

Application for Advancement

Floor Manager Self Assessment

Once you've completed your self assessment, please submit it to your staffing manager. Assessments will be reviewed by your staffing manager and then submitted to the event planners for a full evaluation. Please note, that if your evaluation is approved, we cannot guarantee you will be eligible for promotion until a spot for that position becomes available.

CATEGORY

EMPLOYEE

DIRECT SUPERVISOR

Experience

- Has worked a minimum of 8 TFS Events as a Captain
- Has worked a minimum of 3 events with seated, multi-course, individually plated or family-style meals
- Has worked a minimum of 2 events with action stations
- Has worked a minimum of 2 events with passed HDs
- Has worked a minimum of 2 events with buffet or family style service

Service Skills

- Understands fine dining table service
- Demonstrates proficiency at setting a table correctly according to company standard
- Confidently presents and pours wine and champagne
- Fully set up and maintain all types of stations (ex. buffet, beverage, etc)
- Complete understanding of intent of each station style
- Ability to delegate
- Demonstrates proper bussing techniques at elevated events
- Knows how to and demonstrates effective communicate between FOH & BOH

Hospitality Traits

- Takes direction from leads in a positive manner and applies that direction
- Able to identify creative solutions and work-arounds for any given scenario. Able to adapt and innovate if typical method/equipment not available
- Professional and responsible when addressing guests' needs and ensuring they have a good experience
- Demonstrates attention to detail and patience to teach peers & supervises how to finish a job or task correctly
- Understands how to build genuine rapport with client
- Ability to show grace under pressure
- Extremely hospitality-minded and exhibits impeccable commitment to service. Positive, outgoing, and eager to provide guests with a great interpersonal experience as well as a culinary one.
- Embodies a constant sense of urgency and adaptability regarding fluctuating timelines

Onsite Execution Skills

- Knows fire safety requirements (difference between extinguishers and their purposes) including demonstration of electrical knowledge
- Understands breakdown organization and procedure, including separating trash and linens, organizing dirty and clean items, separating rentals from TFS-owned items
- Understands how to properly stage and pack trucks
- Demonstrates Recology protocol understanding & can set up trash bins. Takes proactive action to ensure these are set up properly at events.
- Demonstrates safe lifting techniques and ensures that peers do the same
- Understanding of rental company protocol & post event venue protocol
- Demonstration of Kit knowledge: What kits exists, what do they look like? What are they for?
- Ability to keep areas out of guests' sight clean & organized

Work Ethic & Attitude

- Understands and demonstrates constant respect for onsite hierarchy (EM>FM>Captain>WS2>WS1)
- Demonstrates a "What can I do next?" attitude
- Asks relevant questions and demonstrates a curiosity to learn
- Embodies adaptability when event changes occur
- Understands the importance of leaving a space (venue or home) cleaner than we found it and how to do that
- Consistently shows up to shifts on time
- Consistently adheres to uniform, is well-groomed and professional in every instance
- Understands and adheres to TFS Handbook Policies
- No written warnings in the past 6 months and no disciplinary actions in the last 3 months

Leadership

- Leads by example. Able to delegate, but willing to jump in wherever needed
- Leads by teaching, modeling and inspiring rather than demanding
- Remains calm and speaks to peers and supervisors respectfully, even in busy moments or stressful situations
- Understands how to manage different people differently
- Ability to manage large groups of people
- Inspires excellence in others