

JOB TITLE: Executive Chef
SUPERVISOR: Owner
CLASSIFICATION: Salaried
SHIFT/HOURS: Minimum 50 hours per week
LOCATIONS: ABC Catering (ABCC)

Primary Functions of the Position:

Under the General Guidance of Owner and within limits of established policies, procedures and company manuals, is responsible for the total functioning of ABCC

Secondary Functions of the Position:

Ensure and maintain safety and security standards at ABCC

Job Responsibilities:

Financial

1. Maintain acceptable profit margins in key areas to include but not limited to linen, operations, rental, rental loss, auto insurance, property insurance and workers compensation.

Events

1. Handle all large events (large plate ups, complex events, high dollar events)
2. Attend donated events representing ABCC.
3. Attend events as Executive Chef or as ABCC liaison between kitchen and front of the house.

Sales

1. Attend weekly sales meetings
2. Troubleshoot sales challenges
3. Maintain communication between sales, kitchen and operations
4. Ensure accuracy of sales proposals regarding menu and pricing
5. Enforce sales responsibilities and supervise sales staff systems.
6. Supervise sale assistant and ensure all systems are maintained.

Operations

1. Review operations staff
2. Supervise the operations scheduling
3. Supervise scheduling of rental trucks
4. Supervise corporate drop off business
5. Supervise lead operations employee
6. Supervise vehicle maintenance.
7. Organize and maintain the operations area of the kitchen, linen areas, deco room and back storage room.
8. Act as liaison between rental company and ABCC

Farm

1. Develop a plan for the continued success of Café
2. Conduct ABCC manager meetings – coordinate dates.
3. Conduct weekly walkthrough of on-prem venue

Miscellaneous

1. Conduct weekly walkthrough of ABCC, Attend weekly meeting with owner
2. Conduct monthly management meetings – coordinate dates
3. Write and develop menus for ABCC
4. Oversee all functions of events with special attention to food, operations, service and sales.

I have read the Job Description and understand the primary functions of the job, the job responsibilities, physical, environmental and mental demands of the position. I can fulfill all the requirements of this position.

EMPLOYEE SIGNATURE: _____ DATE: _____

APPROVED BY: _____ DATE: _____

Chef de Cuisine JOB DESCRIPTION FORM

A. GENERAL INFORMATION

Job Title: Chef de Cuisine

Job Code: (to be assigned by Human Resources):

Grade Level/Status: Exempt

Department:

Location:

Prepared by:

Approved by:

HR Approval/Date:

B. SUMMARY Must possess knowledge of the culinary profession and of the problems relevant to direct management of the kitchen. Compose daily specials, menu creation/implementation, utilize products, demonstrate specific culinary techniques and have knowledge of elementary cost accounting. Must exhibit leadership and able to direct kitchen personnel to attain effective results. Responsible for educating all team members on current menu item content and answer general culinary/business questions. Work closely with the Executive Chef and purchasing agent to communicate efficiencies and deficiencies of food products and service issues.

C. ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

1. Because of the fluctuating demands of the Company's operation, it may be necessary that each employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks as needed or directed.
2. Adhere to all of the various written mandatory standards of operation, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.
3. Communicate closely with the Executive Chef how to build and manage the business. Take on responsibilities in the event of the Executive Chef's absence.
4. Oversee daily kitchen operations of the restaurant, cafeteria, catering and banquet business. Direct culinary staff in all areas from food prep, customer satisfaction, meal period execution, cleanliness of kitchen and self, implementation and consistency of new items/procedures, professionalism and behavior. Work all line positions as needed but not to

exceed 20% of the scheduled shifts. Coordinate with the FOH manager and Executive Chef ideas to promote business growth, staff development, guest reaction to food and menu content and a general shared support of each other's decisions.

5. Teach and develop talent in all culinary team members. Oversee and manage the kitchen staff – regarding work quality, discipline and organization. Test and present all specials to the Executive Chef and Food and Beverage Director.

6. Develop, implement and oversee consistency of banquet menu items with the Executive Chef, Special Events Chef and other Chefs de Cuisine. Plan meals, specials, banquets, functions, and special event buffet menus. Assist in planning all other menus as directed and organize the staff menu.

7. Assist the Executive Chef in writing the prep list, placing the food orders, preparing the schedules, aiding staff development and actively participating in food preparation and execution of on and off premise banquet events. Complete paperwork which includes the work list, inventory control, labor, ordering and receiving. Assume control of the stocking and sanitation of perishables, dry goods, chemicals and fresh foods. Organize banquet mis en place. Taste and check mis en place before each event.

