



# THE CULTURE GUIDE



# Welcome To One events, inc.

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# ONE EVENTS ADMIN CONTACTS

- **STAFFING QUESTIONS, EVENT OR SHIFT INFO / RUNNING LATE, CANCELLATIONS:**

Staffing Director: Nickolas Potocic (text or email preferred)

phone: 310-498-5471

email: [team@oneevents.biz](mailto:team@oneevents.biz)



- **HUMAN RESOURCES / NEW HIRE SUBMISSIONS:**

email: [hr@oneevents.biz](mailto:hr@oneevents.biz)

- **ACCOUNTING / PAYROLL QUESTIONS:**

email: [accounting@oneevents.biz](mailto:accounting@oneevents.biz)



- **ADP PAYROLL APP TECH QUESTIONS:**

Phone: 844.203.1359



- **PARKING RECEIPT SUBMISSIONS:**

email: [parking@oneevents.biz](mailto:parking@oneevents.biz)



- **NOWSTA QUESTIONS:** [app.nowsta.com](http://app.nowsta.com)

email: [support@nowsta.com](mailto:support@nowsta.com)





# THE 7 GOLDEN RULES



1. ALWAYS be early or on time to our events (traffic is NO excuse).
2. ALWAYS double, triple, quadruple check your event details on [Nowsta](#) (multiple hours) prior to your shift, to make sure you have the correct attire, address, and details!
3. NEVER eat the guests' food - especially while on the floor (this will get you sent home and without pay).
4. There will be NO consumption of ANY alcoholic beverages while on-site; Staff water must also be consumed behind the scenes (not while on the floor and not in front of a client or guest).
5. Please don't chat-up your fellow Team Members while on the floor! You are being paid to be attentive, professional, and pro-active event staff. Over socializing with co-workers is unacceptable behavior while on the job. Save it for when you are off the clock.
6. Never have your cell phone or any digital devices (that might distract you from your job) out while on site, unless you are on a designated 10 Minute/Meal Period Break(s), or unless you get permission from your supervisor. No texting, placing calls, or checking the time (on your device) while on the clock. Please bring a classic (non-smart wrist watch) if you need to check the time. Employees may not use phones, recording devices, or cameras of any kind to capture events or guests. Use of cell phones or aforementioned devices, to view or post on social media is also strictly prohibited (both during and after your event shift), and could get you sent home without pay or possibly terminated depending upon the severity of confidentially breach.
7. Do not engage in any sort of communication with a guest or client other than communication directly related to your job duties and responsibilities. This includes, but is not limited to: giving out your personal information (even if you are asked for your contact information), any type of solicitation, project pitch, statements of admiration, congratulatory remarks, or providing any type of physical item (business card, DVD, flyer, website info, USB, headshot, script, etc.) while at an event. Team Members who violate this policy may be removed immediately from your event and subject to disciplinary action up to and including termination of employment.



# Call Outs

Just found a gig that pays me double than the job I'm already booked on with One... Wonder if I should cancel?



Let's get this right out of the way, as It's a popular topic in our industry; we understand people work in Events because of the flexibility - who wouldn't want to make your own work schedule; but if you book a job with One, we EXPECT you to be in INTEGRITY and HONOR your WORD by not calling-out unless it's an absolute emergency.

- If you are booked on a SOLD-OUT day, you will NOT be able to Call Out unless you REPLACE yourself with an existing One - Team Member, at your same experience level or greater (“so get to know your fellow Team Members!”).
- If it's not a sold-out day, and you absolutely need to call out, it must be at least (4) four days before the event, so our Staffing Director may find someone to replace your position.

\*\* If the previous procedures are not followed, disciplinary actions, including possible termination, will proceed.



# ALL STAFF

## PUNCTUALITY & MINIMUMS



- PLEASE SHOW UP ON TIME/EARLY TO ALL OF YOUR EVENTS.  
\*\* Showing up early is professional & shows to the rest of us that **YOU** have integrity.\*\*
- In the circumstance of getting lost or running late, Immediately call or text message (NO EMAILS please) your Staffing Manager.
- You will always receive 5 hours of minimum pay(\*), UNLESS YOU ARE LATE. If you are late and work less than (5) five hours, you will ONLY be paid for the hours you have worked.

\* Unless noted otherwise.



# COVID-19 Policies

ONE IS FOLLOWING SAFEY PROTOCOLS AS PROVIDED BY THE CDC, AS WELL AS ANY STATE OR LOCAL HEALTH REQUIREMENTS. ONE MAY IMPLEMENT ADDITIONAL SAFETY REQUIREMENTS AT OUR DISCRETION, AT ANY TIME. OUR CURRENT SAFETY REQUIREMENTS ARE AS FOLLOWS:

- Self-screen at home prior to coming to work. If you suspect you have been exposed to COVID-19 and you exhibit any of the following symptoms, do not come to work and please quarantine for at least 14 days or according to the most up-to-date CDC guidelines addressed via this link: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>.
  - Fever or Chills
  - Cough
  - Shortness of Breath or Difficulty Breathing
  - Fatigue
  - Muscle or Body Aches
  - Headache
  - New Loss of Taste or Smell
  - Sore Throat
  - Congestion or Runny Nose
  - Nausea or Vomiting
- Wash or sanitize your hands as soon as you arrive at the workplace.
- Wash or sanitize your hands as many times as possible after touching any high-touch surfaces.
- Wear a face covering that covers your nose and mouth, at all times, unless you have received specific instruction from your Supervisor (see CDC guidelines for proper mask technique here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/about-face-coverings.html>).
- Wash or sanitize your hands before and after adjusting face coverings or as often as possible.
- Avoid touching your eyes, nose, and mouth with your hands.
- Face coverings should be washed in HOT water and fully dried in a HOT tumble dryer or discarded after each shift.
- Stay at least 6 feet away from all other people, at all times, unless receiving special instruction from your Supervisor.
- Maintain wearing all PPE (Personal Protective Equipment) as required on your specific event by your Supervisor (i.e. mask, face shield, gloves).
- If you ever feel intimidated or at risk, due to a Supervisor not following the aforementioned protocols, or your Supervisor requests you to following alternative protocols that appear to disregard the CDC's previous instruction, please communicate with One's Staffing Manager or HR Manager.



**\*\* BY ACCEPTING A JOB WITH ONE EVENTS, YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED AND READ A COPY OF THE COMPANY'S COVID-19 WORKPLACE SAFETY POLICIES AND AGREE TO FOLLOW THEM. FAILURE TO COMPLY WITH ANY OF THESE POLICIES MAY RESULT IN DISCIPLINE AND/OR TERMINATION.**



# Nowsta, How To...



We book Team Members for work through an app called "[Nowsta](#)".

You MUST sign up in order to work for One events, inc. and you MUST enable "Push Notifications" for in-app postings and job texts, so you may begin receiving job notifications.

Below, we've listed some of the most frequently asked questions about the Nowsta mobile app. If you have a question and don't see it answered here, please contact the Nowsta support team at [support@nowsta.com](mailto:support@nowsta.com).

- GETTING STARTED WITH THE NOWSTA APP:

- \* How to download and log in to the Nowsta app:

- [Learn how to download the Nowsta Workers app \(here\).](#)

- \* How to enable push notifications:

- [Learn how to enable push notifications for iPhone \(here\).](#) [Learn how to enable push notifications for Android phones \(here\).](#)

- BOOKING WORK / AVAILABILITY:

- \* How to view and respond to jobs:

- [Learn how to view and respond to a job \(here\).](#)

- \* How may I input and edit my availability?

- [Learn how to input and edit your availability \(here\).](#)

- OTHER FAQ:

- \* How to reset your password:

- [Learn how to reset your password \(here\):](#)

\*\* [See the full list of Nowsta community help materials for you \(here\)](#) \*\*



# PAYROLL



One events, inc. pays staff through a payroll service called ADP - Workforce Now - you **MUST** sign up to be employed with One, as this is the only way we issue payment.

With ADP - Workforce Now, you are able to keep track of your money coming in each pay period, sign up for direct deposit, and update all your information (change of address, phone number, tax info, etc.). Team Members are responsible for signing up for direct deposit which is the preferred method of paying staff. One pays bi-weekly payroll with direct deposit.

