

- **Event Completion**

- 30 minutes prior to the completion of any private event the solo staff or Roster Manager needs to have an end of event meeting with the client or onsite contact. This meeting is to discuss end of event duties, and gratuity if applicable.
 - Mr./Mrs. Client,
“The event is scheduled to be completed in about 30 minutes. I/We are going to start our normal cleanup/closing tasks. If there is anything specific that you would like done, let me know and I will add it to the list. If you feel like you would like more time, I/we are happy to stay. Just refer to your agreement for any charges that you will incur for the extra time. Let me know if you approve and I/We will stay and help. The only other thing to discuss is the gratuity suggested on your agreement. Would you like to take care of that today or have the office put it on your card?”
 - This conversation will provide the expressed consent by the client to bill if the event goes longer or if they want the gratuity added
- Check out is done the same way as check in.
 - Staff must clock out in order to process payroll
- The Client or Roster Manager must sign the completed roster, if applicable.
 - Typically, this would be any corporate staffing partner event, but any time that you send a roster to the client before the start of the event, this is the expectation.
 - Preferably it is the Client who signs.
 - They will need to take a picture and upload it using this link: <https://zngl.me/yM9BANp>
- Anyone who has Captain permissions needs to go into the event on the app and put notes about each staff member’s performance as well as general event comments including gratuity, if applicable.
 - This is expected to be done after every event by the Captain or Roster Manager unless there is none. If not, then it is the Staffing Manager’s job when completing ready for payment.