8. Assist Executive Chef in communicating with rental department what equipment is needed for each event, and what the culinary team would like to add to the rental equipment inventory to be better equipped to creatively expand the buffet design.

9. Assist in new team member development to understand the company expectations, standard operating practices and company culture and guidelines.

10. Good kitchen knowledge of the Spanish language.

11. Sound FOH service and operational knowledge.

OTHER DUTIES (LOCATION SPECIFICS):

(List any other duties normally performed in this job, which are not considered essential functions.)

1.

2.

3.

4.

D. REPORTING RELATIONSHIPS:

1. Reports directly to: Executive Chef

2. Also works for: General Manager

3. Other jobs reporting to this supervisor:
4. Directly supervises: Cooks 1,2 and 3; Dishwashers 1 and 2

E. DIMENSIONS:

1. **WORK EXPERIENCE:** 2 years experience as a Sous Chef in a 3 star rated or higher restaurant that caters, country or private club, hotel or catering operation.
2. **EDUCATION:** High school diploma or equivalent plus graduation from an accredited culinary training program is required. Some college coursework is a preferred.
3. **CERTIFICATE/LICENSE:** Registered Food Service Manager's Card and valid Driver's license
4. **LANGUAGE:** Complete oral and written knowledge and comprehension of the English language is required.
5. **BUDGET CONTROL/RESPONSIBILITY:**
6. **SECURITY/CONFIDENTIALITY:** All materials and information obtained through working with our company may not be given or transferred outside of the company. Violation of confidentiality is grounds for termination.
7. **TRAINING:** Proven menu development, above average knowledge of a minimum of 3 different types of cuisine, proficient written and verbal English skills, knowledge of kitchen Spanish, basic math skills, working computer knowledge of MS Word, Excel and Outlook. All other training held is mandatory.
8. **PERFORMANCE STANDARDS:** This individual must enjoy cooking; have a dedication to succeed; the desire and compatibility to adopt the business philosophy of the Executive Chef, General Manager and Executive Team; the determination to uphold those standards daily unyielding to the obstacles that may be present. This individual must be responsible to themselves and those they supervise. Must be a positive leader that is consistent in their decisions and leads by example. This individual must have extensive culinary knowledge and enjoy sharing that knowledge by teaching and nurturing talent in those around them. This individual must possess an attitude of "yes we can."
9. **WORKING CONDITIONS/ENVIRONMENT:** Must be able to work in a hot, greasy and at times very cold and wet environment. Must be able to think clearly, react and lead positively in an aggressive and high paced atmosphere under adverse conditions at times. Must be able to find solutions to customer satisfaction issues that may arise. Must be able to stand for up to 10 hours without sitting. Must be able to lift 40 lbs from the floor to heights up to 6 feet at least 50 times in a 8 hour shift without assistance.

JOB REQUIREMENTS

1. In a work day, this job requires the following activities. Indicate how many hours and whether the time spent in each activity is intermittent (occurring at various intervals) or constant (without a break in the activity).

		INTERMITTENT	CONSTANT
a.	Sit _____ hrs/day	_____	_____
b.	Stand _____ hrs/day	_____	_____
c.	Walk _____ hrs/day	_____	_____
d.	Drive _____ hrs/day	_____	_____
e.	_____ hrs/day	_____	_____

2. This job also requires the following activities. Check "occasionally" if the activity is performed 1/3 of the day or less, "frequently" if the activity is performed more than 1/3 of the day.

		NEVER	OCCASIONALLY	FREQUENTLY
a.	Squat	_____	_____	_____
b.	Bend	_____	_____	_____
c.	Kneel	_____	_____	_____
d.	Reach	_____	_____	_____
e.	Twist	_____	_____	_____
f.	Crawl	_____	_____	_____
g.	Ladder climbing	_____	_____	_____
h.	Stair climbing	_____	_____	_____
i.	Other climbing	_____	_____	_____
j.	Walking on rough ground	_____	_____	_____
k.	Exposure to temperature changes	_____	_____	_____
l.	Exposure to dust, fumes or gases	_____	_____	_____
m.	Being near moving machinery	_____	_____	_____
n.	Cleaning/scrubbing	_____	_____	_____

3. This job requires lifting/carrying:

a.	Up to 25 lbs.	_____	_____	_____
b.	26-50 lbs.	_____	_____	_____
c.	51-100 lbs	_____	_____	_____

4. This job requires pushing/pulling:

a.	Up to 25 lbs.	_____	_____	_____
b.	26-50 lbs.	_____	_____	_____
c.	51-100 lbs	_____	_____	_____

