coffee machine and tabletop.

- CLEAN in kitchen. Trash out, clean bus carts, clean sink near time clock with spic & span, sweep floor and under coolers & tables & stoves.

- No one leaves early unless all the work is done and caller approves.

DISHWASHERS

- arrive in black pants; can wear white t-shirt, but bring jacket in case you are needed on the floor.
- read paperwork, follow your sheet closely.
- when down time, clean from check list
- set up kitchen properly (white laundry tub, 2 silverware bus tubs with warm soapy water for silverware, trash bags in cans)
- always check temperature on dishwasher (rinse 150 degrees, wash 180 degrees)
- fill sinks with water
- sort pans and rack items to make washing easier.
- if slow before dinner, start some cleaning functions (trays for fridges CLEANED, outside of fridges cleaned, ect) DINNER START
- sort & scrape plates and silverware. PUT BUS TUBS of dirty dishes on oven side of the table. (1/2) The rest on the floor oven side.
- When a cart comes back, IMMEDIATELY take off full tubs and put on empty ones.
- RACK when done, if there are two parties, rackers / sorters can share duties (one racks, one puts away, etc)
- WASH once the servers come to take over. Keep water changed & clean. Rinse dishes thoroughly.
- RACKS given to sorters
- HANDWASH items when the dishwasher is running and there is a back up. (serving utensils, water pitchers, pans, salad bowls, butter bowls, etc (no glassware, plates, or silverware)
- TRAYS make sure grease is cleaned off bottom. Air dry by side stacking. Air Dry metal pans also by stacking. TRAYS FROM COOLERS CAN BE HAND WASHED!!!
- do not leave stock pots to soak overnight, (clean them!)
- make sure all dishes & silverware are clean!!!!
- put items away properly (stock pots, sauce pans, and labeled items) IF NOT SURE, leave on table so we can find it! Serving spoons with holes in the handles go in the kitchen. Cake supplies go on the cake prep table. The ridged tongs stay in the kitchen.
- Do not leave your beverage glasses and pitchers at the end of the night.
- CLEAN HOBART MIXER & AREA
- Break down empty boxes outside and throw out in recyclable dumpster on the left

CLOSE

- put 6 trays on top of both sides in coolers 1 & 7
- GARBAGE OUT at least twice while sorting.
- SPIC & SPAN AND STAINLESS STEEL SPRAY prep tables & sinks
- GARBAGE CANS rinsed out.
- MOP leave mats in designated areas
- DISHWASHER TURNED OFF
- make sure all on cleaning checklist is done.

CLOSERS

- Extra time is \$250 an hour and must be paid, if a credit card, swipe in machine, have them sign, if extra time is purchased, keep bussing cups and have a bartender help if needed, or have one start on closing duties.
- check to see if all cleaning is done before sending people home, (coolers, cooler trays, boxes outside door, sinks, floor swept, garbage cans rinsed, smoking vents off, etc)
- LAST CALL made 15 minutes before end time.
- LIGHTS ON at end time, (and flicker if needed!) BAR CLOSED!!!!!! Alcohol out on dolly.
- DJ told the doors are locked in 30 minutes.
- KEY unlock safe for guests, 30 minutes to remove all items. Give them leftover.
- COFFEE STATION URNS take back to dishwash area. Tear down remaining station
- TABLES bar cups thrown out w/ bartender, and bartender clean outside cups up. .
- CANDLES votives bussed, throw out wax candles. Leave glass votives in rack at sink. Turn off battery lights at tables and walls.
- REPORT any damage, missing mirrors, extra time charges, etc
- DJ BACK EXIT doors locked/ shut properly
- SECURITY GUARD paid (they are scheduled until 1/2 hour after end time)
- all warmers & ovens turned off, DISHWASHER TURNED OFF
- DOORS LOCKED fire latches closed on doors.
- AIR turned to 74 degrees, HEAT to sixty degrees.
- BAR FANS turned off.
- SOUND SYSTEM and mikes turned off.
- KEG co2 turned off.
- LIGHTS OUT remember bathrooms, flush toilets, outside landscape lights..
- if any shift runs longer, I want a written explanation.
- Ice sculptures- transfer drain pipe into our large cans on rollers.

OFF PREMISE CATERING ADDITIONS

Always read all paperwork first.

Make sure items in pink are pulled to go with you.

Unload food last.

if doing set up before guests arrive, you can wear a white tee -shirt. Put your jacket on once guests arrive.

Write times on sheet and have caller sign.

Use gloves if touching food.

Dinner must start at the times designated, or the customer is billed- if your time runs over, write an explanation.

Make sure displays are beautiful.

