

# RUNNERS

## OVERVIEW OF JOB

### WHO

“**RUNNER**” is an entry level position in which previous job experience is limited. As such, you have been hired for your sense of humor, common sense, high level of energy and ability to focus on what needs to be done and ability think on your feet.

### WHAT

DOES A RUNNER DO?

- **General duties:**
  1. Stocking room with glassware and linens before Waitstaff arrives
  2. Helping banquet servers set up tables prior to the event.
  3. Run food from kitchen to each banquet room as needed
  2. Assist banquet servers in anyway to make the event run smoothly

### WHEN

DOES A RUNNER WORK?

- Runners will arrive approximately two hours before ceremony.
- In general, the shifts are 4 hours

### WHERE

- Runners will usually need to work in separate rooms for the smaller events for efficiency.
- Each event will be assigned one or two runners depending on the number of guests.

### HOW

DO RUNNERS ACCOMPLISH THEIR JOBS?

- Worksheets & checklists are provided
- Runners will need to have a intimate knowledge of the layout of the rooms and room diagrams, intimate knowledge of the layout of the property, where supplies are stored, how to read the worksheets and be able to work independently.
- Runners arrive first before the event. Therefore, it is imperative that they know
  1. How to approach guests on the property.
  2. Know the lay-out of rooms, where supplies i.e. glassware, silverware, china, flatware, lightbulbs, linen, etc.
  3. Treat guests and service people with professionalism that reflects Wellers’ mission statement.

### WHAT DO RUNNERS WEAR

- **DRESS CODE:** Black pants, Black Tuxedo shirt gold button cover and safe black shoes with rubber soles.

### TRAINING SCHEDULE

- **ORIENTATIONS:** Will be scheduled before you begin a shift. It is imperative that you do not miss your orientation and no one is allowed to work without having gone through one.
- **POST PARTY MEETING-** Informal meetings immediately after your shift to ask what questions you may have about the job
- **INDIVIDUAL MEETINGS & EVALUATIONS:** Formal scheduled meetings to evaluate what areas need to be worked on and what behavioral and/or further training is needed

### MERIT RAISES

- Raises will be determined by the number of skills that are acquired,
- Ability to stay focused using common sense and innate intelligence
- Ability to get along and work as a team.
- Positive attitude in general while working.
- Ability to get the job done.