5. This job requires the following:

a.	Keypunch dexterity	_____	_____	_____
b.	Collating/sorting	_____	_____	_____
c.	Filing	_____	_____	_____
d.	Opening/closing	_____	_____	_____
e.	Stamping	_____	_____	_____
f.	Cutting	_____	_____	_____
g.	Stapling	_____	_____	_____

- | | | | | |
|----|----------------------------|-------|-------|-------|
| h. | Folding/unfolding | _____ | _____ | _____ |
| i. | Inserting/removing | _____ | _____ | _____ |
| j. | Operating office equipment | _____ | _____ | _____ |
| k. | _____ | _____ | _____ | _____ |
| l. | _____ | _____ | _____ | _____ |

6. List primary tools/equipment used in this job and approximate weight:

- a. Gas stove, convection oven, still oven, salamander grill
- b. Steamer, flat top griddle, deep fat fryer
- c. Robo coupe food processor, table top mixer, hand held wand mixer
- d. Dishwasher
- e. Squeegee, mop, broom, dust pan
- f. Knife, Spoon
- g. Microwave
- h. Wisk, spatula, stiff and flex, peeler
- i. mallet
- j. Ice cream scoop
- k. Cheese grater

Attendance requirements for this job: Available to work an average of 45-60 hours per week, including evenings and weekends as needed for business.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, task, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Company.
- I have read and understand this job description:

Printed employee name: _____

Employee signature: _____ Date: ___/___/___

JOB TITLE: Sous Chef
SUPERVISOR: Executive Sous Chef, Owner
CLASSIFICATION: Salaried
SHIFT/HOURS: Minimum 50 hours per week
LOCATION: ABC Catering (ABCC)

Primary Functions of the Position:

Under the general guidance of the Executive Sous Chef and the Owner and within limits of established policies, procedures and company manual, is responsible for the day to day functioning of the kitchen and all off premise and corporate events.

Secondary Functions of the Position:

Ensures compliance of all company rules and regulations. Maintains leadership standards and encourages employees to conduct themselves in like manner.

Job Responsibilities:

2. Checks on the quality of food prepared in the kitchen and constantly checks for taste, temperature and visual appeal.
3. Ensures all dishes are uniform and the established portion sizes are adhered to.
4. Assist Supervisor to maintain food cost goal of 24%
5. Closely communicates with off premise chef's to ensure standards are met at all off premise events.
6. Assist Supervisor to train new chef's, cooks, off premise chefs and dish crew.
7. Attend weekly meetings to review upcoming events and review previous week's events.
8. Troubleshoot any food and kitchen related situations that arise.
9. Schedule hours for all full and part time employees.
10. Ensure labor goal of 14%.
11. Check and ensure maintenance of all equipment located in kitchen and sent out for off premise events.
12. Assist Supervisor to train staff on existing and new County Health Department regulations.
13. Work closely with operations to ensure on time departure of off premise events.
14. Ensures all in house daily procedures are followed.
15. Understands and adheres to all company rules and ensures these regulations are followed by staff members.
16. Establish and maintain effective employee relations as all times.
17. Assist Supervisor to ensure pricing from vendors by initiating daily/weekly price checks.
18. Perform other related tasks as assigned by Executive Chef and Supervisor.

I have read the Job Description and understand the primary functions of the job, the job responsibilities, the physical, environmental and mental demands of the position. I can fulfill all the requirements of this position.

EMPLOYEE SIGNATURE: _____ DATE: _____

APPROVED BY: _____ DATE: _____

Chef, Special events JOB DESCRIPTION FORM

A. GENERAL INFORMATION

Job Title: Chef, Special Events

Job Code: (to be assigned by Human Resources):

Grade Level/Status: Exempt

Department:

Location:

Prepared by:

Approved by:

HR Approval/Date:

B. SUMMARY Responsible for banquet food production, financial controls/growth, culinary staff hiring/firing and development and menu creation/implementation for all special events held at the company specific venue. Responsible for educating all staff members on current menu item content and answer general culinary/business questions. Work closely with the Executive Chef, purchasing agent, sales team, rentals/staffing manager, General Manager, Executive Team and sister company management lending support where needed, as needed. Nurture team member development as a culinarian and a mature professional.

C. ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

1. Because of the fluctuating demands of the Company's operation, it may be necessary that each employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks as needed or directed.
2. Adhere to all of the various written mandatory standards of operation, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.
3. Communicate closely with the Executive Chef to assist in business growth and management. Give the Executive Chef an overview of business issues, publicity support, and human resource decisions regarding any special events.
4. Oversee daily operations of the company venue daily and special event business. Direct the Chef de cuisine and staff in all areas of food prep, customer satisfaction, meal period execution, cleanliness of the kitchen and self, culinary and service development, implementation and consistency of new items/procedures, professionalism and behavior. Coordinate with the

Restaurant Manager, General Manager and the Executive Chef ideas to promote and build business within the restaurant, staff development, guest reaction to food and menu content and a general shared support of each others decisions.

