

Event Staff

Professional Standards



Organization:

La Boum Events is Alaska's premier event management and design firm. Our mission is to create world-class events and clients who are raving fans! In order to accomplish this objective, La Boum Events provides superior event staff with the highest professional standards. Employees, staff, contractors and vendors must meet and exceed these expectations.

Professional Standards:

Certifications

- ✓ All event staff must have a current food handlers card on file with La Boum Events
 - For events in the State of Alaska – <http://alaska.state.gogov.com/foodworker/>
 - For events in the Municipality of Anchorage – <http://www.premierfoodsafety.com/anchorage-food-handlers-card>
- ✓ All event staff over 21 years of age must have current TAPS card (Training for Alcohol Professionals) on file with La Boum Events <http://www.alaskacharr.com/tap.html>
- ✓ Event staff are responsible for obtaining, maintaining and filing certifications with La Boum Events
- ✓ Event staff are responsible for keeping certification cards on them during their shift in case of an inspection

Dress & Appearance

- ✓ Uniform is black shoes, pants and shirt, shirt with company logo is encouraged, unless otherwise specified
- ✓ Uniform includes La Boum Events or company issued nametag
- ✓ Use best judgment and be clean, dressing up is encouraged
- ✓ Must wear socks and no open toed shoes
- ✓ Health code requires no nail polish to be worn if your position includes handling food or beverage
- ✓ Nails should be clean and well groomed
- ✓ Modest earrings are acceptable, facial piercings must be removed or made not visible on day of event
- ✓ No hats. Hair must be clean and well groomed. If your hair is long enough, it must be pulled back
- ✓ Fresh breath is encouraged via proper hygiene and drinking plenty of water. Do not chew gum.
- ✓ If you smell like or show signs of using alcohol, marijuana or illegal drugs, you will be asked to leave immediately
- ✓ If you must take a cigarette break, please do what you can to diminish the smell of cigarettes, such as using an electric cigarette, washing your hands and face, airing out clothing, etc. If you smell of cigarettes you may be asked to leave.
- ✓ Do not use perfumes or sprays as it will aggravate some allergy sufferers and compete with food smells, wine tasting, etc.
- ✓ Refrain from using chewing tobacco

Health & Sanitation

- ✓ Wash your hands at the beginning of your shift and throughout your shift, especially after touching your face, hair, food, other persons, or anything else unsanitary.
- ✓ If a guest, client and/or fellow staffer injure themselves, contact the safety officer immediately. Do not administer first aid, unless trained with proper certifications.
- ✓ If blood or other bodily fluids are present, please notify the safety officer immediately. Do not touch blood or bodily fluids. In the event of an emergency, do not hesitate to call 9-1-1 then immediately contact a manager.

Customer Service

- ✓ Customer satisfaction is our number one priority, please notify a LBE manager immediately if a client and/or guest is unsatisfied in anyway.
- ✓ If a client and/or guest approaches you with a question, you are responsible to use resources made available to you first before approaching a manager – please review LBE event schedule, set up instructions, and event information binder.
- ✓ If you have a question, you are responsible to use resources made available to you first before approaching a manager – please review LBE event schedule, set up instructions, and event information binder.
- ✓ If you must speak to a manager about a potentially negative or sensitive issue, do so behind closed doors, out of ear shot and view of any clients and event guests.
- ✓ Focus on the positive and provide a smiling face that communicates the event is proceeding flawlessly. Never show any negative emotion or body language; please leave the area if you need to collect yourself.
- ✓ No cell phone use during your shift. If you must make a phone call, please notify a manager and discretely leave the area and return quickly.

Responsibilities

General responsibilities of all event staff. Please see your contract or Scope of Work for specific responsibilities:

- ✓ Read Event Informational Binder at the beginning of each shift
- ✓ Know event schedule and set up instructions before starting each shift
- ✓ Sign Event Contract for each event

Skills & Specifications

The required skills and specifications for any event staff to perform duties effectively are as follows:

- ✓ Ability to safely lift up to 30 pounds
- ✓ Ability to safely climb ladders, lift items overhead, lift items in and out of vehicles
- ✓ Transport limited décor safely
- ✓ Maintain a flexible schedule, able to arrive and depart event as needed
- ✓ Ability to work well under pressure with limited timeframe
- ✓ Work well with limited supervision; ability to work independently as needed
- ✓ Ability to exercise good judgment
- ✓ Work well within a team oriented environment
- ✓ Excellent customer service – team player
- ✓ Ability to follow event schedule
- ✓ Ability to follow written and verbal instructions

By signing this document, I am stating that I have read the above and agree to abide by these professional standards. I understand that I must review, sign and file this document with La Boum Events at the beginning of each year. I understand if I do not meet these standards I may be asked to leave the event immediately.

Written Name

Food Handlers Card Number

Signature

TAPS Card number (if over 21)

Date

2014 Event Staff Professional Standards – needs to be reviewed and signed annually