Do not grille to much food ahead. FOLLOW sheet! Be friendly at the Grille!! (not, what do you want)

Make sure grilling presentation is aligned in rows and garnished if stated.

Do not needlessly open cambros. Do not tilt cambros. (they will spill) Do not lift by yourself.

Check rental list. Rental grilles need foil down and brushed at end if provided.

Rental china, wrap original bags back around racks, They need scraped but not washed.

Bus and clean up all messes we made.

See if buffet set up has linen to the floor, and is it one or two sided? If two sided, two of each utensil goes in each dish. Note what utensil goes with each.

Linens & bar mops from rental company should go in a bag. Colored napkins and linens from FBlue should be in a separate bag.

Do not mix reusable items (paper plates extra, etc) in the same bin with dirty items.

Make sure all equipment is CLEANED and put back on van. (double check notes on paperwork) this includes the chafers and cambros.

Load van neatly, and with dirty utensils and any food or beverage items in the back.

Unload vehicle onto shelf left of service cooler unless noted differently.

Clean up any spills in vehicles. Notify us so we can have it detailed.

Watch times. Notify us if we need to charge customer for late starts, etc.

Call Melissa if need something run out to you. (do not panic the customer)

Package up leftovers for customer.

Keep paperwork folded in your chef coat pocket.

No not eat food or smoke, (all the company policies apply)

Supervisor should collect money if requested, if a credit card, write down number, name, expiration, 3 digit code, and have them sign.

At Fblue, rinse or soak dirt dishes. They will be cleaned by kitchen staff.

Bartenders:

Read all paperwork first.

Check co2 tanks and pop bags asap.

Tap Keg asap, so you do not find out right when people arrive that there is a problem.

Always set up bar with a nice presentation. Light votives on bar top, but do not have where guests can catch them selves on fire.

Never open more than one bottle of anything.

Do not cut too many lemons and limes, make small wedges. Use proper knife, cut with opposite knife holding hand's fingers curled under. Use gloves.

Use tongs or picks to put garnish in drink, not hands.

Do not leave scoop in ice.

You cannot serve ice that has beer or wine stored in it.

Do not ice down lots of beer and wine; keep it in cooler; it serves fast enough.

Refer to cheat sheet chart for drinks if unsure. (customers should not know that you do not know how to make it. Or ask other bartender "could you make me a , please?")

Always card anyone who looks under 30 years of age. If their parents or legal guardian say they can have a drink, make the parent or legal guardian get the drink and serve it to them. (you must not serve it directly to the minor)

Access the guests..and if need to not serve, get the security guard and supervisor.

Watch if people are getting drinks and serving to someone intoxicated.

Make sure security guard checks that those too intoxicated have a ride home.

(or you check)

When slow towards the end of the night, start bussing cups, bottles, etc. , and start cleaning bar area, spills, coolers.

If by yourself, ask busser to get you items if needed and to check on you.

Make sure freezer in burgundy room at FB is stocked with ice end of night.

CLOSING BAR make sure it is done at the EXACT time listed on your paper. Tell the person at the end of the line "I am closed after you until after introduction but will reopen once the buffet is open". If anyone comes up, let them know you are closed after that person until after introduction.

When they complain, (and they will, especially the more tipsy they are) say, I promise, there will be plenty flowing for the rest of the evening! It will be open until the end the end of the night."

Open the bar after salad, or once the buffet is open or dinner is served plated.

During when the bar is closed, put up sign and restock.

During dinner, refill water pitchers for servers as needed.

If no one at the bar, see if any tables need more water, starting with the heads & reserved tables.

Write cash tips on timecard. You must make at least make enough tips an hour to make minimum wage.

There is a drive thru at 611 called One Stop, or a Giant Eagle on Walker rd at FBlue, guests must go buy their own.

At Big Met, there is liquor license so absolutely no alcoholic beverages can be brought in by customer. (That includes high proof liquor)

At Big Met, if a flat fee per person, they extra alcohol is not theirs to take.

If paying by consumption, they must pay for any opened bottles or anything marked

as ordered special for them. (they can take it with them corked) Advise them to put in car out of drivers reach.

Never do pretend shots with customers or drink any alcohol while working.

No drinking alcohol on the premises at Fblue or Big Met.

At Big Met, inventory all alcohol at the end of the night. (from what was ordered)

Hand in to supervisor to check and sign.

If at Big Met by consumption, start getting an inventory early, and subtract off as gone through..so the count is ready asap for the bill.

To calculate alcohol bill with s/d and tax, add up total, times by 1.20. Take that amount and times by 1.0775. that is the amount due. Adjust estimate on invoice.

Bartenders must stay with closer and assist, do not leave them alone.