ADP - Workforce Now also has a handy mobile app which makes it super convenient to access all your information. We highly suggest signing up for this app. Download the ADP mobile app by scanning the QR code (below) with your phone's camera to begin.



You must provide us with your DOB, SSN, and current mailing address once hired, so that we may make you a profile with ADP - Workforce Now. Once done, you may sign up via the app, **create your log in and sign up for direct deposit.**

Team Members are responsible for keeping current address and information up to date on their ADP - Workforce Now account. Team Members will be responsible for any fees associated with lost paychecks sent out if the current address isn't kept up to date on your ADP - Workforce Now account.

Additionally, if you choose paper checks and that paycheck never arrives to you, and it is fraudulently cashed, before you can be recut a check, Team Members must fill out an affidavit supplied by HR and it must be notarized at your expense by an authorized Notary Public.



# Inquiries for Event End Times



“Please Don't Ask Us What Time An Event Will End!”

We make it a habit to not ask our clients when events will end and we ask that you do the same. A One Team Member is always committed to staying till the end of the event, and then some - if need be.

*Albeit, there are two caveats:*

1. When it's a morning shift, we will ask our client what time their event ends, incase you attempt to book a double shift. Please let us know if you are working a double before you book with us and we will do our very best to accommodate; but once you are booked, there probably isn't much chance to move your end time.
2. If there is a late-night, out time (past midnight, on), we usually release end times to staff to better help you plan for your next day's obligations.

\* (Pro Tip - **NEVER** show up to an event and ask the Supervisor to leave early, unless you have checked-in beforehand with One Staffing and received permission to do so; otherwise you will irritate our cleint's management and it WILL reflect poorly within your employment file.)



# 5-Hour Minimum Pay



One honors a 5 hour, minimum daily pay amount, when an employee shows up to a job at their designated call time.

If in the event a staff member is late for their shift and their shift lasts less than 5 hours, the staff member forfeits their right to the proposed 5 hour minimum pay and will be paid only for the hours noted on their sign-in sheet/timecard.

If a staff member leaves a shift early due to: illness, emergency, or Supervisor dismissal for inappropriate behavior, the staff member forgoes their right to the proposed 5 hour minimum pay and will be paid only for the hours noted on their sign-in sheet/timecard.

**\*\* PLEASE ALWAYS BE EARLY OR ON TIME TO YOUR JOB! \*\***

## When a Client Cancels a job 24 hours Before...

On the rare occasion when a client cancels your event, 24 hours prior, and we don't have another event to move you to, on the same day, we will always negotiate on your behalf to get you a 5 hour min pay for the day - THIS IS NOT A GUARANTEE!

If we are able to secure a 5 hour minimum pay day for you (when an event cancels less than 24 hours before your event day), you are still EXPECTED TO BE ON CALL AND AVAILABLE to work any and all jobs that may become available on the day. You will also be expected to show up on time to the new job location, otherwise you forgo the 5 hour minimum pay for your cancelled event.



# SMOKING



- We do not permit smoking, of any kind, on the job site (including vaping) while working your shift.
- However, if you are a smoker, you will have the opportunity to smoke during your break(s) outside of your work area.
- If you absolutely must smoke at some point during your shift, you will only be permitted to smoke on your designated break(s), off of the event property, or at a designated smoking area, unless otherwise authorized by your supervisor.
- When returning from a smoke break: Be sure there is no trace of residue or smell on your body. We do not want you coming back smelling like smoke.
- Always wash your hands thoroughly to remove any residue odor and help yourself to a mint that you have brought along to freshen your breath.  
*\* (Pro Tip - Staff should “always” carry breath mints for your post smoke break return - GUM is NOT ALLOWED).*
- Do not ask your supervisor for additional “smoke breaks” outside of your allotted break times.
- The use of marijuana, as well as as any illegal drug substance, at any point prior (on day-of event) or during your shift, is **STRICTLY PROHIBITED!**



# Serving Etiquette

## “101 Rules of Conduct for Front-of-House Service”



- Don't be a “Chatty Cathy” with your fellow Team Members while on the floor. You are being paid to be professional, “Of Service,” and to be at attention at all times.
- We do not say “No” nor “I don't know” to a guest. If you are unsure about the answer to something, say “Great question! Let me check for you.” and find your Supervisor.
- You MUST know ALL ingredients and any special details about: the service menu, all appetizers and all specialty cocktails - it's your job, PLUS...management has been known to do individual spot tests with random service staff.
- Always be polite (i.e. “Ladies first,” etc.).
- Always keep your serving tray horizontal (level/parallel) to the floor. If empty, hold down in front of your mid section with the top of the tray facing towards your guests.
- No sitting down or leaning on the job, unless you're on break - This is one of most abused service etiquette rules ever.
- Know at what % you should clear your guest table(s) (i.e. if clearing at 80%, then wait until 80% of the table has finished eating to clear the course).
- Don't disappear for long periods of time, trust me you will be missed, and it's not fair to your fellow Team Members.
- **BE PROACTIVE** and take initiative. There is always something to do; if you find yourself standing around, ask your Supervisor how you may help or what needs to be done. Even when it is slow, you are being paid to be at attention and “Of Service”.

# Serving Etiquette (Cont)

- Don't Touch Yourself While On the Floor



- Eye Contact is a MUST



**YES**



**YES**



**YES**



# Serving Etiquette (Cont)

## Proper and Improper Posture

(No leaning on walls, bars, or tables & no tray spinning please)



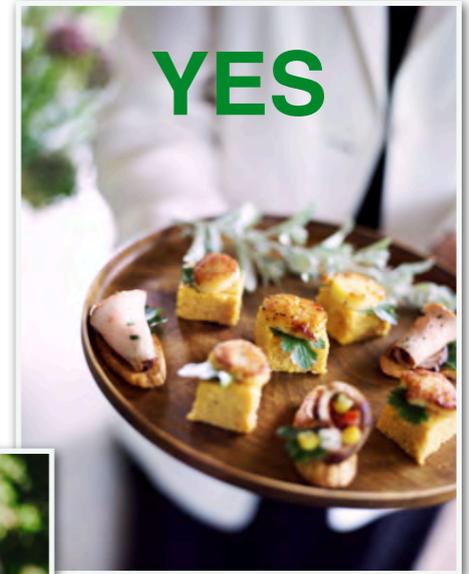
Always SMILE! It's charismatic!





# Serving Etiquette (Cont)

## Tray Passing



- When on the floor with tray-pass items, always be circling around and offering food to guests.
- Always know the ingredients you are serving for possible dietary restrictions and allergies.
- Always make sure you have a stack of cocktail napkins in your hands, and under your tray when tray passing.

\* (Pro Tip - Try offering the napkin FIRST before you present your hors d'oeuvres tray to your guest.)

- If a guest leaves trash on your food passing tray, please do not continue serving with said tray. Go to the back to the kitchen or find a busser to remove the item which this “Most Special” guest gifted you...:-).

**NEVER**



- Please do not walk up to a crowd of guests with a tray that does not have a sufficient number of food items for every guest to take one.



# Serving Etiquette (Cont)

## Table Service

- **\*\* Table Service 101- We serve from the left & clear from the right.**
- **\*\* Table Service 101 - We serve/refill drinks from the right.**
- **\*\* Always have a smile and an accommodating attitude when serving guests.**
- Please serve women first, unless noted otherwise by your manager.
- Do not interrupt guests if they are in mid conversation when dropping your course - this one time you may break the rules and serve from around to the other side.
- You get a ★ if you refold and place abandoned napkins back at the guest's seating position (left of plate) once they have left the table.
- Keep all table/eating areas clean and tidy (crumb with a napkin if need be).
- Always ask if a guest is finished eating before clearing their course.
- DO NOT stack plates when you are clearing; one plate in each hand should be your limit, unless otherwise instructed by your supervisor.
- If another table's guest flags you down, always accommodate their request by fulfilling it yourself or passing the request on to the person designated to that table. NEVER IGNORE A GUEST WHO ATTEMPTS TO GAIN YOUR ATTENTION.
- Don't forget to work your charm & check in with your guests from time to time between courses.





