



## Hospitality Training Handbook

***TRAIN PEOPLE WELL ENOUGH SO THEY CAN LEAVE,  
TREAT THEM WELL ENOUGH and THEY DON'T WANT TO***  
"Richard Branson"

## Introduction

Welcome to Class 1 Personnel's hospitality division, one of London's most exciting staffing consultancies. Class 1 Personnel's vibrant hospitality staff are known throughout the city for their exceptionally high standards of training, service and professionalism and you are now part of our team. Be proud that you have something to offer and add to our team of service industry professionals. Our mission is to offer the very best of service to the guests that attend our clients bespoke events and venues and deliver our exacting standards of service.

Class 1 people will always:

- Create confidence in our clients
- Create confidence in their colleagues
- Create confidence in our clients customer

Class 1 people are always:

- Immaculate in their appearance
- Approachable, Friendly and Engaging
- Great Communicators
- Smart
- Confident
- Discreet
- Knowledgeable
- Polite
- Skilled
- Team Players
- Smiley and Bright
- Loyal

***Remember - People like people who are  
like themselves***

## Uniform and Presentation

**Class 1 and our clients have very high uniform standards and expect these to be maintained at all times. Check off the following checklists before you go to work at each event:**

### UNIFORM

**If you are not dressed in the right uniform you will likely be sent home without pay**

- Clean and ironed Black or White, long-sleeved business shirt, Normal cuffs and collars.
- Black, ironed suit trousers (for Boys AND Girls) (Black leather belt for boys)
- Black Tie and Waistcoat if requested
- Black Socks (business length)
- Black, Polished Leather Shoes. Lace-up or Slip On. (No dolly shoes, brogues or TRAINERS).
- Dough-nut for girls hair (Must be up, out of face and professional)
- Waiters-friend and Pen
- Bring your **SMILE** – this is as important as your uniform 😊

### PERSONAL PRESENTATION

You should always arrive **smart** and **presentable**. Be ready to work.

- Proper standards of personal hygiene and cleanliness. (Washed and no B.O.)
- No false nails or nail varnish
- No strong perfume, excessive make-up or bright hair
- No Jewelry except for a wedding band or SMALL studs for girls
- No visible piercing (incl. tongue) or tattoos
- Hair must be clean and put up in a dough-nut or black professional hair band
- Boys must be CLEAN SHAVEN. No beards or designer stubble

## Event Guidelines

Our aim and (that of our staff) is to deliver a consistently **efficient, productive and professional** staffing service while maintaining the high standards we are committed to. Think through what is expected of you and how best to deliver it at each event. Remember to ask for the support of your Class 1 colleagues if you need it and offer your support should they need it.

You're in London so always remember; you could be serving everyone from captains of industry to dignitaries, celebrities and stars.

Our clients expect you to:

- Arrive early for check-in. We recommend 30 mins
- Arrive ready to work and presentable with the correct uniform and hygiene
- Be courteous, polite and attentive. Both to our clients and their guests.
- Listen carefully to briefing and instructions delivered by Managers.
- DO NOT ask for autographs or be over familiar with guests.
- DO NOT take pictures or record guests. Phones should be OFF at all times
- Don't post event details on social media and respect the privacy of our clients and their guests. REMEMBER – these may be VIP's
- Do not eat our clients' food or you will be liable to be dismissed immediately – staff water will be supplied and on some events food may be provided at the clients' discretion. As a guide we recommend you take a snack with you
- YOU MUST NOT CONSUME ALCOHOL BEFORE THE EVENT OR DURING THE EVENT. Failure to comply will result in instant dismissal
- No smoking unless authorized by your supervisor and limited to break times
- Be aware of first aid box (usually in the kitchen) and log all incidents with your supervisor
- DO NOT leave a venue after check-in without your managers permission

These guidelines are there to protect the interests of our clients, their guests and also for your own safety. Remember to enjoy your event whilst remaining professional at all times and don't forget to **SMILE** 😊😊😊

## The Event

Familiarize yourself with the postcode and address of the venue and ensure you ARRIVE EARLY for check-in. We recommend you arrive 30 minutes before you start your shift to allow for unexpected issues with transport. **YOUR START TIME IS THE TIME OUR CLIENT EXPECTS YOU TO BE CHECKED-IN, READY FOR WORK AND IN THE BRIEFING ROOM** (make sure you have checked-in with either your Class 1 representative or the client when you arrive. This is to register you as present and to note your start time, please ensure you sign in with your name and sign any health & safety briefing sheet as required).