5. Support the Executive Chef and team, banquet menu development, implementation and consistency. Share information regarding product pricing, quality consistency, new product procurement and availability and delivery timeliness. Communicate closely with the Executive Chef regarding food inventories. Develop the Chef de Cuisine as a business person.

6. Develop, implement and oversee consistency of banquet menu items with the Executive Chef and Chef de Cuisine. Create specialized banquet menus and develop culinary/catering production knowledge of sales team members as needed.

7. Plan (write a prep list, place food order, schedule for) and actively participate in food preparation and execution on and off premise banquet events. Staff development each time a moment presents itself.

8. Support and develop the FOH employees in learning service nuances. Oversee the FOH manager's money handling.

9. Communicate with the rental department what equipment is needed for each event and what the culinary team would like to add to the rental equipment inventory to be better equipped to creatively expand the buffet design.

!0. Sound FOH ser and operational knowledge.

OTHER DUTIES (LOCATION SPECIFICS):

(List any other duties normally performed in this job, which are not considered essential functions.)

- 1.
- 2.
- 3.
- 4.

D. REPORTING RELATIONSHIPS:

1. Reports directly to: Executive Chef
2. Also works for: General Manager
3. Other jobs reporting to this supervisor: Sales Manager, Purchasing Agent, Rental Manager
4. Directly supervises: Chef de Cuisine

E. DIMENSIONS:

1. WORK EXPERIENCE: 1 year Executive Chef experience in a 3 star rated or higher restaurant that caters, country or private club, hotel or catering operation.
2. EDUCATION: High school diploma or equivalent plus graduation from an accredited culinary training program. College course study is a plus, but not necessary.
3. CERTIFICATE/LICENSE: Registered Food Service Manager's Card and valid Driver's License.
4. LANGUAGE: Complete oral, written and comprehension knowledge of the English language is required.
5. BUDGET CONTROL/RESPONSIBILITY:
6. SECURITY/CONFIDENTIALITY: All materials and information obtained through working with our company may not be given or transferred outside of the company. Violation of confidentiality is grounds for termination.
7. TRAINING: Any training held is mandatory.
8. PERFORMANCE STANDARDS: This individual must enjoy cooking, have a dedication to succeed, the desire and compatibility to adopt the business philosophy of the Executive Chef, General Manager, and the Executive Team and the determination to uphold those standards daily unyielding to the obstacles that may be present. This individual must be responsible to themselves and those they supervise. Must be a positive leader, who is consistent in their decisions and leads by example. This individual must have extensive culinary knowledge and enjoy sharing that knowledge by teaching and nurturing talent in those around them. This individual must possess an attitude of "yes we can."
9. WORKING CONDITIONS/ENVIRONMENT: Must be able to work in a hot, greasy and at times very cold and wet environment. Must be able to think clearly, react and lead positively in an aggressive and high paced atmosphere under adverse conditions at times. Must be able to find solutions to customer satisfaction issues that arise. Must be able to stand for up to 10 hours without sitting and lift 40 lbs from the floor to heights up to 6 feet in an 8 hours shift without assistance.

JOB REQUIREMENTS

1. In a work day, this job requires the following activities. Indicate how many hours and whether the time spent in each activity is intermittent (occurring at various intervals) or constant (without a break in the activity).

			INTERMITTENT	CONSTANT
a.	Sit	_____ hrs/day	___	___
b.	Stand	_____ hrs/day	___	___
c.	Walk	_____ hrs/day	___	___
d.	Drive	_____ hrs/day	___	___
e.	_____	_____ hrs/day	___	___

2. This job also requires the following activities. Check "occasionally" if the activity is performed 1/3 of the day or less, "frequently" if the activity is performed more than 1/3 of the day.