# Buffet Service

## “How to Properly Setup a Buffet”



- Linen the buffet table, and make sure it's even on all sides.  
\* (Pro Tip - if linens are wrinkled or you are ahead of schedule, ask for a steamer and steam out the fold creases)
- Ask your supervisor to designate which side is the entrance and exit of the buffet, as well as how to organize meal placement (i.e. were to place the proteins vs. sides, etc.).
- Place plates at the entrance of the buffet (making sure you have backup plates unwrapped and in their respective crates under the table and ready to restock buffet when needed).
- If cutlery is not pre placed on the dining table, make a “Roll Up.” Start by taking a dinner knife & fork, place at the corner of an open dinner napkin, tuck in each side over the fork and knife and roll; then neatly stack on a platter at the exit of the buffet.
- Set up chafers on the buffet table in order of hot menu item directed by your supervisor. Remove all 200/400 pans (i.e. metal pan inserts) and bring back into the kitchen for filling.
- ALWAYS use a linen dinner napkin or kitchen towel to deliver and remove (HOT) 200/400 pans.
- Using a water pitcher, pour water into the chafer basin, measuring about an inch from the bottom.
- Cover chafer with lid.
- Light Sternos (i.e. gel heating element) underneath each chafer at least 20 minutes before buffet is loaded with food (\* **DON'T FORGET THIS PART!**).
- Place all necessary service ladles, service tongs, and slotted service spoons in front of their appropriate stations.
- Place B&B (bread) plate liners (the smallest plate available) underneath each service utensil to protect the linens from soiled utensils.
- Ask your supervisor if there are name cards for each station; then place appropriately.
- Always make sure to even-out the food on platters and within chaffers, with service utensil, when they begin to look “dug out” and “uneven.”
- Buffet runners should head to the kitchen for replacement 200/400 pans & buffet platters when each menu item is nearing 50% - 75% empty, or when the buffet supervisor makes the request.



# Service Videos

(★ for watching)

How to Set a Table



<https://www.youtube.com/watch?v=KoU1XiQJ1vo>

“Clearing & Etiquette



<https://youtu.be/tgNpK5xzxQY>

Beverage Service with  
Wine Key Tutorial



<https://youtu.be/uWGYdhfp1AM>

Do's and Don'ts of Table Service



<https://www.youtube.com/watch?v=6XUfzRVfauk>



# Grooming Guidelines

“We have outlined some simple bullet points and photos to set grooming standard for our One - Team”

## FACE

- GENTS, Clean Shaven is PREFERRED (on certain events, clean shaven is a “MUST” and will be detailed in your event information email).
- GENTS, If you have FACIAL HAIR, it must be TIDY and PRESENTABLE. Facial hair must be edged both at the cheek and at the neckline. (Please NO Lumber Jack Beards).
- If wearing makeup, please keep it: NEUTRAL, CLEAN, MODERN & FRESH - no extreme styles of any kind.
- Please NO overbearing earrings and/or plugs (nothing dangling).
- Please NO nose rings or other facial studs.

## HAIR

- Hair must be pulled back and neatly placed in a bun. If it can't be pulled back, it should not touch your shirt collar. Hair must look NEAT & CLEAN (bobby pins are a great way to keep hair neat and in place).

## HANDS

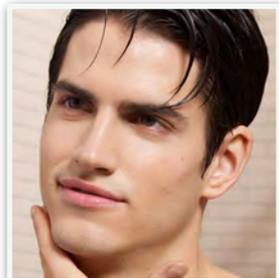
- Please No Visible Tattoos! If you have ink on your arms/neck/hands/visible body, you MUST notify One management & wear a long-sleeved shirt for setup.
- Nails should be CLEAN, NEUTRAL, and well MANICURED. NO chipped nail polish. CLEAR or NATURAL coloring Only. NO excessively long or sharp (Coffin) nails.
- Minimal jewelry on hands and wrists. NO chunky watches, NO bracelets, NO excessive rings (wedding rings and simple bands are acceptable).

## SCENT

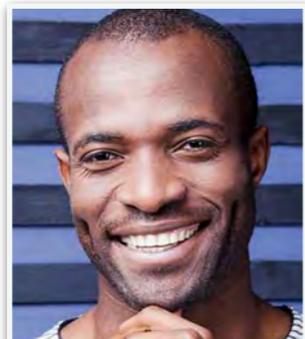
- Please refrain from wearing perfumes, colognes or heavy scented body lotions. You don't want to compete with the food... 😊

\* Team Members with questions about the appropriateness of a particular personal item should speak with One's Staffing Manager before attempting to wear the questionable articles. A Team Member whose appearance does not meet these guidelines will be given a warning. Non compliance will be considered a violation of policy and will be addressed accordingly.

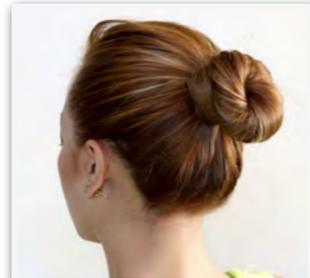
YES



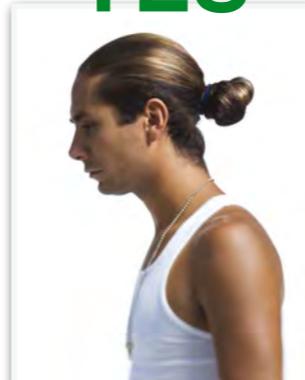
YES



YES



YES



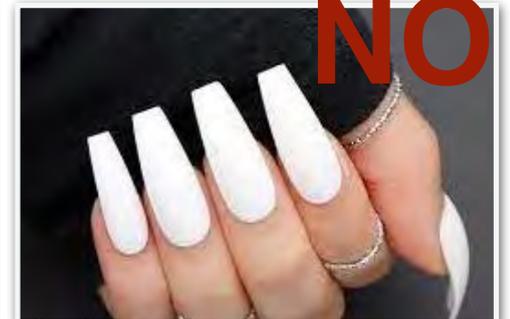
YES



NO



NO





# ATTIRE

## “Black Bistro”

(AKA Johnny/Jenna Cash)



### ALL BLACK EVERYTHING

- Black Dress Pants (regular fit dress pants ONLY, no pleats, MUST be fitted & tailored to your length).
- Prohibited: any form of denim/jean-like fabric, stretch fabrics, cargo pants, dickies, skinny fitted pants.
- Black Dress Shirt (must fit appropriately, neck fit properly, no pockets if possible, no button-down collars).
  - Must be dark black, no faded or off-colored shirts.
  - Shirt tails must be long enough to be tucked into dress pants.
- Black Crew Neck t-Shirt (no v necks, no tank tops, no print, no texture).
- Black leather (or “leather like”) dress belt (excellent condition).
- Skinny Black Tie (no medium or wide ties, patterns nor designs).
- Solid Black Dress Socks (no short sport socks).
- Black Leather, Non-Slip Work/Dress Shoes “POLISHED TO A SHINE” (no boots, no Mary Janes, no sneakers).
- Black Face Mask.
- All attire must be in EXCELLENT condition (not faded & free of tears & marks).
- All Attire MUST be dry cleaned or ironed (NO Wrinkles).
- If not required to arrive fully dressed, dress shirt MUST arrive on a hanger (NOT folded or slung over your shoulder).
- FYI....Amazon, H&M & Express are great places to purchase stylish & fitted attire for a reasonable price.





# ATTIRE

## “White Bistro”



### WHITE BISTRO ATTIRE

- Black Dress Pants (regular fit dress pants only, no pleats, fitted & tailored).
- Prohibited: any form of denim/jean-like fabric, stretch fabrics, cargo pants, dickies, skinny fitted pants.
- White Dress Shirt (must fit appropriately, neck fit properly, no pockets if possible, no button-down collars).
  - Must be bright white, no faded or off-colored shirts.
  - Shirt tails must be long enough to be tucked into dress pants.
- White Crew Neck t-Shirt (no v necks, no tank tops, no print, no texture).
- Black leather (or “leather like”) dress belt (excellent condition).
- Skinny Black Tie (no medium or wide ties, patterns or designs).
- Black Face Mask.
- Solid Black Dress Socks (no short sport socks).
- Black Leather, Non-Slip Work/Dress Shoes “POLISHED TO A SHINE” (no boots, No Mary Janes, no sneakers).
- ALL Attire MUST be In EXCELLENT condition (not faded & free of tears & marks).
- ALL WHITE ATTIRE must be in EXCELLENT condition (no off-white or yellowed coloring).
- If not required to arrive fully dressed, dress shirt MUST arrive on a hanger (NOT folded or slung over your shoulder).
- All Attire MUST Be Ironed - NO Wrinkles.
- FYI....Amazon, H&M & Express are great places to purchase stylish & fitted attire for a reasonable price.