### THE BRIEFING

- Your event will start with a briefing where you will be introduced to key event managers and supervisors, service format, and menus. PAY ATTENTION
- You are responsible for familiarizing yourself with ALLERGEN INFORMATION, EMERGENCY PROCEDURES and HEALTH and SAFETY information that will be delivered to you at the briefing.
- Briefings can be busy so please do not talk (unless asked) and make sure that you can hear and understand all of the information provided. If you do not understand something then please ask for it to be repeated.

### BREAKS

- DO NOT leave the room to go for your break unless its authorized by your manager
- Managers will adhere to a strict EVENT TIMETABLE and breaks are given accordingly
- If you smoke try to have a cigarette before the start of your shift as it may be a few hours until you are given a break to have another cigarette. ALWAYS wash your hands and freshen your breath before returning to service. Use mints and DO NOT use chewing gum to freshen your breath
- Remember to wash your hands after you take a break and before you return to serving your guests and make sure your appearance is presentable. Deodorize and freshen up should it be required but please ensure you are back in the service areas within your allotted break time

## The Job Roles

### Cloakroom

This is the first point of contact between guests and event staff. This will set the mood and feel for the events for guests. Be helpful, polite and approachable. You must always be smiling in this role. Remember you will be the FIRST and LAST person the guest will see and on entering and leaving the venue.

The cloakroom must be run smoothly and efficiently to make sure guests enter and exit the venue quickly.

- Be POLITE and WELL-MANNERED
- Prior to guest arrival organize yourself. All coat tickets must be placed on the hangers and arranged in numerical order
- Ask customers to check pockets and bags in case they have left something of value inside.
- A section must be allocated for bags and bag tickets and cello-tape must be ready for when guests arrive
- There should be an area for wet umbrellas if poor weather
- NEVER leave the cloakroom unattended
- Never give belongings without a ticket. Check with your manager
- If manager agrees, ask customer for description of items, anything in pockets, label that may confirm the items belong to the customer
- For large events with over 150 guests there should be 2 persons working the cloakroom
- Have runners available if coat rails are not near reception
- Keep your area neat. Tidy and presentable and use a bin for discarded tickets or rubbish

### Host/Hostess

This is a very important role as you will be one of the first people that the guest encounters so you must welcome the guests and smile.

- You may have to offer the guest a drink, or you may be ticking their name off a guest list
- You will know that you will be doing this role before the event, as this usually entails wearing a different uniform including court shoes
- You would need to know where bathrooms and cloakrooms are
- You would know where the bar is
- Keep customers moving as quickly as possible to avoid overcrowding in the foyer or entrance hall

## Canapés

Canapés are often served with champagne during the first stages of an event.

- You must always know what you are offering to guests (check with Chef) and make a point of introducing the canapés and what is in them
- Guests may have allergies so you must learn what is in the canapés, to avoid potential reactions or sickness
- Hold the tray as trained for tray-carrying (fingers and palm spread and out from your body)
- Make sure you have napkins and/or forks
- Never be afraid to interrupt a conversation politely
- Staff should make an effort to circulate, ensuring that all guests have the opportunity to enjoy all the canapés on offer – if static then stand away from the door
- Pay special attention to the hosts of the party/event
- Replenish when tray is nearly empty OR if serving hot canapés – replenish when going cold
- NEVER eat any guest food
- Address the guests as SIR or MADAM

### How to open a bottle of champagne or sparkling wine



Get a bottle of Champagne.

Peel the foil off the top of the bottle.

Hold your thumb on the cork while you untwist the wire cage.

Leave the wire cage on to provide grip as you firmly hold the cork. Twist the bottle slowly and carefully to ease the cork out of the bottle.

