

Southeast Casino Parties

Event Team Standard Operating Procedures (SOP)

Our goal is simple: **Deliver an exceptional customer experience every time.** Every event reflects on our company and our reputation. Attention to detail, professionalism, and preparation are expected at every event.

1. Arriving at the Shop

Parking

- Park in any available parking space.
- **Do not park on the road.**

Entering the Building

- Enter using the employee entrance.
- Door Code: **8787**
- If the alarm is armed, disarm it using:
 - **8787 + OFF**

Vehicle Keys

- Locate the casino key lockbox in the back casino area.
 - Lockbox Code: **000**
 - Place your personal vehicle keys inside the lockbox before leaving for the event.
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2. Equipment Check

Before loading the van, verify that **everything required for the event is present.**

Tables

- Verify the correct number and type of tables.
- Open every table case.
- Confirm all equipment is inside.

Starting Box

Verify the starting box contains:

- Full chip cases
- Sufficient starting chips for the expected guest count
- Adequate raffle tickets

If supplies are low, replenish them from the designated inventory area before leaving.

Additional Equipment

Load all assigned event items, including but not limited to:

- Sound system
- Photo booth
- Banners
- Lighting
- Specialty equipment
- Any additional event-specific items

If you are unsure whether an item is needed, ask before leaving.

It is always easier to verify at the shop than return after arriving at the venue.

3. Leaving the Shop

Before departure:

1. Open the large bay door.
 2. Pull the van completely outside.
 3. Close and lock the bay door.
 4. Begin travel to the venue.
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4. Company Vehicle Expectations

The company vehicle represents Southeast Casino Parties.

Employees are expected to:

- Drive safely and responsibly.
- Obey all traffic laws.
- Immediately report:
 - Mechanical issues
 - Warning lights
 - Damage
 - Accidents
- Keep the van clean and free of trash.

Fuel

Each van contains a company fuel card.

Before returning the van:

- Fill the fuel tank within **30 miles** of returning to the shop.
 - Place the fuel receipt in the designated key lockbox.
 - Write the event name on the receipt.
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5. Uniform & Appearance

Employees are expected to maintain a professional appearance.

Required attire:

- Southeast Casino Parties polo or company T-shirt
 - Clean clothing
 - Appropriate footwear
 - Good personal hygiene
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6. Punctuality

Being on time is essential.

You are expected to:

- Arrive at the venue at your scheduled arrival time.
- Be prepared to begin setup immediately.
- Allow additional travel time for:
 - Traffic
 - Vehicle issues
 - Weather
 - Unexpected delays

Late arrivals affect:

- The customer experience
- The entire team
- Our company reputation

If you anticipate being late:

- Notify Operations immediately.
 - Notify the customer as soon as possible.
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7. Event Setup

Upon Arrival

Immediately introduce yourself to:

- The client
- The event coordinator
- The venue contact

Confirm the exact setup location before unloading equipment.

During Setup

Always:

- Keep walkways clear.
 - Respect guests and venue staff.
 - Protect the client's property.
 - Treat every venue as if it were your own.
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Cleaning the Equipment

Immediately after setup:

Using the provided cleaning rag:

- Wet the rag with hot water.
- Wipe every gaming table completely.
- Remove fingerprints, dust, and debris.
- Use stain remover when necessary.

This is mandatory—not optional.

Clean tables dramatically improve the overall appearance of the event and reflect our commitment to quality.

Missing Equipment

If equipment is discovered missing:

- Contact Operations immediately.
- If time allows, return to the shop immediately to retrieve the missing equipment.

Do **not** wait for approval before retrieving missing items.

Our priority is getting the correct equipment to the customer as quickly as possible.

8. Event Breakdown

Before leaving the venue:

Inventory

- Count every piece of equipment.
- Pack everything correctly.
- Verify nothing has been left behind.

Equipment Inspection

Inspect all:

- Tables
- Layouts
- Chips
- Accessories
- Electronics

Report any missing or damaged equipment to Operations before returning to the shop.

Loading the Van

Load equipment exactly as trained.

Always load:

- Felt-to-felt
- Wood-to-wood

This prevents unnecessary damage.

(Training videos will be provided.)

Before leaving your first event, consider taking a photo of the properly loaded van for future reference.

Take a picture of the inside back and side of your van and post in whatsapp with a quick remark about how the event went.

Final Walkthrough

Before driving away:

- Walk the entire venue.
- Check storage rooms.
- Check under tables.
- Verify all equipment has been loaded.

Leave the venue as clean—or cleaner—than you found it.

9. Returning to the Shop

Upon arrival:

1. Enter through the same entrance.
 2. Disarm the alarm.
 3. Open the bay door.
 4. Pull the van straight into the bay.
 5. Close and lock the bay door.
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Unloading

Unload all event-specific equipment including:

- Photo booths
- Sound systems
- Banners
- Lighting
- Specialty equipment

Return all equipment to its designated storage location.

Recharge all electronic equipment including:

- iPads
- iPhones
- Music devices
- Lighting
- Any rechargeable accessories

Fuel Receipt

Place fuel receipts in the designated key lockbox.

Write the event name on each receipt.

Closing the Building

Before leaving:

- Ensure the shop is secure.
 - Set the alarm.
 - Exit the building.
 - Confirm all doors are locked.
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Our Standard

At Southeast Casino Parties, we believe our success comes from consistently doing the little things well.

Every event should reflect:

- Professionalism
- Attention to detail
- Preparation
- Integrity
- Teamwork
- Exceptional customer service

Our customers trust us to deliver an outstanding experience. Every employee plays a vital role in making that happen.