# Black Face Masks

**When required, Team Members MUST have an ALL BLACK FACE MASK for events.  
(KN-95 masks are preferred, but cloth or disposable masks are acceptable)**

\* Masks may be purchased easily on [AMAZON](#).



- Masks should be BLACK, plain and unfaded (no designs, patterns or logos please).
- Masks should not have vents, slits, cuts, or holes in them.
- Masks must be able to cover mouth and nose completely.
- Please make sure to wash cloth masks or replace dispose masks with a new one after each job.

# APPROVED SHOES

- MUST be LEATHER/LEATHER LOOKING and POLISHED TO A SHINE, Slip Resistant & Dress Shoe in Nature.
- NO Sneakers or Sneaker Styled Work/Dress Shoes, No Suede, No Canvas, No Crocs, No Toms nor Mary Janes, No Boots, No Flats, No zippers, No colored stitching (all black). Minimal heel for if at all possible.
- Shoes must be all black from stitching to soles.

## Great Places to Find (Approved) Event Shoes

Off Broadway Shoes  
[offbroadwayshoes.com](http://offbroadwayshoes.com)

DSW Shoes  
[dsw.com](http://dsw.com)





# Fall/Winter Clothing for Outdoor Placement

## DURING WINTER MONTHS

*\*\* Always check the weather before you leave \*\**

Please bring appropriate clothing for possible outdoor placement to **EVERY EVENT.**

Thin black jacket, sweater, cardigan, windbreaker (for rainy days), beanie or scarf (Must be **ALL BLACK** and presentable).





# ALTERNATIVE CASUAL ATTIRE

## “California Khaki Prep”

YES



YES



### Khakis & White Polo

- WHITE Polo shirt (pressed & on hanger).
- WHITE t-shirt to wear under your dress shirt (see White Bistro section for details).
- Khaki pants - color like in photos (pressed & fitted).
- BLACK leather (or “leather like”) dress belt (excellent condition).
- BLACK dress socks (solid in color).
- BLACK dress shoes (see approved shoe section).

### Khakis & White Dress Shirt

- WHITE button up, long sleeve, dress shirt (see White Bistro section for details).
- WHITE t-shirt to wear under your dress shirt (see White Bistro section for details).
- Khaki pants - color like in photos (pressed & fitted).
- BLACK leather (or “leather like”) dress belt (excellent condition).
- BLACK dress socks (solid in color).
- BLACK dress shoes (see approved shoe section).



NOT ACCEPTABLE



NOT ACCEPTABLE





# ALTERNATIVE CASUAL ATTIRE

## “Dark Blue Jean”

### DARK BLUE JEANS & BLACK DRESS SHIRT

- DARK Blue Jeans (**NOT FADED OR WITH HOLES**).
- BLACK button up, long sleeve, dress shirt with collar (see Black Bistro section for details).
- BLACK t-shirt to wear under dress shirt (see Black Bistro section for details).
- Black or White Sneakers (Preferably Black Converse if you have them. **MUST be clean and in decent shape**).
- BLACK leather (or “leather like”) dress belt (excellent condition).
- BLACK dress socks (solid in color).



### DARK BLUE JEANS & WHITE DRESS SHIRT

- DARK Blue Jeans (**NOT FADED OR WITH HOLES**).
- WHITE button up, long sleeve, dress shirt (see White Bistro section for details).
- WHITE t-shirt to wear under your dress shirt (see White Bistro section for details).
- Black or White Sneakers (Preferably Black Converse if you have them. **MUST be clean and in decent shape**).
- BLACK leather (or “leather like”) dress belt (excellent condition).
- BLACK dress socks (solid in color).



# FORMAL ATTIRE

## AKA “Manager Attire”

“Black Suit w/ BLACK or WHITE Shirt & Black Skinny Tie”



- Tailored Black Suit (No Tux, Not Midnight Blue in color & **PLEASE** make sure the jacket and pants match 100%).

### **BLACK DRESS SHIRT**

- BLACK button up, long sleeve, dress shirt with collar (see Black Bistro section for details).
- BLACK t-shirt to wear under dress shirt (see Black Bistro section for details).

### **WHITE DRESS SHIRT**

- WHITE button up, long sleeve, dress shirt (see White Bistro section for details).
- WHITE t-shirt to wear under your shirt (see White Bistro section for details).

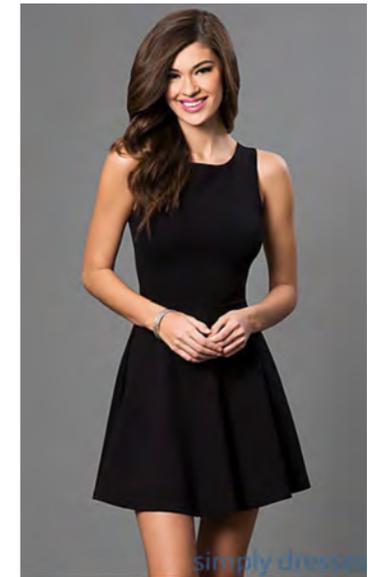
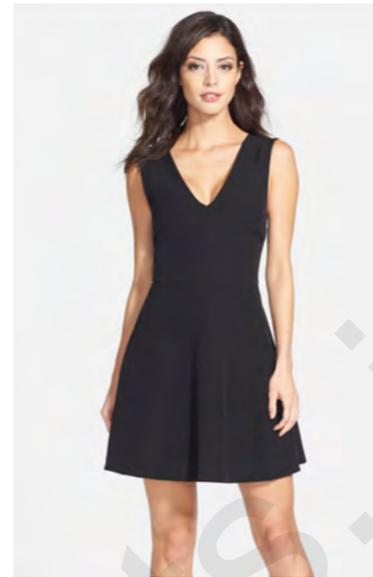
- BLACK skinny tie.
- BLACK dress shoes (see Approved Shoe section).
- BLACK dress belt.
- BLACK dress socks (solid in color).



# Formal Black Cocktail Dress Attire

(\* Only for Model Staff )

- **BLACK COCKTAIL DRESS** (conservative, classy, service professional)
  - True black in color.
  - Closed back.
  - No longer than the knees please.
  - No spaghetti straps.
- **STANDARD BLACK HEELS, BLACK MID HEELS OR BLACK FLATS**
  - Closed-toe/sides.
  - Well-kept pair.
  - No branding.
  - No Mary Janes or straps.
  - No marks or nicks.
- **BLACK TIGHTS** (*\*only if requested by client*)
  - No pantyhose.