	NEVER	OCCASIONALLY	FREQUENTLY
a. Squat	_____	_____	_____
b. Bend	_____	_____	_____
c. Kneel	_____	_____	_____
d. Reach	_____	_____	_____
e. Twist	_____	_____	_____
f. Crawl	_____	_____	_____
g. Ladder climbing	_____	_____	_____
h. Stair climbing	_____	_____	_____
i. Other climbing	_____	_____	_____
j. Walking on rough ground	_____	_____	_____
k. Exposure to temperature changes	_____	_____	_____
l. Exposure to dust, fumes or gases	_____	_____	_____
m. Being near moving machinery	_____	_____	_____
n. Cleaning/scrubbing	_____	_____	_____

3. This job requires lifting/carrying:

a. Up to 25 lbs.	_____	_____	_____
b. 26-50 lbs.	_____	_____	_____
c. 51-100 lbs	_____	_____	_____

4. This job requires pushing/pulling:

a. Up to 25 lbs.	_____	_____	_____
b. 26-50 lbs.	_____	_____	_____
c. 51-100 lbs	_____	_____	_____

5. This job requires the following:

a. Keypunch dexterity	_____	_____	_____
b. Collating/sorting	_____	_____	_____
c. Filing	_____	_____	_____
d. Opening/closing	_____	_____	_____
e. Stamping	_____	_____	_____
f. Cutting	_____	_____	_____
g. Stapling	_____	_____	_____
h. Folding/unfolding	_____	_____	_____
i. Inserting/removing	_____	_____	_____
j. Operating office equipment	_____	_____	_____
k. _____	_____	_____	_____
l. _____	_____	_____	_____

6. List primary tools/equipment used in this job and approximate weight:

- a. Gas stove, convection oven, still oven, salamander grill
- b. Steamer, flat top griddle, deep fat fryer

- c. Robo coupe food processor, table top mixer, hand held wand mixer
- d. Dishwasher
- e. Squeegee, mop, broom, dust pan
- f. Knife, Spoon
- g. Microwave
- h. Wisk, spatula, stiff and flex, peeler
- i. mallet
- j. Ice cream scoop
- k. Cheese grater

Attendance requirements for this job: Available to work an average of 45-60 hours per week, including evenings and weekends as needed for business.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
 - Job duties, task, work hours and work requirements may be changed at any time.
 - Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Company.
 - I have read and understand this job description:

Printed employee name: _____

Employee signature: _____ Date: ___/___/___

Job Title: Sous Chef

Duties and Responsibilities:

Essential Functions: These requirements/functions may change over the course of employment.

1. Verifies that kitchen staff follow all recipes and portion servings correctly and according to menu specifications.
2. Maintain responsibility for general cleaning, maintenance and sanitation of kitchen.
3. Assist Head Chef with item costing, price checking and price updating.
4. Take monthly inventory of all food and beverage items.
5. Places food and supply orders as directed.
6. Receives products and verifies invoice pricing, quantity, and that the product meets AC's standards.
7. Assists in training employees to company standards, policy and procedures.
8. Assist owners with hiring and evaluation of kitchen staff.
9. Sets excellent customer service and work examples.
10. Participates in special projects
11. Run kitchen's daily production.
12. Monitor taste and quality control of all food production and presentation.
13. Makes recommendations for maintenance, repair and upkeep of the kitchen, it's equipment, and other areas as appropriate.
14. Actively participates as a member of management team.
15. Obtains and maintains up to date SafeServ certification.
16. Performs miscellaneous job-related duties as assigned.

Minimum Job Requirements:

College or culinary training and/or extensive cooking and production experience

Ability to obtain PA SafeServ certification

Must have a valid PA Drivers License

Knowledge/Skills/Aptitudes

1. Extensive food and beverage knowledge
2. Knowledge of basic training techniques
3. Understanding of local, state and federal health and sanitation laws
4. Understanding of proper use and maintenance of major kitchen equipment, including stoves, refrigeration, slicer, knives and dish machine
5. Professional oral and written communication skills
6. Ability to work in a high energy and demanding environment
7. Strong organizational, leadership, and problem solving skills.
8. Team player with ability to take direction.
9. Computer competency
10. Ability to successfully work all stations
11. Able to stand and exert fast-paced mobility for entire shift. Good sense of balance, able to lift, bend, kneel, stoop and wipe
12. Able to frequently lift and carry food, beverage and other items greater than 35 pounds, able to transport up to 70 pounds regularly

ABC Catering & Event Planning, Inc.
JOB DESCRIPTION

Job Title: DIRECTOR OF OPERATIONS

Department: Administrative Reports to: CEO

General Summary: The Director of Operations reports directly to the CEO/President and has overall responsibility for leading the kitchen and catering operations to achieve the highest possible level of food quality and operating profitability.

