



## TAEA General Standard Operating Procedures for Event Servers

### Pre-Event Responsibilities

**a. Setup:** Prepare the event space by setting up tables, chairs, linens, and other necessary items, such as buffet tables, chafing dishes, and serving dishes.

**b. Menu Review:** Review the menu, become familiar with the food and beverage offerings that will be served, and prepare any special requests, such as dietary restrictions.

**c. Grooming and Uniforms:** Ensure that all staff members are properly groomed, dressed, and wearing designated uniforms.

### Guest Service

**a. Guest Engagement:** Greet guests warmly, offer menus, take orders, and serve food and beverages according to client specifications.

**b. Table Management:** Reset tables between courses, clear plates, and ensure that each guest's dining area is always clean and tidy.

**c. Responsible Service:** Monitor guests for any issues with overconsumption of alcohol or any dangerous behaviors, report all such incidents to event management immediately.

### Post-Event Responsibilities

**a. Clean-Up:** Clean all guest areas, pack up all serving ware, linens, and decor, and leave the event space in a clean and orderly condition.

**b. Inventory Control:** Collect all rental supplies, equipment, and other items used during the event and ensure that it is properly checked in.

**c. Reporting:** Review and document any incidents or issues that occurred during the event and ensure that all paperwork and documentation is completed in a timely manner.