# Examples of Unacceptable Attire



**UNACCEPTABLE**

Buttons on Collar



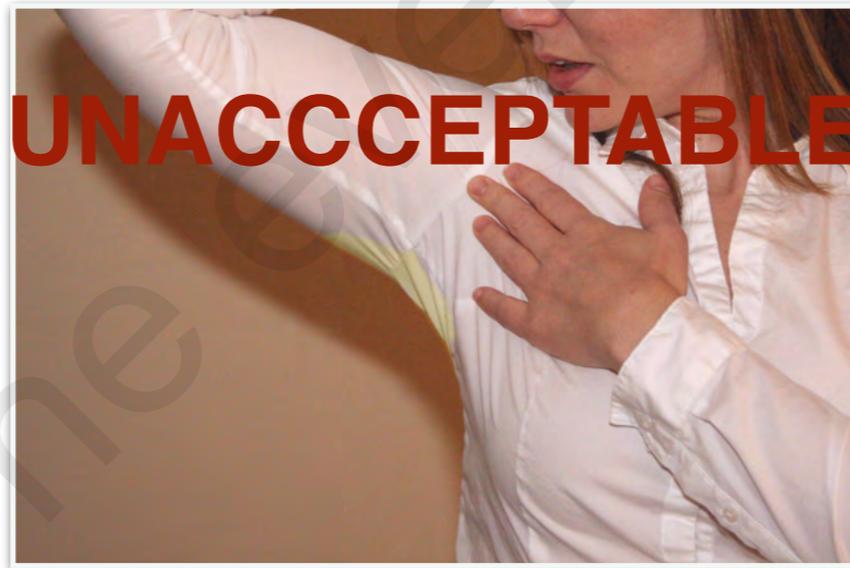
**UNACCEPTABLE**

Pattern on Shirt



**UNACCEPTABLE**

Yellowed Shirts & Ring  
Around the Collar



**UNACCEPTABLE**

Armpit Stains



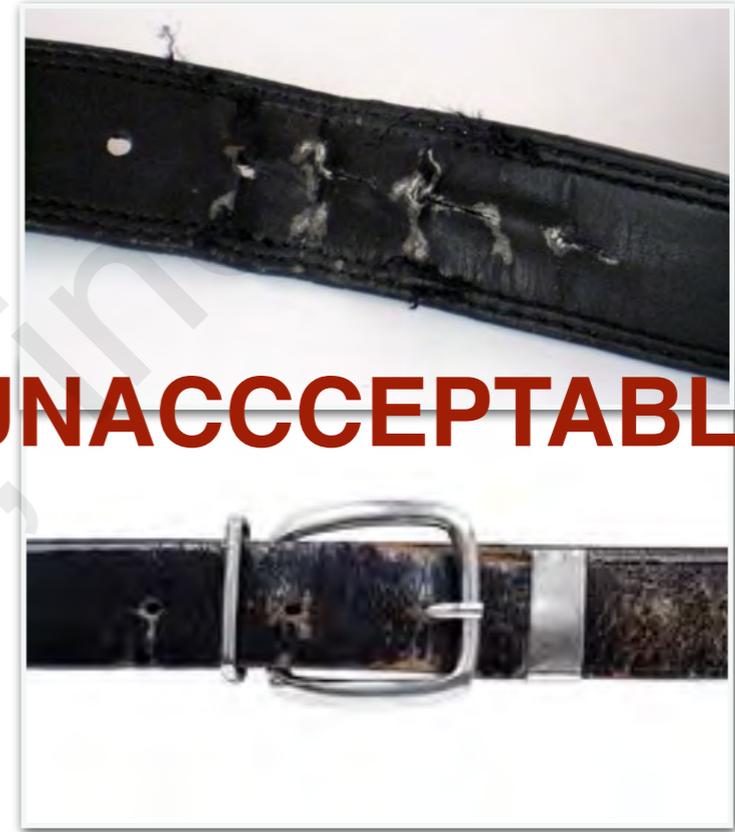
**UNACCEPTABLE**

Wrinkled Shirts

# Examples of Unacceptable Attire (Cont)



NO Old, Ruffled or Faded Black Dress Pants



NO Worn Out or Scratched Belts



NO Old, Worn Out Dress Shoes

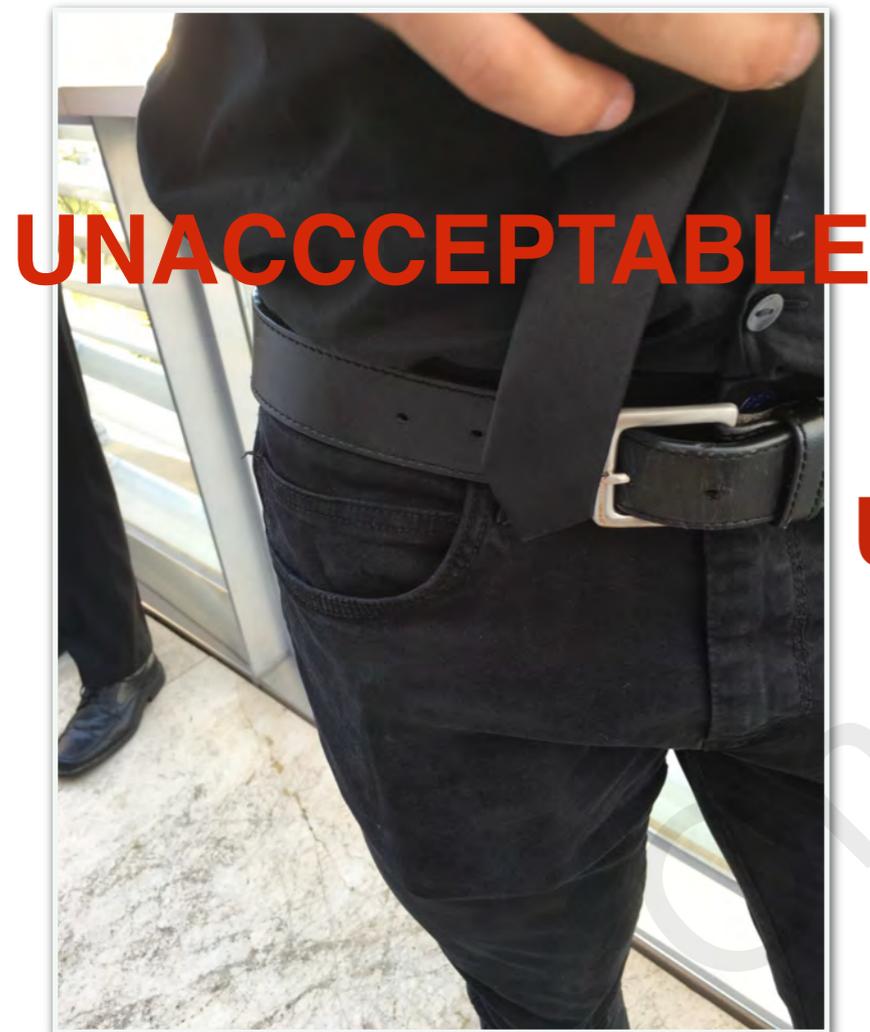


NO Wide or Patterned Ties



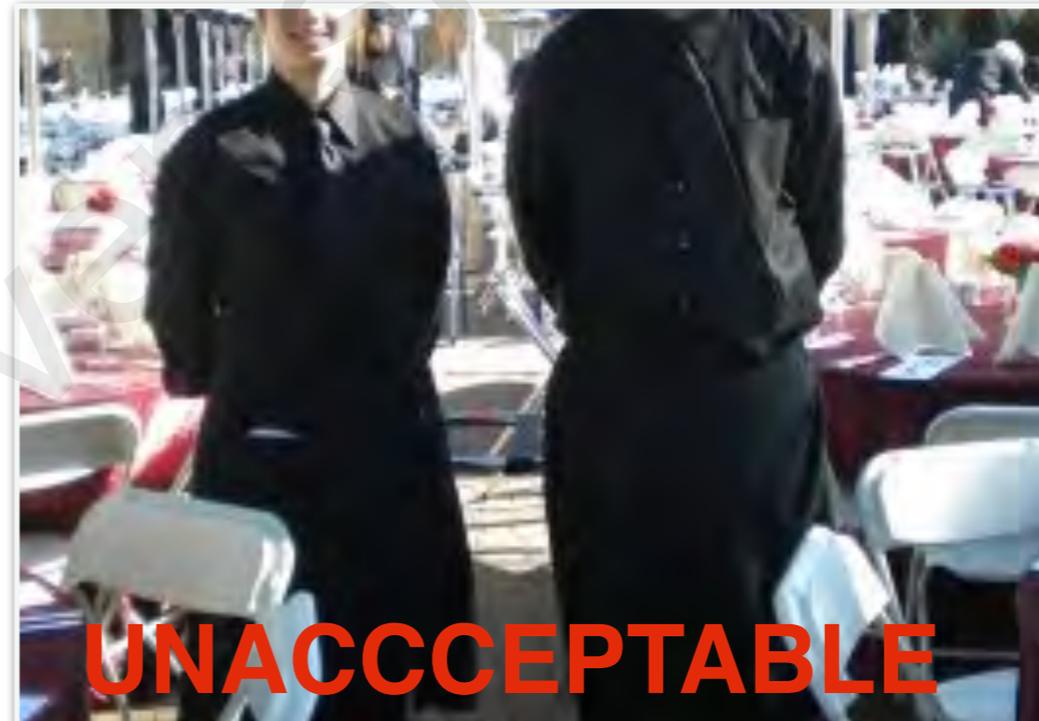
# Examples of Unacceptable Attire (Cont)

