



Pure Joy Catering
Raising your expectations.

Waitstaff & Bar Staff Answers

The Quiz: part 1

1. How do you get scheduled for shifts with Pure Joy? What day will you learn about events for the upcoming week? When's pay day? If you've already confirmed your shift, who do you contact if you're injured or unable to make your scheduled shift?

A staffing email is sent out on Tuesdays. You must reply to this email if you are available to work. Then, 2 days later on Thursday (one week out from the event), if you are staffed you will get an email with all the details for the event. You must reply to this email and confirm the shift you were scheduled for by the date listed on the email (typically that next Tuesday). Your email confirmation is required by Tuesday at noon or your shift will be given to someone else. Pay day happens on Fridays bi-weekly at PJC headquarters. It is recommended that you pick up your checks rather than having them mailed. If you are injured or unable to cover your scheduled shift, don't wait until the last minute to call out, instead, email events@purejoycatering.com if its Monday-Friday, otherwise if it is a weekend or after 5:00pm you must call the supervisor on your staffing email.

2. What are the two things expected of you before your scheduled event?
Eat before you arrive at the event and do not smell like smoke.
3. What does "know where your nuts are" mean?
Food allergies can be fatal to event guests, so it is important to know the food you are serving and know if there are any nuts included as well as other common allergies like gluten and shellfish.
4. Where should you take things when unloading the van? How do you leave boxes when unpacking?
Ask where the boxes go and bring them to its home, never on top or under tables. Never walk by empty handed. Save the boxes in the scullery area to repack later.
5. Specifically what is the required attire when working for Pure Joy and what should you wear for set up?

Uniforms for the event should be clean, ironed, white, long sleeved button up shirt (no frills), black pants (no denim), solid black work shoes (no canvas or open toe), black socks, and long neck tie. You should look professional and hair must be short or up. You must have clean nails as well. During set up, you should wear a simple white undershirt or tank with no logos or writing.

6. To which side of the guest do you “serve” and “bus” plates during service? What is the correct phrase to use when bussing plates?

You serve plates on their left and then clear from their right asking, “May I take that?”

7. What tools do you need in order to be a runner at a buffet and what do you use it for?

You must have a small cheese knife from the kitchen box to help with getting hotel pans out of the chafer, 2 towels for hot platters, and some gloves in your pocket (just in case).

8. What is Pure Joy’s policy on smoking, drinking alcohol, and cell phones? Explain each one. Also, what happens if you are a no-call, no-show?

Do not smell like smoke, never consume alcohol when on staff for PJC, and you should never use your phone during the event including texting, snapchatting, instagramming, facebooking, etc. You also should not post about the event on any type of social media. Ask the supervisor first if you may take a picture. If you get a great shot, sent it to events@purejoycatering.com and they will post and give photo credit. No shows are inexcusable. A no show means you will have no work again.

9. If you ever find yourself bored during an event or don’t have a task assigned to you, what should you automatically start doing?

You should start checking tables, bus, pour water and wine, and again always bus.

10. What is the one thing you should not bus, unless it is the very end of the evening? What is the proper way to bus the wax candles?

You should not bus water glasses or full glasses. As soon as the event is over, blow out the votive candles so they can cool down and harden. Later they can be bussed and put back in the box they came in.

11. How do you dispose of our non-glass plates, utensils & cups?

Dispose in designated bags for these specific compostable items and recycle any bottles or plastic cups in the recycle cans.

12. What are two “bad” phrases you should never say?
“We’re out of that.” Always check with the chef, then offer something else.
“I don’t know.” Instead say “let me find out for you, sir”
13. Why is it important to walk calmly?
Because looking frantic is unprofessional and we don’t want the host to become worried or anxious and think “everything is not ok”.
14. The following is a list of items that belong in scullery. What’s missing?
Trash can
Recycle can
Bucket & Strainer
Box for flatware
What is missing is: all empty crates for plates and glasses.
15. Did you add events@purejoycatering.com to your VIP list?
The answer should be Yes 😊
16. What is the Pure Information Station?
These are giant orange boards that will be posted in the kitchen area to keep the whole staff on the same page with the menu, timeline, and work to be done.

The Quiz: part 2

You will need to watch a short video for this portion.

Please copy and paste this link: <https://vimeo.com/213014349> into your browser.

Then enter the password: purejoy

As you watch the video on van packing, please answer the following questions:

1. What will you find in the back pocket of the van? **First aid kit, bug spray, and sunscreen.**
2. What do we put on EVERY bar to rise it up? **Risers.**
3. What are the 4 boxes in order from bottom to top? **Electrical box (extension cords, power strips, lights), kitchen box (lighters, salt/pepper shakers, tin foil), utensil box (butter knives, spoons, cake knives, extra serving spoons), and water pitchers on top.**
4. What do you do with the spatula attached to the scullery bucket?

It is used to scrape all the extra food off of the plates before putting them back into their proper container.

5. What is a skiddy?

They are to keep stuff in place and helps from things sliding and avoids creating messes.

6. Where does the fire extinguisher go?

You will place it out on the BBQ.

7. Name a few items you'll find in the toolbox?

Burn reliever, acetaminophen, scissors, pens, twine, sticky notes, extra business cards, etc.

ADDITIONAL REQUIRED QUESTIONS FOR BARTENDERS

1. Where do you find the instruction sheet for making a specialty cocktail?

On the bar sheet.

2. What is our policy with bar tips?

You do not accept any tips. Graciously respond with, "the host already taken care of gratuity", however if they are forced on you, it must be turned in to the supervisor at the end of the night and pooled with the main tip.

3. List 3 important things found on the bar sheet: **timelines, specialty cocktail directions, toast times, etc.**

4. Pure Joy has a strict policy to avoid lines, how can you prevent lines from forming at the bar?

You should follow directions on your pre-pour and have them ready 10 minutes before you expect guests to arrive. If you need help, don't be afraid to ASK.

5. How many sodas should you ice down?

None, never ice soda cans. They are instead poured in a cup over ice.

6. What is the exception to serving alcohol after the bar is closed?

When the bar is closed, **NO** more alcohol service. Get the alcohol out of the bar area early.

7. How early should your bar be free of boxes and crates? How early should your prepour be done?

The floor should be clear of boxes and crates a ½ hour before the guests arrive. Prepour should be ready 10 minutes before guest are expected to arrive.

8. When is it okay to leave the bar unattended?

You should never leave the bar unattended.

9. What do you do with bar mats at the end of the night?

Remove and place back into the van, as well as PVC risers.