Essential Functions:

- Oversee the Executive Chef, Pastry Chef, and Warehouse Supervisor with regard to work quality, discipline and organization.
- Recruit, interview, and hire Executive Chef, Pastry Chef, and Warehouse Supervisor
- Assist in planning all menus as directed by the CEO in conjunction with the Executive Chef and the Event Specialists.
- Ensure that the Executive Chef has written prep lists, placed food orders, and actively participates in the execution of on- and off-premise banquet events.
- Ensure that the Executive Chef has proper inventory control of perishables, dry goods, and chemicals.
- Ensure that the Event Specialists, the Executive Chef and the Warehouse Supervisor, communicate what equipment is needed for each event.
- Responsible for the overall operation and maintenance of the warehouse and equipment,
- Lead, direct, and supervise Warehouse Supervisor and Warehouse Stewards.
- Update Synergy program for cost of food, beverage, dry goods and seasonal menus.

Secondary Functions:

- Develop and communicate guidelines and standards for sanitation, hygiene, and avoidance of food-borne illnesses, and training kitchen staff in those procedures.
- Recruit, interview, hire kitchen and warehouse staff in conjunction with the CEO and the Executive Chef.
- Negotiate and implement all maintenance contracts. Periodically inspect all equipment to ensuring that all equipment is in excellent working order, and correcting any deficiencies.
- Awareness of and involvement in status of capital expenditures.
- Acting as the Company's Safety Manager, responsible for.
 - Ensure that all statutory notices are posted at all relevant points and that such notices are conspicuously placed.
 - Maintaining the OSHA log
 - Assisting the CEO in filing of all Workers' Compensation injury reports, return to work notices, and accident investigations.
 - Keeping the IIPP current and ensure that it is communicated periodically to all employees.
 - Responsible for all MSDSs.
- Assist new team members in understanding the company expectations, standard operating procedures/practices as well as the company culture and guidelines.

Knowledge/Skills:

Ability to read, write and speak the English language. Good knowledge of Spanish to communicate effectively.

Must possess five (5) years knowledge of the culinary profession with the ability to demonstrate specific culinary techniques and have knowledge of elementary cost accounting.

Knowledge of general business skills such as would be acquired from background of working experience with increasing levels of responsibility.

A general level of personal discipline that gives evidence of the ability to meet schedules and deadlines in a timely and effective manner.

The ability to assess and act upon day-to-day operating situations in an objective and effective manner.

Interpersonal skills sufficient to provide for the establishment of an effective working relationship with management staff, operating personnel and the various regulatory authorities, as well as outside consultants.

Required work experience – five to ten years working experience in positions of increasing responsibility.

Experience with computers (Mac & PCs) and knowledge of catering, spreadsheet and word processing software programs. The ability to type is essential.

Analytical skills necessary to prepare various statistical reports required by regulatory agencies.

Valid driver's license.

Working Conditions:

Normal kitchen and office environment with frequent exposure to excessive noise, changes in temperature, dust, or other adverse environmental conditions.

Extended viewing of CRT screen and keyboard usage

Physical Conditions:

Ability to travel by automobile to events, meetings, conferences, etc.

Ability to operate standard office machines and equipment such as telephone, fax machine, copier, calculator and PC keyboard.

Must be able to stand on your feet for long periods of time.

Must be able to lift 25 – 50 lbs. from the floor to heights up to 6 feet.

All essential functions or responsibilities are determined to be essential job functions for which reasonable accommodation will be made. Ability to perform the secondary functions or responsibilities is not a requirement of the job, but an incumbent may be required to perform these duties if able. This job description is not to be construed to be an exhaustive statement of duties, responsibilities, or requirements. Employees will be required to perform any other job-related instructions as requested by their supervisor or ABC Catering, subject to reasonable accommodation.

DIRECTOR OF OPERATIONS JOB DESCRIPTION FORM

A. GENERAL INFORMATION

Job Title: Director of Operations

Job Code: (to be assigned by Human Resources):

Grade Level/Status: Exempt

Department:

Location:

Prepared by:

Approved by:

HR Approval/Date:

B. SUMMARY

The Director of Operations' primary purpose is to assure customer service, facility and asset maintenance and all food and beverage operations are coordinated to exceed customer expectations, while achieving the company's revenue and profit objectives. The benchmarks for a successful Director of Operations include the following: growth in food and beverage revenues; elimination of operational problems; the maintenance of all quality standards for service, production, cleanliness, and safety; employee relations and staff developmental growth in Net Operating Income.

C. ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

(Clear and precise statements of the actual, current essential functions – responsibilities, job duties, and major tasks of the job – the functions that are most important in accomplishing the purpose of the job, with major results and key outcomes expected.)

1. Because of the fluctuating demands of the Company's operation, it may be necessary that each employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks as needed or directed.
2. Adhere to all of the various written mandatory standards of operation, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.
3. Maintain an exceptional customer relations and facilities by creating a quality environment through staffing, service operations and maintenance.