\*\* No Jeans and Un-Shined Shoes Please \*\*



# Examples of Unacceptable Attire (Cont)

Overall baggy, not fitted and sloppy presentation is **UNACCEPTABLE** & Just not cool...😞

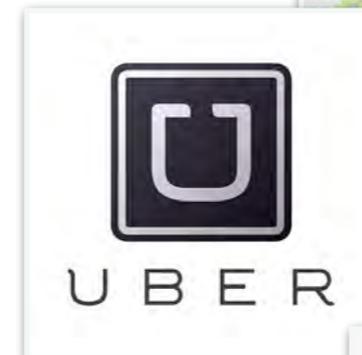
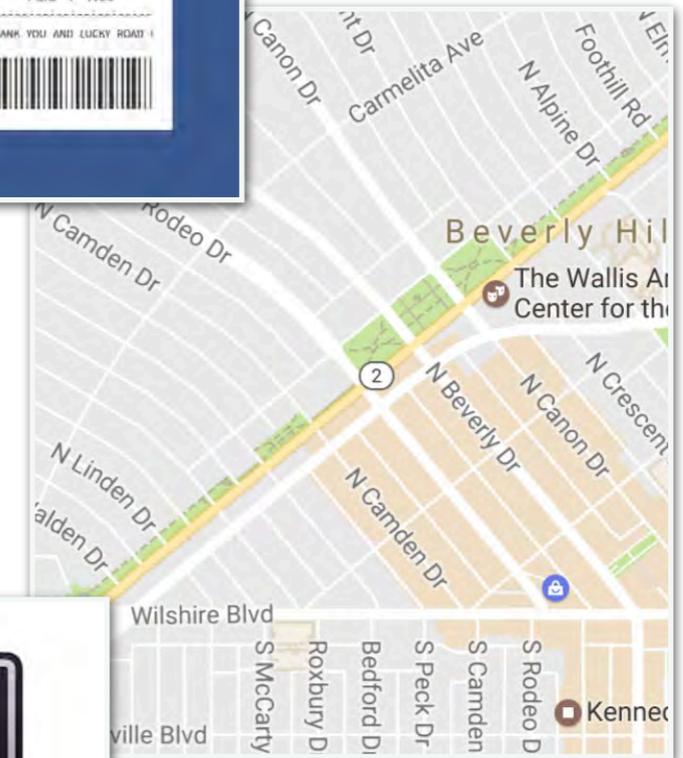


\*\* Non compliance with acceptable event attire is a violation of policy and will be handled accordingly.



# Parking & Uber/Lyft Reimbursements

- In the event a client covers parking or Uber/Lyft costs, but validation is NOT provided on the event day (a situation that will (mostly) always be disclosed beforehand), please make sure to have BOTH cash & a credit card on hand to cover any lot costs (see below for reimbursement procedures).
- When arriving at, or leaving a parking site, when your event has a pre-authorized parking reimbursement, please retrieve a monetary receipt for submission (\* we will not accept submissions that do not have a monetary value and date displayed on an official receipt).
- When your job has a pre authorized parking/Uber/Lyft reimbursement, **we REQUIRE that you send your receipt to [parking@oneevents.biz](mailto:parking@oneevents.biz) within 48 hours of your event day**, to receive reimbursement, during your next payroll.





# ALL STAFF

## “DRIVE TIMES”



- One adopts the “Events Industry Standard” on staff commutes to and from an event, defined as: “Team Members are responsible to commute up to (1) one hour EACH way to & from their event venue location,” originating from West Hollywood 90069.
- If a job commute will be longer than the expected (1) one hour drive, Team Members will be alerted, when booking the event, as to the amount of Drive Time offered.
- Drive Time will equate to the Team Member’s hourly rate at the time of booking.



# Proper Service of Alcohol

## “Bartenders & Servers”



- As a One Bartender/Server, you are NOT allowed to serve Alcohol to:
  - \* People who are under the age of 21.
  - \* People who are attempting to buy alcohol for a third-party (under the age of 21).
  - \* People who appear to be visibly intoxicated.
  - \* Anyone after 2:00AM and before 6:00AM (in California).
- If you unlawfully serve alcohol to anyone, you may incur one or more of the following penalties:
  - \* Fines, Community Service, Financial Judgements, Loss of Certification, Loss of Job, Loss of income and possibly Arrest.
- If you question that the person you are about to serve alcohol to, falls within one of the following categories listed in section one above, you are responsible to:
  - \* Check their ID to make sure they are of legal drinking age.
  - \* If unsure guest is buying for third-party, under the age of 21, you must confirm the age of all guests before serving any guest.
  - \* Suggest food or a non-alcoholic beverage instead.
  - \* Monitor guest(s) throughout the evening for signs of intoxication.
  - \* Call a supervisor.
  - \* Refuse service and call a supervisor right away to document the incident.
- Your responsibilities around checking ID's, as someone who is serving alcoholic beverages to guests:
  - \* You are responsible for checking your guest's ID, even if a co-worker has already checked the same ID (even if they have the proper wristband).
  - \* Verify your guest is the same person noted on the ID.
  - \* ID must be current (expired ID's are not acceptable).
  - \* Verify your guest's ID does not have alterations.
  - \* Verify your guest is of legal drinking age (21 years old or older).
  - \* Watch to see if guest is exhibiting tell-tale signs of being under age: Gets angry when asked to present ID, Looks nervous, etc.
- Cues to determine if guest is visually intoxicated:
  - \* Slurred speech.
  - \* Slow and deliberate movement.
  - \* Swaying, drowsy.
  - \* Quick, slow or fluctuating pace of speech.
  - \* Red, watery eyes.
  - \* Flushed (red) face.
  - \* Smell of an alcoholic beverage on person.
  - \* Complaining about strength of drink (i.e. not strong enough).
  - \* Ordering doubles.



\* If any of the aforementioned practices and protocols are not followed, your actions may lead to disciplinary actions up to and including possible termination.



# BARTENDERS

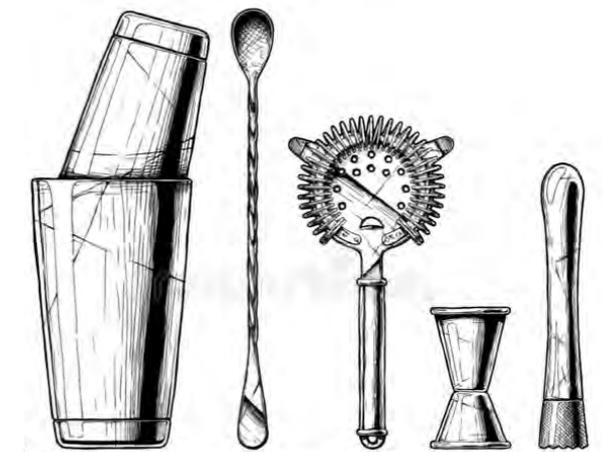
## “FULL BAR KIT MINIMUM REQUIREMENTS”

“PLEASE DO NOT USE BRIGHTLY COLORED NOR BRANDED BAR ITEMS.”

(One would like our bars to look as non-branded and professional as possible.)

\* Amazon or Walmart are great resources for purchasing bar supplies.

