

## - Overstaffing and Backup Process

### - Overstaffing Events

- There are times when we will purposely overstaff an event and send the extra staff directly to the event.
  - We do this when it is a large order, or we have a lot of new people on the event. The number of extra people we will send out is generally determined by the number of new people on the event or directed by management.
  - You can choose whether to tell the extra person or people that they are a backup or not. However, if we end up with more than the ordered amount show up, we follow the following communication process. This is communicated to the client by the Captain, Roster Manager or Staffing Manager.
    - We ask the client if they would like the extra person or people. They must understand if they agree to keep the extra, that they will be charged for the additional manpower. If they say “yes”, then the staff stays. If they say “No, follow the following elimination process.
      - If anyone was late, not in uniform, or looks sloppy; they are first to be asked to leave. They do not receive Backup Pay.
      - If everyone there is on time, in uniform, and the client does not want the extra; then you will next ask for volunteers. The volunteer will receive Backup Pay (\$20).
      - If there are no volunteers, then you send your official backup(s) home with Backup Pay (\$20).
        - Remove the staff from “booked” status in Ubeya and make a note by their name saying why they were un-booked
          - If they are receiving backup pay, the note will say, “backup pay”
          - If they are not receiving backup pay, make a note about the reason
            - Example: “un-booked from 11/14 event; late and not in proper uniform”

### - Backups

- The staffing process of acquiring backups differs from overstaffing. Backups are available if called upon, but they are not sent to the event unless needed. There are a couple of different criteria on how we determine what type of backup staff member is needed.
  - Under threshold of 10 people booked for the day
    - When there are under 10 people booked in a market/submarket for the day, events will need to have backups to be prepared for staffing changes. This is done by moving staff from “available” into “selected” status after all events are full for the day. Make a note under their name about their availability.
      - Move the backup to the selected box
        - Once in the selected status, you want to call (or text using the ‘back up message’ template in the texting app) the staff and establish agreement of being a backup:  
  
Hello {first\_name},

I noticed you applied for the event on (Date,Time, and Address). That event is currently full, but we'd like to use you as a confirmed backup.

What that means is essentially you would be on call (having full availability) up until the event start time just in case you are needed.

We may call you prior to the event day should something open as well.

On the day of the event, you are expected to answer your phone when we call and be dressed and ready to head to the event. Not answering would result in a no call, no show as if you were booked. NOT DOING SO, COULD LEAD THE REMOVAL FROM OUR DATABASE, SO PLEASE ONLY AGREE TO THIS IF YOU CAN FULFILL THIS ROLE.

By doing this for us, you would put you on the top of the list for high paying parties, including events we don't post to everyone. Also, you will be the first to call should another shift for a different event open for this day.

Please reply CONFIRM if you agree

- Click on the blue line "Note" by the staff member's name
    - Place a note about their availability for the event. Place any pertinent information received from the call with them.
      - Example Note: "Confirmed Backup"
    - Staff can be confirmed backups for multiple events in a day
      - Just make sure that you if you book them on an event, you remove them from the others.
  - **"Over threshold"** of 10 people booked for the day
    - When there are over 10 people booked in a market/submarket for the day, a special "backup event announcement" will need to be created. This is sent once all the events for that day are full.
      - The backup event will be a useful tool to see how many staff are available in the market for that day
        - This allows Management to see if they can book more events
        - It also makes it easier for the Staffing Manager to manage backup staff for the day.
- Creating **Backup Event Announcement**
- Open **Ubeya**
  - Click "Calendar" on the black menu on the left
  - In the month of the event, click on the date of the event
  - A box will pop up titled "Add Event"
    - The cursor will automatically go to the "Location Name" box

