



Standard Operating Procedure (SOP)

Title: Wedding - Floor Supervision
Version: 1
Effective Date: 5 February 2024
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Reception Oversight

1. Reception Area Preparation:

- Conduct a final check of the reception area before guests enter, ensuring tables are set correctly, lighting is appropriate, and all equipment (e.g., microphones, projectors) is working.
- Coordinate with the catering team to ensure food and beverage stations are ready.

2. Timeline Management:

- Work closely with the Wedding Coordinator to keep the reception events on schedule, including the grand entrance, first dance, speeches, dinner service, cake cutting, and other key moments.
- Prompt vendors and the couple when it's time for each event.

3. Guest Experience:

- Ensure guests are comfortable and that any special needs are attended to (e.g., dietary requirements, mobility assistance).
- Monitor the flow of the event, adjusting as needed to maintain a smooth and enjoyable experience for all.

4. Vendor Coordination:

- Liaise with vendors throughout the reception to ensure seamless service delivery (e.g., catering, DJ, photographers).
- Address any issues that arise with vendor services and escalate to the Wedding Coordinator if necessary.

Post-Event Duties

1. Event Conclusion:

- Ensure that all final events (e.g., bouquet toss, last dance) are completed according to the timeline.
- Coordinate with the staff to assist guests in departing the venue safely, including arranging transportation if needed.

2. Breakdown and Cleanup:

- Oversee the breakdown of the reception and ceremony areas, ensuring all equipment, decorations, and furniture are handled with care.
- Coordinate with the vendors for the timely removal of their materials and equipment.
- Ensure that all areas are cleaned and returned to their original condition.

3. Final Walkthrough:



- Perform a final walkthrough of the venue with the Wedding Coordinator to ensure everything has been properly cleared and cleaned.
 - Report any damages or issues to the Venue Manager.
- 4. Post-Event Report:**
- Complete a detailed report on the day's events, noting any challenges encountered, how they were resolved, and any feedback from the couple or guests.
 - Submit the report to the Wedding Coordinator for review and future reference.

General Policies and Procedures

- 1. Communication:**
 - Maintain open and clear communication with the Wedding Coordinator, staff, and vendors throughout the day.
 - Use provided communication devices to stay connected and report any issues promptly.
- 2. Professionalism:**
 - Exhibit professionalism in all interactions, maintaining the highest standards of customer service.
 - Adhere to the venue's dress code and conduct policies.
- 3. Problem-Solving:**
 - Be proactive in identifying and resolving issues before they escalate.
 - Use discretion and tact when handling sensitive situations, particularly those involving the couple or guests.
- 4. Emergency Procedures:**
 - Be familiar with the venue's emergency procedures and be prepared to act swiftly in case of an emergency.
 - Ensure that all safety protocols are followed, especially concerning fire hazards, first aid, and guest safety.

Training and Development

- 1. Ongoing Training:**
 - Participate in regular training sessions to stay updated on best practices for event management and customer service.
 - Seek feedback from the Wedding Coordinator and Venue Manager to continually improve performance.
- 2. Team Leadership:**
 - Provide guidance and mentorship to floor staff, fostering a team-oriented environment.
 - Lead by example, demonstrating commitment to excellence in all aspects of the role.