- (1) Large Black Service Bar Mat (12” x 18” - not the thin strip found lining most bar rails) (used to mix drinks on to catch liquid).
- (2) Boston Shakers (preferably black vinyl or stainless steel if possible) (\* Pro Tip - 3 are preferred).
- (1) Jigger (1.0 z. & 1.5 oz.).
- (1) 4 Prong Strainer (if you don't strain with your mixing cups).
- (1) Waiter's Cork Screw/Wine Opener (with small foil knife or quick foil).
- (1) Beer Bottle Speed Opener.
- (1) Church Key (opens pineapple/tomato juice cans).
- (1) Long Bar Spoon.
- (20) Speed Pours (black, chrome, or stainless steel, no neon colors PLEASE).
- (1) 10oz Ice Scoop.
- (1) Small Cutting Board (for cutting fruit).
- (1) Serrated Knife (for cutting fruit).
- (1) Muddler.
- (3) Bar Rags.
- (2) Ballpoint Pens.
- (1) Lighter (\* Pro Tip - a long-handled lighter with wind resistant flame is the most helpful for lighting candles).
- (1) (\* Pro Tip) Breath Mints (for you and, if you like, your guests. Always a nice touch & extra motivation for gratuity).
- Please transport all aforementioned items in a professional looking carrying case with shoulder strap (no plastic bags please).





# BARTENDERS

## “MINI BAR KIT MINIMUM REQUIREMENTS”

*(For those smaller more intimate venues)*

“PLEASE DO NOT USE BRIGHTLY COLORED NOR BRANDED BAR ITEMS.”

*(One would like our bars to look as non-branded and professional as possible.)*

\* Amazon or Walmart are great resources for purchasing bar supplies.

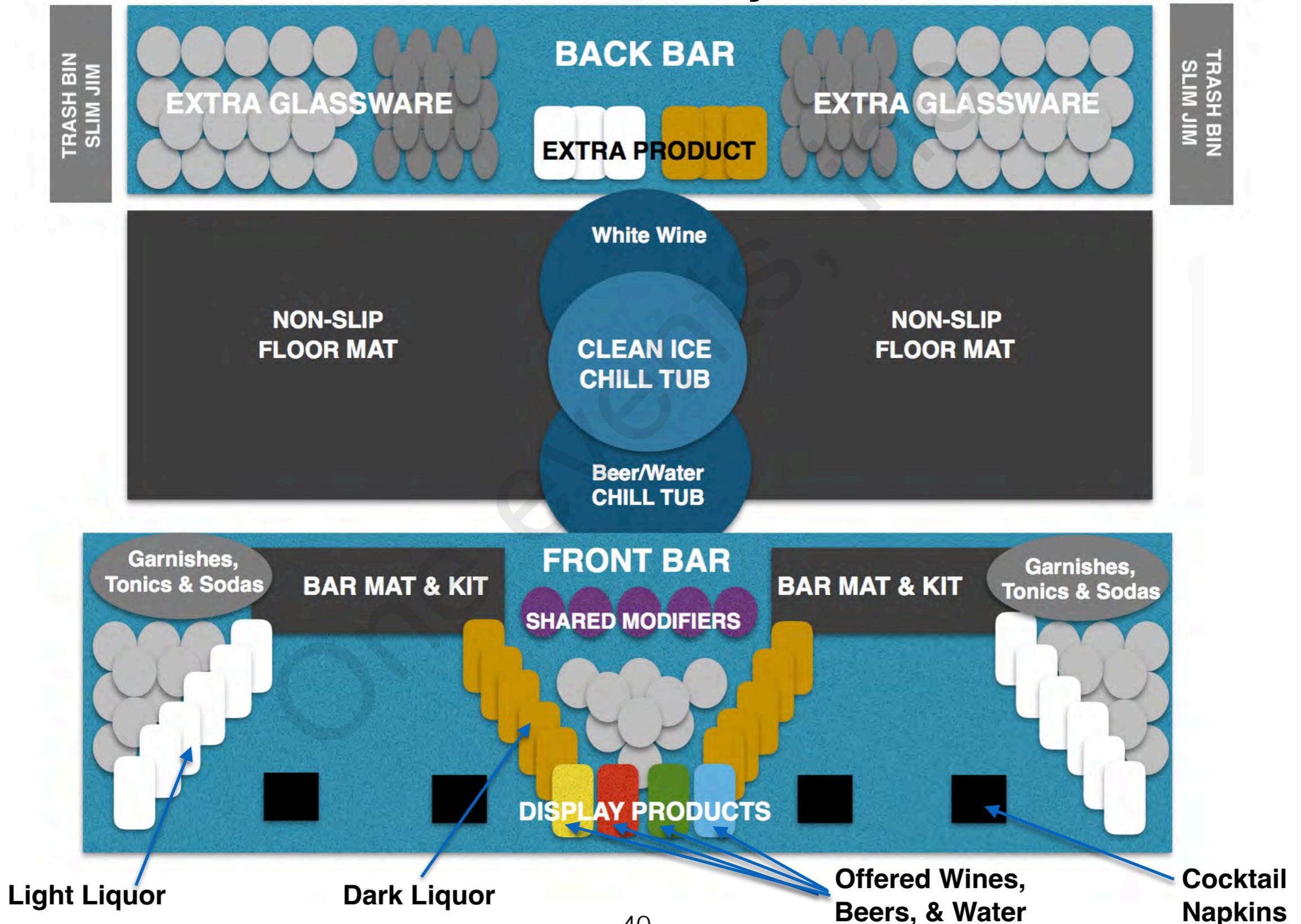
- (1) Large Black Service Bar Mat (12” x 18”) (used to mix drinks on to catch liquid).
- (1) Boston Shaker (Preferably Black Vinyl works or stainless steel if possible).
- (1) Jigger (1.0 oz & 1.5 oz.).
- (1) 4 Prong Strainer (if you don’t strain with your mixing cups).
- (1) Waiters Cork Screw (with small foil knife or quick foil).
- (1) Beer Bottle Speed Opener.
- (1) Long Bar Spoon.
- (5) Speed Pours (black, chrome, or stainless steel, no neon colors PLEASE).
- (1) 10oz Ice Scoop.
- (1) Small Cutting Board (for cutting fruit).
- (1) Serrated Knife (for cutting fruit).
- (1) Bar Rags.
- (1) Ballpoint Pens.
- (1) Lighter.
- (1) Breath Mints (For you!).
- Please transport all aforementioned items in a **SMALL** professional looking carrying case (no plastic bags).





# How to Properly Set Up an Off-Site Bar

## Standard Layout



# How To Properly Stack Bar Glasses



**Champagne Flutes:**  
Upright



**Rocks Glasses:**  
Upside-down, 2-tiered stack



**Collins Glasses:**  
Upside-down



**Martini Glasses:**  
Alternating Upside-down & Right Side-Up to conserve space



**Red Wine Glasses:**  
Upside-down



**White Wine Glasses:**  
Upside-down



# BARTENDERS

## “ON-SITE TIPPING”



- All One Bartenders should NOT assume tip jars/cups & baiting are acceptable to solicit gratuities on all client events.
- Please check in with your Bar Supervisor/Client (pre-shift) to see if they are comfortable with allowing a tip cup or baiting with cash.
- Check in with your Bar Supervisor to see if overall tips should be accepted. Gratuity is sometimes added beforehand by the client - especially when clients do not want money exchanged between Staff and guests.
- Never handle cash (counting, dividing, holding, etc.) while guests are present on the floor (unless you have been instructed to operate a cash bar setup). Please count your tips behind the scenes.
- If Bartenders are allowed to accept gratuity, always ask your Bar Supervisor (pre bar opening) the expected gratuity split between your team, including Bar-Backs (7-10% is the average for Backs).



# BARTENDERS

## “BAR PRODUCT RESPONSIBILITY”



- Bartenders should always check in with their Bar Supervisor/Client to determine if unopened bar product will be returned to the beverage purveyor or go to the client post event.
- If beverage is not staying with Client post-event, all unopened beverage (that is not perishable and the labels are not compromised) should be packaged up and secured in a supervised location for beverage vendor pickup. All opened beverage will return back with the kitchen. If not sure, ask you Bar Supervisor.
- All Bartenders (if there is no Bar Supervisor onsite) are responsible for checking in & documenting their vendor-delivered beverage product bottle/can numbers (pre event). In addition, all Bartenders are equally responsible for checking out & documenting all post-event beverage bottle numbers (both by bottle counts and bottle liquid % left in bottle) and forwarding a photo of their In/Out sheet to their Bar Supervisor.



