

Southeast Casino Parties

Pit Boss Standard Operating Procedures

The Pit Boss is the leader of every event. You are responsible for ensuring the customer receives an exceptional experience, the team is prepared, and the event runs smoothly from beginning to end.

1. Pre-Event Responsibilities

Client Contact

Contact the client **at least seven (7) days before the event**.

It is mandatory that we personally speak with every client prior to their event.

Contact Procedure

Attempt contact in the following order:

1. Call the client.
2. If there is no answer, leave a voicemail.
3. Call again the following day.
4. Leave a second voicemail if necessary.
5. If you still cannot reach the client, send a text message.

Text messaging should be used only after multiple phone attempts.

If you are unable to reach the client after completing the above steps, reply to the event email chain to notify Operations/Admin that contact was attempted.

2. Client Confirmation Checklist

During your conversation, confirm the following:

- Event start time
 - Event location and address
 - Load-in instructions
 - Setup location within the venue
 - Parking instructions
 - Table configuration
 - Special requests
 - Announcements or timing requirements
 - Permit status (if applicable)
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3. Arrival Time Expectations

Review the "**Setup Arrives**" time listed in your Pit Boss announcement.

This is the earliest authorized arrival time.

Earlier Arrival Requests

If a client requests an earlier setup:

Do not approve the request yourself.

Early arrival may require additional labor charges.

Instead:

- Explain that Sales will review the request.
 - Direct the client to the Sales Team for approval.
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4. Event Confirmation

Once your event has been advanced, reply to the event email confirming all event details.

Include:

- Confirmation that the event details match the Pit Boss announcement and Nowsta
- Planned departure time from the shop
- Expected arrival time at the venue
- Required setup completion time
- Parking instructions
- Setup room or location
- Permit status (if applicable)
- Any additional information helpful to the setup or dealer team

Clear communication ensures everyone is aligned before event day.

5. Arrival at the Venue

Upon arrival:

- Introduce yourself to the client or event contact.
- Confirm the setup location.
- Answer any last-minute questions.
- Establish yourself as the client's primary point of contact throughout the event.

The client should always know who to come to if they need assistance.

6. Team Leadership

As Pit Boss, you are responsible for ensuring the entire event operates professionally.

This includes:

- Ensuring every table is opened on time
- Confirming each table is properly staffed
- Monitoring dealer professionalism
- Maintaining event flow
- Addressing any customer concerns immediately

You set the tone for the entire team.

7. Pre-Event Team Meeting

Approximately **15 minutes before the event begins**, gather the dealer team.

Review:

- Event timeline
- Customer expectations
- Professional appearance
- Dealer responsibilities
- Customer service expectations
- Break procedures
- Any special event instructions

This meeting should be brief, organized, and focused.

8. Attendance Issues

If a dealer is:

- Late
- Absent
- Running behind

Notify Operations immediately.

Do not wait until the event begins.

Early communication allows Operations to assist if needed.

9. During the Event

Throughout the event:

- Remain visible.
- Regularly check each gaming table.
- Assist dealers when needed.
- Monitor guest satisfaction.
- Resolve issues quickly and professionally.

Your focus should be on creating an exceptional customer experience while supporting your team.

10. Event Breakdown

Before leaving the venue, verify:

- All equipment has been packed.
- The van has been loaded correctly.
- Equipment is secured for transport.
- Nothing has been left behind.

Inspect for:

- Missing equipment
- Damaged equipment
- Items requiring repair

Report any issues to Operations before the end of the evening.

11. Event Reporting

Before the event is officially closed, notify Operations of:

- Client feedback
- Customer compliments

- Customer concerns
- Dealer performance issues
- Equipment damage
- Missing inventory
- Safety incidents
- Anything else requiring documentation

No issue is too small to report.

Good communication helps us continuously improve.

12. Meal Break Procedure

If the setup team would like time to eat before the event:

The team may arrive early, complete setup, and then take a break before guests arrive.

To do this:

- Notify Operations by replying to the event email.
- State that the team is leaving early to complete setup before taking a meal break.
- Ensure every member of the setup team agrees with the plan before departing.

Once setup is complete:

- Every setup team member must start a **Break** in the Nowsta app.
 - Clock back in before beginning event duties.
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13. Arrival Time Exceptions

Setup teams should always follow the scheduled arrival time.

The only exceptions are:

Exception 1

The client requested a different arrival time **and Sales has approved the request.**

Exception 2

Every member of the setup team agrees to:

- Leave early
- Complete setup
- Clock out for a break afterward

No other arrival time changes are authorized.

Pit Boss Standard

As Pit Boss, you set the standard for every event.

Your responsibilities extend beyond setup and operations—you are expected to lead by example.

Every decision should reflect our core values:

- Integrity
- Professionalism
- Preparation
- Leadership
- Accountability
- Exceptional Customer Service

When our customers remember their event, they should remember a team that was organized, professional, and enjoyable to work with. The Pit Boss plays the most important role in making that happen.