



Front of House Facilitator Guidelines

Goal: Maintain a safe and fulfilling night for all volunteers and guests.

Description: The FOH Facilitator is the person who sets the tone for the FOH volunteers and makes sure everything runs smoothly throughout the evening. The FOH Facilitator will provide direction and guidance to the volunteer team when it comes to all things related to service.

OBJECTIVES

1. Setting the tone for the evening. Welcoming, cheerful, warm and safe are the dinner's defining characteristics! The best way to do so, smiling and looking at people in the eyes!
2. Providing the best possible experience for everyone. For guests, that means a very special dinner, being welcomed into a place of friendliness and positive social interactions. For volunteers, that means an engaging experience and an opportunity to connect with our neighbourly community and to break existing stigmas and biases towards residents of the Downtown Eastside.
3. Ensuring that the FOH volunteers stay busy throughout the evening. Give them lots to do, and make sure not to take over tasks yourself! If something needs to be done, **ask a volunteer to do it!**
4. Encouraging all volunteers to serve plates and spend quality time interacting with guests (this is what the experience is about for them).
5. Doing your best to make sure the night runs to schedule (i.e. food service timing and finishing time).

DETAILS

Time Commitment: 4:45pm - 9:00pm

Location: Save On Meats - 43 West Hastings St.

DUTIES

Facilitator's Arrival - 4:45 pm

After arriving at Save On Meats - find an ABLF staff to go over the plan for the night. Ask questions, and make sure you have all the information you need so that you can lead the volunteer team with confidence.

Volunteer's Engagement

Make sure volunteers are engaged and busy

- Once the start-up speech is done, gather the FOH team at one of the booths. Spend 5-10 minutes getting to know each other, going over all the FOH tasks, and answering any questions that they might have.
- Once done, have the team go through the FOH set-up checklist - sweeping the floors, wiping down and setting the tables, polishing silverware, S+P shakers, napkin holders, train the bartender how to use the soda gun, set up the hot station etc. There is plenty to do, so give them lots of tasks to keep busy while the kitchen team is preparing dinner.
- In the instance that you're done with your tasks before 6:45pm, ask the Back of House if they could use a few hands and if so, send over a couple of people from your team to help chop!
- When guests leave, have the team do a very thorough clean and reset the diner for the next one. Do another sweep and mop at the end of the night.

Managing the Room

Monitor the room for quality of service and maintain expectations. Be observant and pre-empt guests' needs.

- Does everyone have drinks? Are plates being cleared? If a guest asks you for a drink, ask a volunteer to take their order (that is their role, not yours). Make sure people are treated like regular diners.
- Is the food coming out on time? Check in with the Kitchen Facilitators to find out. If it's late, inform the guests.
- Monitor the bathrooms and make sure they're clean with enough toilet paper and paper towels.

Stress Monitoring

If someone looks stressed, find out what's going on.

- It is your responsibility to make sure a guest or volunteer does not cause harm or stress to themselves or anyone else.

- If someone is being rude or upset, talk to them! Stay calm. Stay kind. See them as a human first. Empathise with their problems. Do what you can to meet their needs.

General Timeline of FOH

5:30pm - assign 2 volunteers to help with shining cutlery, roll ups (need to make 70 of these), 1 volunteer to sweep, another volunteer wipe down tables

6:00pm - tables should be set up with table numbers, salt and pepper shakers, roll ups, menus

6:15pm - choose a bartender, show them how to make Shirley Temple, refill any empty pop boxes

6:30pm- walk through drink service, how to work with in dish pit, where can people find take out boxes (1 per person) for the end of the night

6:45pm - doors open!

TIMELINE OF POP

*NOTE: The timing is approximate!

- ◆ **4:45 pm** - Your facilitator shift begins!
- ◆ **4:45 - 5:00 pm** - Volunteers arrive & welcome speech commences
- ◆ **5:25 pm** - Volunteers divide into Front of House & Back of House teams
- ◆ **5:30 pm** - Each BOH Facilitator runs through the recipe with their back of house team & FOH Facilitator runs through the set-up checklist with their front of house team.
- ◆ **5:35 pm** - BOH teams commence food prep & FOH team starts setting up the diner.
- ◆ **6:45 - 7:00 pm** - Guests are lined up in front of the diner, and doors open.
- ◆ **7:15 pm** - Starter service.
- ◆ **7:40 pm** - Main service
- ◆ **8:00 pm** - Dessert service
- ◆ **8:15 pm** - To-go meals distribution (if available) *We will have guests lined up outside to receive a to-go bag.
- ◆ **8:30 pm** - Service ends & clean up commences.

- ♦ **8:30 - 9:00 pm** - Feedback form distribution & Debrief.

That's a wrap!