The most skilled people can dislodge the cork with only a whisper. Avoid popping the cork. Unless you just won the Indy 500, you'll want to keep the champagne in the bottle!

Pour and enjoy!

Remember to twist the bottle – not the cork. DO NOT aim for a loud POP and hold the bottle at a 45 degree angle



## Champagne Reception

- Top-up by holding the bottle at the bottom and label facing towards guest – know your bubbly
- Politely ask if the guest would like a top-up – this is not a time to enter into a long conversation with the guest – top up and move on to the next guest
- Pour carefully, do not spill or overflow and DO NOT rest your bottle on the guests glass when topping up

## Clearing Glasses and Canapes

- ALWAYS use CLEAN trays to clear glasses
- Ensure all dirty glass-ware is taken back-off house and put in correct storage boxes or counters
- DO NOT place fingers inside glasses or eat or drink from the returns
- Ensure floors are clean and tidy or dropped rubbish or drinks spillage
- Once you are finished move onto your next job or make yourself available to the supervisor for your next assignment – DO NOT get lost after the guests move through to the next area

## Bar

### Set-up

Use this guide in conjunction with online [The Bartender] [Licensing and Social Responsibility] [Customer Service][Creating Cocktails][Service That Sells] \*FLOW training

- There will either be a fixed BAR or a temporary bar will need to be created.
- Temporary bar – place trestle tables at least 4 feet away from the walls to allow working area
- Cover the floor behind the bar with waterproof floor-covering and make sure there are no snags. Tape down floorcovering
- Set up (clean) ice-boxes and chill wines, champagne and beer allowing sufficient time to cool before the reception (usually 1hr before service)
- Box tables neatly and ice-dumps / bottle chills. Make sure that bar stock sides hidden from sight and cloth edges are straight and in line with the floor



### Glassware

- Hold glasses by stem and do not allow fingerprints on glassware
- Place glasses 1" from edge of table
- DO NOT place Boxes on tables as they will usually be dirty
- Ask waiting staff to take-away dirty glassware regularly. Keep your bar neat and tidy
- Keep jugs at one end of the bar or at center
- Place dirty glasses at furthest/discreet point from serving areas
- **NEVER LEAVE THE BAR UNATTENDED**
- Ask for help if the bar is to busy

### Ice buckets

- Have Ice Buckets, Tongs and spoons ready for service – do not use hands
- Regularly clean bar and clean up moisture from ice
- Place cloth under ice buckets to collect moisture

**Service**

- Ensure fruit garnish, cocktail shakers, bottle openers and waiters friends are ready before the start of service
- Pre-pour reception drinks (10%) and Champagne/Bubbly (30%) 15 mins before guest arrival – Champagne to  $\frac{3}{4}$  full
- Prepare soft drinks, cocktail mixes and jugs (juice or mixers) for easy pour – do not serve from branded cartons
- Serve drinks on a tray (8-10 glasses per tray)
- Ensure all drinks are SERVED and CLEARED by tray
- Ask your manager on guidance on whether to pre-open white wines. Otherwise open as needed. If corks then check wine is not corked. . Refer to online [Wine] FLOW training
- Red wines - check they are not corked. Check if client wants them de-canted and aired. Refer to online [Wine] FLOW training module
- Do not leave screw-caps on the counter top but store safely behind the bar in case needed for later use
- Spirits should be 25ml or multiples thereof. If 35ml then serve only single measures
- Use cloths or napkins to wipe spillage or moisture from bar
- Any spillages, moisture should be cleaned and be kept away from the venue floors and walls



## Banqueting Room Set-Up

### Table set-up

- Position tables and chairs according to the table plan. This will be with the room manager/supervisor
- Make sure table legs are locked into place and on a level surface
- All tables should look identical and chairs should be pushed in but NOT touching the tablecloth

### Table Cloth

- Tables should be covered with a base cloth, cloth should not be touching the floor and table legs should not be visible
- Cloths should all be on the same way with cloth seams pointing to 12'o clock
- Slip cloths or a second table-cloth should also be laid with patterns all pointing to 12'o clock
- Hems should be inward and all tables should look exactly the same when finished
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### Table Setting