# ALL STAFF “DRINKING ON THE JOB”



- No One Team Member shall INGEST alcohol right before, during, nor right after their shift, if on client location.
- This includes arriving to your job with alcohol or other controlled substances in your system.
- In order to enforce this policy, if a One Supervisor or Client witnesses the aforementioned infractions, this could lead to disciplinary action up to and including possible termination.



# ALL STAFF

## “THEFT OF PRODUCT OR GIFT”

“Simple and sweet” ...



- NEVER take any event related items that are NOT offered to you and approved by a Supervisor.
- Do not ask for or solicit an event: Gifts, Liquor, Bar Beverage, or other event related items.
- If you are caught with any item sourced from an event, that was not cleared by a Supervisor, anywhere on your person or in your personal belongings, this will lead to disciplinary actions up to and including possible termination.



# Breaks



- Team Members are entitled to a 30-minute Meal Break if you are working more than 6 hours on a shift (if you have signed our Meal Period Waiver).
- Team Members are also entitled to a 10-minute Rest Break for every 4 hours you work on a shift.
- Please make sure to sign in and out for your shift and your Meal Break(s), along with initialing the appropriate box at the end of your shift (AFTER YOU HAVE CONFIRMED YOUR IN/OUT TIMES AND BREAK TIMES ARE CORRECT) on the physical (paper) Sign-In Sheet with your Supervisor/Client and on your NOWSTA Time & Attendance app on your phone.
- It is important that you take a 30-minute Meal Break if you work more than 6 hours into your shift (if you have signed our Meal Period Waiver).
- If your Supervisor has NOT given you instructions on when to take your 30-minute Meal Break, and you are working a shift more than 6 hours, IT IS YOUR RESPONSIBILITY to ask your Supervisor their plan for your Meal Break.
- It is also important that you take a 10-minute Rest Break, for every 4 hours that you work on your shift. If your Supervisor has NOT given you instructions on when to take your 10-minute Rest Break, and you are working a shift more than 4 hours, IT IS YOUR RESPONSIBILITY to ask your Supervisor their plan for your Rest Break.
- If a Team Member is working independently and in charge of taking their own breaks, it is a Team Member's RESPONSIBILITY to take all of their break by the times listed above, along with documenting and initialing their breaks on their Sign-in-Sheet; if this is not followed, disciplinary action will be initiated.
- If a Team Member's break times are not honored by your Supervisor/Client, IT IS YOUR RESPONSIBILITY to communicate all missed breaks with your Staffing Manager, post shift and within the same day of your job.

**\*\*\* PLEASE ALWAYS BE AWARE IF YOU HAVE TAKEN YOUR MEAL BREAK BEFORE WORKING PAST THE 6TH HOUR** (if you have signed our Meal Period Waiver)



# Disciplinary - Terminations



- Employment with One events, inc. means you are a Team Member that is dedicated to: punctuality, reliability, loyalty, and an “Of Service” attitude.
- Among our other policies: tardiness, cancellations, negative feedback from clients, and/or any other workplace indiscretions or inappropriate/unprofessional behaviors are subject to employee disciplinary actions such as: write-ups, suspensions, and ultimately termination.
- The full list of One’s Procedures and Protocols are listed in One’s Handbook. PLEASE make sure you have read and understand your responsibilities, as most often infractions will lead to disciplinary action up to and including possible termination.
- PLEASE ALWAYS BE MINDFUL OF HOW YOUR TARDINESS OR CANCELLATIONS AFFECT One’s overall Team. YOUR POOR CHOICES MAY CAUSE A DISRUPTION IN SERVICE FLOW FOR THE CLIENT, FOR YOUR FELLOW EMPLOYEES, AND FOR One’s MANAGEMENT. YOUR POOR CHOICES MAY ALSO LOWER YOUR POSITION ON OUR “FIRST ALERT” LIST, PUTTING YOU LOWER IN PRIORITY FOR ALL One JOB NOTICES.



# Final Note to ALL STAFF

## “Our Last Thoughts on Making a Good Impression”



- **MOST IMPORTANT** - DO read over all your job details multiple times in Nowsta - days before, as well as right before you leave for your job. Make sure to pay specific attention to the **UPDATED call times, attire requirements and parking directions** since they often change from when you originally booked the job.
- DO remember to always bring a **WINE KEY, MINTS** (No gum on site please), a **PEN** (without a logo), and a **LIGHTER** (also, without a logo) to each job.
- YOU are responsible to **SIGN IN (on a time sheet)** with your supervisor/client before you begin your shift. ALWAYS SIGN IN WITH YOUR SUPERVISOR/CLIENT BEFORE YOU BEGIN WORKING and on your NOWSTA Time & Attendance app, or you jeopardize not getting paid for all your hours worked if you do not sign in.
- YOU are responsible to **SIGN OUT (on a time sheet)** with your Supervisor/Client before you leave the event venue, at the end of your shift. NEVER take it upon yourself to simply leave without notifying your Supervisor/Client. ALWAYS SIGN OUT WITH YOUR SUPERVISOR/CLIENT BEFORE LEAVING THE EVENT and on your NOWSTA Time & Attendance app; you jeopardize not getting paid for all your hours worked, if you do not sign out. Double check your hours and Meal Break times; once you initial your hours, those are the hours you have confirmed and are getting paid for working.
- DO arrive to our jobs with a **hard-working, team orientated mindset**. A **positive attitude** and **ongoing smile** goes a long way. **REMEMBER, you are reviewed** by both our Management and the Client **after each event** (even on those very large events where someone may feel they are blending in with the rest of the crew, TRUST US, you are NOT). We need to know who has our back on these jobs, and post-event Supervisor/Client reviews help us to determine who our stand-out employee are while out in the field.
- **LAST THOUGHTS...** If you want the secret sauce on how to increase your chances with maximizing your work opportunities, it's this SIMPLE. **BE ONE OF THOSE PEOPLE WHO JUST “GETS IT”** (i.e. **BE pro active**; provide job related **suggestions to management**; **SMILE** as much as possible; **NEVER SAY “NO”** or I “**don't know,**” instead, offer up alternatives; **don't disappear** (it will be noticed); be the **1st to jump in** & be the **last to leave**; don't be on your phone; don't ask to sign-out early; **don't eat the guest food** and **don't drink the guest beverage**; when standing, **DON'T LEAN** and when you find yourself in one place for a minute, don't start chatting up your fellow Team Members when it slows down, and please don't be overly social with guests; NEVER hand out your contact information to guests or our Clients (BTW, that's a Golden Rule) and lastly, PLEASE, don't “ogle” our famous clients & party goers).
- Hi, Nickolas here (I'm the Owner of One). If you made it this far and reading these last few lines, Thank You! There is a pretty good chance you are going to do alright with our team moving forward, because you've cared enough to learn about our culture over here at One. As someone who started out as a Cater Waiter and Event Bartender back-in-the-day, this Culture Guide includes many of the basic fundamentals that kept me working as an Events Staffer (having the freedom to work when I wanted to work) for as many hours as I desired. If you want, let me know that you've made it all the way to the end of our Culture Guide (my email is at the beginning of this guide on the Contacts page) and your mention will cement for me that you are someone who cares about what we are doing over here at One. Now, let's get you on some work and see where this leads! - Cheers ...n



# Welcome to the Team at One events, inc.

I contest that I have read this ENTIRE document, as I am responsible for knowing and exemplifying ALL of the contents noted within, while on future One events, inc. jobs.

By signing this page, I have committed to providing exceptional service, outlined in the aforementioned pages of this One events, inc. Culture Guide.

By signing below, I understand that this guide contains vital information, descriptions of expectations, and obligations that I am responsible for exemplifying when working on all future One events, inc. jobs. I also understand that not all of One events, inc. practices and protocols are listing within this guide and that One events, inc. can, at any time, update this guide to better prepare our employees for working on the job.

I understand that I am responsible for carrying-out all of the information provided in this guide and/or to request explanation on any information I am uncertain about or need additional clarification on, with respect to my understanding of this guide, before I sign.

I, Sylviane Barnett have read the entire One events, inc.

Culture Guide and fully understand its contents to the fullest of my ability.

Signature

December 16, 2023

Date