4. Develop aggressive food and beverage sales, marketing and net revenue plans with direct successful implementation, following established company budgeting and revenue guidelines.
5. Identify opportunities for increased customer service with steps toward implementation to achieve revenue objectives and to strengthen ongoing customer relationships.
6. Ensure all expense control systems are in place with close monitoring of all expenses, including the expected revenue to payroll ratio's, which is 20% for both BOH and FOH operations. BOH ratio is derived from taking BOH labor dollars and dividing them into food sales. FOH ratio is derived from taking FOH labor dollars and dividing them into the total of food and liquor sales.
7. Recruit, select and develop a qualified staff of both BOH and FOH employees that understand the relationships between customer satisfaction, value, quality and increased revenues.
8. Develop employees for career advancement through the use of performance appraisal systems, cross training and developmental planning.
9. Hire quality employees. Ensure that pre-employment screening, background checks and the interview process are properly completed. Administer appropriate compensation packages for employees in conjunction with current labor codes.
10. Create an excellent work environment centered upon teamwork and mutual respect that is expected to focus upon customer satisfaction, while producing the company's increased revenue objectives.
11. Audit assets, maintenance procedures and safety practices in each operating area through the staff to assure a secure, safe environment is maintained.
12. Ensure the company is not placed in a position of liability by acts of negligence or poor management decisions.
13. Implement and manage specific ongoing training programs to ensure staff is providing customers with a quality experience, Alcohol Management, Serve Safe, supervisor training, sales training, complaint resolution and technical training as it relates to each department or area of the company.
14. Ensure all payroll information sent to accounting on a bi-weekly basis is correct.

OTHER DUTIES (LOCATION SPECIFICS):

(List any other duties normally performed in this job, which are not considered essential functions.)

- 1.
- 2.
- 3.

4.

D. REPORTING RELATIONSHIPS: (Use titles, not names of individuals.)

- 1. Reports directly to: General Manager
- 2. Also works for: Executive Team
- 3. Other jobs reporting to this supervisor: Food and Beverage Director, Executive Chef, Service Director and Event Manager
- 4. Directly supervises: Food and Beverage Director and Executive Chef

E. DIMENSIONS:

- 1. WORK EXPERIENCE: 3+ years in the hotel industry as food and beverage manager, in the hospitality service or a 3 star rated or higher restaurant/catering company
- 2. EDUCATION: High School diploma or equivalent, bachelor’s degree preferred
- 3. CERTIFICATE/LICENSE: TABC certification and Serve Safe certification
- 4. LANGUAGE: Complete oral and written knowledge of the English language. Basic computer and math skills required.
- 5. BUDGET CONTROL/RESPONSIBILITY: All Food and Beverage operations
- 6. SECURITY/CONFIDENTIALITY: All materials and information obtained through working with our company may not be given or transferred outside of the company. Violation of confidentiality is grounds for termination.
- 7. TRAINING: Any training held is mandatory.
- 8. PERFORMANCE STANDARDS:
- 9. WORKING CONDITIONS/ENVIRONMENT: A fast paced work environment in and out of doors. Position will require weekend and evening work to meet business demands.

JOB REQUIREMENTS

1. In a work day, this job requires the following activities. Indicate how many hours and whether the time spent in each activity is intermittent (occurring at various intervals) or constant (without a break in the activity).

			INTERMITTENT	CONSTANT
a.	Sit	__3__ hrs/day	__X__	___
b.	Stand	__3__ hrs/day	__X__	___
c.	Walk	__2__ hrs/day	__X__	___

d. Drive 1 hrs/day x
 e. _____ hrs/day _____

2. This job also requires the following activities. Check "occasionally" if the activity is performed 1/3 of the day or less, "frequently" if the activity is performed more than 1/3 of the day.

