

Craft Service General Job Description

Craft Service provides food and beverages throughout the workday to the crew and cast on productions. This is not catering. Rather, we provide drinks, snacks, and substantial sustenance between and after catered meals.

An ideal craft service worker has food handling experience and training. Supporting the crew through long hours requires a good attitude.

Craft Service is physically demanding. One must be able to lift heavy equipment and food products (including 43 pound-5 gallon water jugs), and be able to efficiently move all equipment from location to location.

Craft Service is about anticipation as well as adaptation, all while keeping food safety implementations and health regulations intact and up to code.

Individual Roles in Craft Services

Craft Service Key

The Key is responsible for managing the crew and needs for running the craft services department. They talk with UPM's and Producers about their expectations for the productions needs, help them hone in on a budget for food, water, ice, and equipment (including a truck or trailer to work out of), and hire their full-time crew and day players. Sometimes the Key is asked to find vendors to do catering for lunch or an official second meal. The Key also manages inventory on the truck, shopping needs, menus, substantial snacks throughout the work day, receipts and accounting, timecards and paperwork, and breaks for their crew.

The Key works very closely with their craft services team and production to fulfill the needs and expectations of providing sustenance and comfort to the crew and cast. They oversee the main craft setup on set, as well as any satellite setups and needs from set to basecamp to second units and beyond.

The Key works out of a craft service truck or trailer, where there are refrigerators, freezers, deli bar, stock shelves full of packaging products, coffee makers, and other equipment necessary to manage temperatures of food and cooking/heating food for distribution. The Key has undergone training and experience for food safety, in order to have the appropriate knowledge for safe food handling procedures.

Craft Services Assistant

The Assistant is the right-hand worker for the Key. They are in charge of finding the appropriate and approved space to land the craft setup on set, moving the equipment there, and handing out sustenance to the crew along with replenishment of the items. Daily, a package such as pop-up tents, carts filled with coffee and snack supplies, tables, coolers with ice and drinks, and other items are pulled out of the truck and moved to the setup. At the end of the use of the location or day, all of the equipment must come back and be packed away neatly and efficiently in to the truck or trailer.

The Assistant and any Additional will serve items from the setup to cast and crew by passing drinks and snacks onto a table, thereby eliminating touch points.

The Assistant is a very physically demanding job. They must be able to lift heavy objects, by themselves or with a team member (safety first!), and must be physically

able to stand all day (a typical day is 12 hours long), lots of walking, and pushing/pulling equipment and carts throughout the day.

The Assistant also helps to manage inventory, alerting the Key when items are running low, and helps to facilitate other needs to satellite set ups. They help to manage the crew working on set, and keep things flowing for easy snacking and hydration. They are also experienced in food safety policies and procedures as well as sanitization.

Craft Service Additional(s)

The Craft Service Additional is there to assist the Key and Assistant. They can be full time or brought on as additional day players for bigger days requiring more assistance. Any issues or questions the Additional has can be brought up to the Assistant or Key. They will work under these two people in order to fulfill the duties required for craft service needs.

Additional should have a basic understanding of food safety, frequently sanitize their hands and surfaces. Much like the requirements of the Assistant (without the managerial duties) the Additional must be physically able to do this job.