- All tables should be laid in a symmetrical fashion. Lay piece of the setting for each place to set a spacing guide. Once evenly spaced add the rest of the pieces i.e. cutlery, glass ware to complete the settings.
- Start from a 12 o clock position with your first setting and ensure each table has the same 12'o clock setting. This ensures symmetry throughout the room
- Napkins should all be folded the same. See event supervisor for folding style
- Silverware should all be polished and not have any marks or fingerprints on it
- Glasses should be polished (with steam) and mark/fingerprint free
- Always cast an eye over the finished table to make sure spacing is even and you have symmetry
- At the end of set-up ensure you have symmetry throughout the room
- Napkins should all be folded exactly the same. See event supervisor for the style

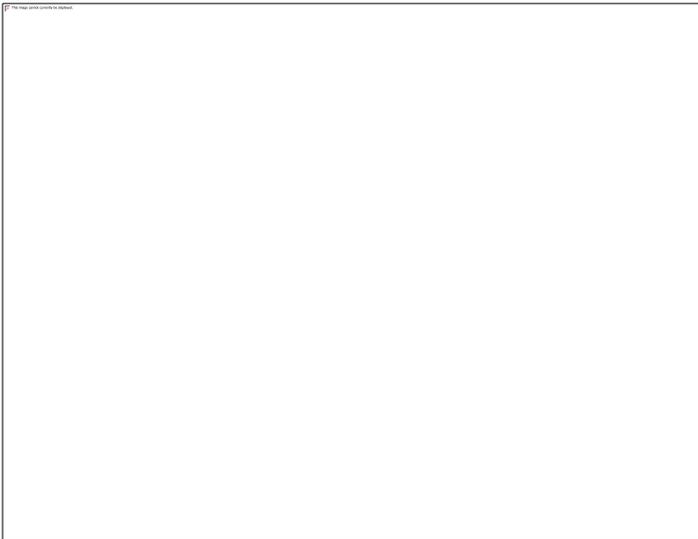
A perfectly laid banquet room ready for an awards ceremony



*If you want to stand out don't be different – BE OUTSTANDING*

### Cutlery / Silverware

- Start laying your cutlery from the outside in. Starter cutlery should be on the outside, mid-cutlery next and main course last (closest to the plate/charger). Dessert cutlery is often placed above the plate with spoon on top and fork on bottom, spoon handle to the left and fork from the right. The easiest way to remember this is fork will be held by left hand and spoon by right
- Side plate can be either at 10'o clock to the plate setting or 8'o clock – to the lower left hand side of the plate setting
- Cutlery should be 1" or 1 thumb width from the bottom edge of the table – ensure there are NO FINGERPRINTS OR MARKS on the cutlery



### Glassware

- Glasses may be placed in a number of variations (check with your event supervisor) but are most commonly placed as a triangle, pointing to the largest knife
- The largest glasses should be at the back, usually water closest to the knife and the red wine glass to the back right hand side. The white wine glass forms the lower corner of the triangle – REMEMBER, YOU SHOULD BE ABLE TO POUR FREELY INTO EACH GLASS WITHOUT HAVING TO MOVE ANOTHER GLASS
- Ensure glasses are polished and/or steam cleaned and wiped whilst setting up
- Flowers / Centerpiece should be at the center of the table and leave approx. 12" for the main course plate for each guest

## Food and Drink Service

### Drinks

- Wine and water should be on the tables before guests arrive
- Pour wine and water once guests are seated
- Pour drinks using your right hand and to the guests right hand side. This applies to all table-side drinks service – SERVE/POUR DRINKS FROM THE RIGHT
- Do not lean across guests and watch out for jackets/bags/personal belongings on the floor
- Ensure drinks are topped up as the night progresses

### Wine Service

Complete the online [Wine] [Service That Sells] [Licensing and Social Responsibility]  
\*FLOW Training modules.