- Type in the “Market or Submarket” name, but do not enter a zip code
  - Skip all boxes until you get to the Event Name box
    - Type in “Official Backups Needed”
  - Skip all boxes until you get to the Color Box
    - Enter in corresponding color with target market
  - Click the blue “Next” button on bottom right
  - Add Shift
    - Shift Time: use the start time of your first event and for the end time use the start time of your last event.
    - Shift Description: This is not for a specific event, however; if you are not already booked on this day and flexible to travel within the market/submarket area, please apply and your staffing manager will reach out to you.
  - Publish Backup Event and Manage Applicants
    - The backup event announcement is not published until all events in the market/submarket are full.
      - Enter the market tag in “choose your target audience” area
        - Example: “Staff Market: Denver”
      - Once you have it tagged correctly, click “check availability”
    - Staff who reply to this event should be people who are truly available to work but have not been booked on any of the already full events for the day.
      - When they apply, they will come into the “available” sub box just like any other event. Some will have notes attached that tell you about their availability.
        - Example: “available after 4pm” or “can only work in the city”
      - If a staff member does not reply with a note about their availability, the Staff Manager will need to reach out to see if they have any limitations.
      - Any staff who the Staffing Manager deems as eligible to work will be moved to the “selected” sub box
        - In order to deem them eligible, you need to follow the same processes as discussed in the staff selection area on page 16.
          - Check for proper onboarding
          - Check notes and profile comments
          - Make sure they have the skill set
          - Check that they are not already booked on an event that day
            - The nice thing is that in Ubeya there will be a red “x” by their name if they are booked already for the day.
              - If they are booked already, you will need to remove them from this event and send them a courtesy chat, text, or call to let them know why they were not picked.
                - This can be a red flag that staff are not paying attention, so when communicating with them, decide if a change needs to be made on the event they are booked on.
        - Make any notes by their name that are pertinent to their availability
          - Click on the blue line “Note” by the staff member’s name and enter a note about their availability
            - Example: “available after 4pm only”
- [Limited Availability Backups](#) are staff who have limitations on what hours or where they can work that day

- This is not a bad thing; it will just limit the Staffing Manager on where they can book this staff member.
- In theory, any staff member who replies to this event without limitation notes by their name, should be available all day as the announcement requested.
- Make sure there is a note by their name with their availability limitations
- Send Limited Availability Backups a Chat (no call necessary)
  - You will need to send a chat to each limited availability backup separately
    - You cannot send a group chat unless the staff is in “booked” status. Backups do not get booked unless they are booked in a specific event
    - “Thanks for applying as an official backup, all events are full for the day. If a new event comes up that fits your limitations, you will be booked on that event. Please understand that being a backup is just as important as being booked for this event, so if I call you and you aren’t available, you do not answer, respond, or show up; you will not be selected for future events”
- All Day Backups are staff who have applied to the backup event announcement without any limitations regarding their availability for that day.
  - In order to make them an official all-day backup, you must call them and confirm their availability and go over the expectations of accepting that position.
    - “Hi David, thanks for applying to the backup event announcement for (insert date). All events are full for the day however I would like for you to be a backup for the day. If any day before the event that a spot becomes available, you will be immediately booked for an event. If no spots come available before this day; you are still expected to be ready to head to any event if needed in this area. Meaning that you have your attire and/or tools ready to head to the event with no hesitation. **The benefit of being an all-day backup is that I will automatically book you for a qualifying event that you apply for next week and I will pay you backup pay of \$20 if you qualify.** Ok? Great! I will be touching base with you several times this week to make sure you are still engaged. I will call you at the start time of each event and give you a status. Agreed? Great! Now understand that being a backup is just as important as being booked. So, if I call you and you are not available, or if you do not answer you will not be selected for future events.”
  - Move the staff member to the “Selected box”
  - Click on the blue line “Note” and add a note
    - Example: “Confirmed ALL DAY Backup”

**As backups are booked for specific events, they are to be removed from the “selected” area of the Back Up Event Announcement. They also need removed from the “available” area. This ensures there is a clean number of people that are available but not yet booked for that day.**