

SOP: On-site Setup, Service, and Staff Management

This SOP details the **on-site setup, service, and staff management** procedures, covering efficient preparation and organization of the work environment, coordination of service activities, staff scheduling, roles and responsibilities allocation, communication protocols, and performance monitoring. The objective is to ensure seamless operational flow, high-quality service delivery, and effective workforce management to meet organizational goals and client expectations.

1. On-site Setup Procedures

- Conduct pre-event/site inspections to verify suitability and safety.
- Prepare a site layout plan, including service stations, staff areas, and emergency exits.
- Coordinate delivery and installation of necessary equipment and supplies.
- Ensure all equipment is functional, clean, and set up as per specifications.
- Set up signage and wayfinding guides where appropriate.

2. Service Coordination

- Review event/service schedule and timeline with the team.
- Assign team leads or supervisors for various service areas.
- Distribute checklists for service deliverables and standards.
- Confirm availability and proper functioning of all materials and supplies.
- Manage inventory levels and replenish as necessary.

3. Staff Scheduling & Allocation

- Develop a staff roster based on service requirements and anticipated demand.
- Allocate staff according to skillsets, experience, and assigned roles.
- Communicate schedules and shift timings in advance.
- Ensure sufficient coverage for all critical positions, including breaks and contingencies.

Role	Responsibilities
Supervisor	Oversee operations, coordinate between staff, resolve escalations.
Setup Crew	Prepare site, assemble equipment, and ensure compliance with layouts.
Service Staff	Deliver services to clients/customers, adhere to quality standards.
Support Staff	Maintain cleanliness, restock supplies, assist main service staff as needed.

4. Communication Protocols

- Conduct pre-shift briefings to review goals, priorities, and updates.
- Establish clear channels for internal communications (radio, group chat, etc.).
- Designate escalation process for urgent situations and emergencies.
- Maintain an incident log for issues and resolutions.
- Debrief post-service to review performance and capture feedback.

5. Performance Monitoring & Quality Control

- Perform routine checks on service delivery, staff attendance, and behavior.
- Gather feedback from clients or supervisors during and after service.
- Address underperformance or issues according to HR policies.
- Document lessons learned and integrate into future plans.

6. Documentation & Reporting

- Complete daily checklists and attendance sheets.
- Maintain records of incidents, equipment use, and client feedback.
- Submit a summary report post-service/event, including recommendations.

7. Review & Continuous Improvement

- Review SOPs annually or after major events for relevance and effectiveness.
- Encourage staff to suggest improvements based on their experience.
- Update procedures as required to align with best practices and organizational changes.