PRESENT → OPEN → OFFER TASTE → SERVE



**Food Service**

- You will be told at briefing the style of service for the evening and allocated to your teams with supervisor/manager **DO NOT MOVE TO ANOTHER TEAM UNLESS ASKED TO DO SO**
- When serving use gloves or serving cloths for hot plates and do not leave thumb/fingerprints on plates
- Carry plates with a straight back and do not lean – plates should arrive at the table exactly as they left the kitchen
- Do not carry more plates than you are comfortable serving
- Make sure **YOU KNOW WHAT IS ON YOUR PLATE**
- Follow your team out of the kitchen in a single, orderly file
- Follow your team leaders lead and place the plates down as/when directed to do so
- **Fan Service:** Everyone receives their food at the same time and the plates are fanned out
- **Wave Service:** You serve two people starting on the right. Serve with your left hand and place your plate from the guests' left hand side. Bring your second plate to your left hand and move clockwise or anti-clockwise as instructed by your supervisor and serve the second guest
- **Snake Service:** You are not serving in a team you always serve to the right, looking for the event manager as you enter the room

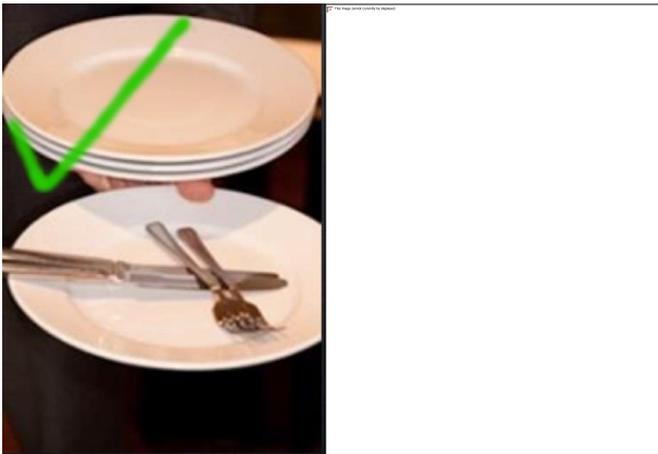
**Complete the online [The Waiter]] \*FLOW Training modules prior to your first placement as a waiter.**

**Clearing**

- Do not carry more plates than you're comfortable with
- Check all guests have finished eating before clearing
- Clear from the right hand side of the first guest and go around anti-clockwise
- You should be able to clear 5-6 plates as per your waiter training
- USE the THREE POINT CLEARING training to hold first plate between thumb and little finger and to balance second/third/fourth/fifth and sixth plates on wrist
- Always clear left-over food onto first plate and also place cutlery in this plate

**Breakages and Spills**

- Breakages and spillages should be cleared up immediately. For liquid spills on floors make sure you leave a colleague standing by the spill whilst you go to get a mop and brush/dustpan. Guide guests away from the spillage until it is cleared
- Use a "WET FLOOR" sign if necessary



## Tea and Coffee Service

### Preparation

- Ensure Coffee and water urns have been filled and switched on in the kitchen
- Prepare petit-fours, sugars, milk, cups and saucers (with teaspoons) in the kitchen prior to service
- Check your selection of teas before service
- Put coffee into cafetieres
- **Add hot water to cafetieres as desserts are ready to be cleared**

### Tea Service

- Place teacup/saucer to the right hand side of the guest with teaspoon at right angle on the saucer (right angle to cup)
- Place teapots on the table – guests will usually help themselves
- Serve milk / sugar and petit fours

### Coffee Service

- Place the coffee cup, saucer and spoon are placed on the table from the customer's right hand side, as coffee will be served from the right. Alternatively pair up for a two person coffee service where one will have the cup/saucer on a tray whilst your partner pours. **SERVE TO THE GUESTS RIGHT HAND SIDE**
- If single person service then serve coffee from coffee-pot or cafetieres to the guest
- Once TEA/COFFEE is served tend to the special requests (de-caff or speciality teas)

### PLEASE ENSURE

- **Be very careful when handling hot drinks to customers**
- **If using a tray for teapots and coffee pots- always ensure spouts are facing inwards and handles outwards.**
- **Hot beverages should be placed on tray at the last moment to ensure they remain hot**
- **If using a tray position the hot beverages evenly on the tray. Remember, when you remove the heavy tea or coffee pot from the tray it is important that any other items that you are carrying on the tray are evenly balanced**
- **Manage the tray for ease of service.**

## End of Night Breakdown

Event spaces and venues are very often created/set-up for a specific event and therefore the space usually needs to be put back to its original use at the end of the night. Please remember that you and your team may be tired but a quick, professional break-down means everyone leaves on time after the premises inspection.

- At the end of the meal the napkins and tablecloths must be cleared separately- napkins in 10"s
- Never place dirty linen in black bin bags. Otherwise they will be confused for refuse and probably dumped with the rubbish
- Tables should be packed on the floor in groups of ten with legs folded down
- Seat pads must be removed from chairs and stacked in relevant containers-in pairs
- Chairs should be stacked in tens.

If unsure ask your supervisors or team members guidance.

## Health and Safety

We all have a legal, moral and financial obligation to ensure a safe working environment. To avoid accidents it is important that you assume responsibility for your own actions when working and are considerate of others and your surroundings. You should also carefully listen to the briefings given by the managers at each event or venue. Stop working immediately and report it to a safety representative, manager or Class 1 supervisor, if you consider that your working environment is unsafe representative.

**Complete the online [Health and Safety 1&2] [Food Safety 1&2] \*FLOW Training modules. [Food Safety 1&2] is a mandatory module must be completed prior to working your first event or placement for Class 1 Personnel.**

## Social & Licensing Responsibility “Challenge 25”

**BE AWARE!! It is illegal to serve alcohol to anyone under the age of 18. You can be personally fined and face prosecution.**

- It is illegal to serve alcohol to anyone who you presume may be attempting to buy alcohol for or on behalf of anyone under the age of 18
- It is illegal for anyone under 18 to buy alcohol
- It is your responsibility to ask for ID to confirm that the purchaser is over the age of 18. If a customer looks **under 25** ask for photo ID
- Fines of up to £5,000 or a prison term could be faced as a penalty.

There are 3 forms of photo ID you can accept, always ask politely and if the customer doesn't have any of the following suggest they come back or speak to your manager. Politely refuse to serve them unless they can bring back ID. Do not antagonise or engage with anyone who becomes confrontational or aggressive.

If you feel that the customer shouldn't be served any more alcohol because they are drunk, abusive or aggressive, slurring their words, unsteady on their feet or using unreasonable behavior then don't serve or if you feel threatened or uncomfortable contact a manager or member of security.

### **Acceptable Photo-ID:**

- Proof of age card with 'PASS' accredited hologram
- **Passport** or national ID card
- UK photo card **Driving License** (make sure this is UK and not EU) Make sure this is a LICENCE and not a driving permit

You are not allowed under any circumstances to drink alcohol whilst working or on site. Drinking alcohol can be harmful to yourself or others, and it is illegal to take something you haven't paid for. Drinking alcohol will result in dismissal, may delay your payment and could lead to criminal charges!

## \*FLOW Hospitality Training

Flow Hospitality training is a programme of online modules to NVQ level, which cover all the fundamental areas of service and legislative training for staff working in the food service and hospitality sector. FLOW Training modules are to be completed upon request and form a mandatory part of your training and development whilst with Class 1.

### Final Checklist:

- Is your uniform clean pressed and ironed?
- Do you know where you are working?
- Have you planned your journey, checking for travel delays and closures?
- Do you know your role for the shift?
- Do you know the contact name of the client?
- Remember to introduce yourself
- Remember to sign in?
- Remember to sign out
- Did you return any uniform issued?
- Regularly update your availability on –line account.
- Cancelling shifts can only be done by calling the office.
- Check your pay-slips and send any queries within 5 working days-  
[www.class1personnel.com](http://www.class1personnel.com)- tab pay queries
- 02087481800 –ONLY NUMBER TO CONTACT THE OFFICE
- Remember to leave your name and telephone number if on voicemail.
- Failure to turn up for a shift may result in no further work offered.

Hospitality Training 2016

Yvonne Wootton, Training and Compliance Manager  
Class 1 Personnel— 30-38 Hammersmith Broadway, London

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**T:** 02087481800