		NEVER	OCCASIONALLY	FREQUENTLY	
a.	Squat	_____		<u> x </u>	_____
b.	Bend	_____		<u> x </u>	_____
c.	Kneel	_____		<u> x </u>	_____
d.	Reach	_____		<u> x </u>	_____
e.	Twist	_____		<u> x </u>	_____
f.	Crawl	_____		<u> x </u>	_____
g.	Ladder climbing	_____		<u> x </u>	_____
h.	Stair climbing	_____		<u> x </u>	_____
i.	Other climbing	_____		<u> x </u>	_____
j.	Walking on rough ground	_____		<u> x </u>	_____
k.	Exposure to temperature changes	_____		<u> x </u>	_____
l.	Exposure to dust, fumes or gases	_____		<u> x </u>	_____
m.	Being near moving machinery	_____		<u> x </u>	_____
n.	Cleaning/scrubbing	_____		<u> x </u>	_____
3.	This job requires <u>lifting/carrying</u> :				
a.	Up to 25 lbs.	_____			<u> x </u>
b.	26-50 lbs.	_____		<u> x </u>	_____
c.	51-100 lbs	_____		<u> x </u>	_____
4.	This job requires <u>pushing/pulling</u> :				
a.	Up to 25 lbs.	_____			<u> x </u>
b.	26-50 lbs.	_____		<u> x </u>	_____
c.	51-100 lbs	_____		<u> x </u>	_____
5.	This job requires the following:				
a.	Key punch dexterity	_____		<u> x </u>	_____
b.	Collating/sorting	_____		<u> x </u>	_____
c.	Filing	_____		<u> x </u>	_____
d.	Opening/closing	_____		<u> x </u>	_____
e.	Stamping	_____		<u> x </u>	_____
f.	Cutting	_____		<u> x </u>	_____
g.	Stapling	_____		<u> x </u>	_____
h.	Folding/unfolding	_____		<u> x </u>	_____
i.	Inserting/removing	_____		<u> x </u>	_____
j.	Operating office equipment	_____		<u> x </u>	_____
k.	_____	_____		_____	_____
l.	_____	_____		_____	_____

6. List primary tools/equipment used in this job and approximate weight:

- a. Desktop PC
- b. Multi-line telephone
- c. Fax Machine
- d. Copy Machine
- e.
- f.
- g.
- h.
- i.
- j.
- k.

Attendance requirements for this job: Minimum of 50 hours per week. Due to the nature of the business, days and hours worked are variable.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, task, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Company.
- I have read and understand this job description:

Printed employee name:

Employee signature: _____

Job Title:	Chief Operations Officer	Job Family:	Executive
Job Title Code:	E-1112	EEO Code:	1
Department:	Executive Services	Wage Schedule:	
FLSA Status:	Exempt	Supervisor:	Chief Executive Officer

Job Summary: Plans and directs all aspects of an organization's operational policies, objectives, initiatives. Responsible for the attainment of short- and long-term financial and operational goals. Directs the development of the organization to ensure future growth. Reports to the Chief Executive Officer.

Duties & Responsibilities:

- Oversees all management staff and works closely with Executive staff regarding daily operations.
- Participates in recruitment, interviews, and selection of employees to fill vacant positions.
- Participates in the planning and review of personnel.
- Handles all disciplinary actions with personnel, beyond the HR level.
- Oversees that budgets are met for operations.
- Responsible for evaluating and suggesting new policies, procedures and protocol to Chief Executive Officer.
- Prepares reports and recommends procedures to improve organizational performance.
- Sets up and coordinates meetings and conferences between Executive Management and Chief Executive Officer.
- Provides advice, assistance and follow-up on company policies, procedures, and documentation.
- Coordinates the resolution of specific policy-related and procedural problems and inquiries beyond the HR level.
- Attend weekly meetings with top management.
- Roundtable with department heads weekly to set and meet goals and objectives.
- Act as mediator between event staff when required.
- Act as mediator between event staff and clients when necessary.
- Acts as mediator between event planners and Accounting when necessary.
- Attend all industry tradeshow.
- Attend client meetings.
- Manage the daily operations of ABC Catering.

Knowledge, Skills, and Abilities:

- Demonstrates expertise in a variety of the field's concepts, practices, and procedures.
- Requires interaction with employees on a highly confidential level.
- Must be highly organized, efficient and self motivated.
- Requires knowledge in superior customer service.
- This position also requires the ability to maintain records and make reports as required.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Must be able to function autonomously.
- Requires experience in supervising projects and team activities.
- Requires knowledge of telephone protocol and high quality verbal and written communication skills.
- Requires attention to detail, excellent organizational skills and discretion with confidential information.

Credentials and Experience:

- This position requires a BA in Business Administration or experience equal to 6 years of business management.

Special Requirements:

- Must display high standards of ethical conduct and exhibits honesty and integrity.
- Must refrain from theft-related, dishonest or unethical behavior.
- Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous and cooperative manner.
- Must be committed to superior quality service.
- Must display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Work without supervision and demonstrate responsible behavior and attention to detail.
- Responds appropriately to supervision and makes an effort to follow policy and cooperate with management.
- Aligns their behavior with the needs, priorities and goals of ABC Catering.

- Must have the ability to encourage and facilitate cooperation, pride, trust, and group identity.
- Must foster commitment and team spirit.
- Must be able to express information to individuals or groups effectively and listens to others and responds appropriately.
- Represents ABC Catering by always being appropriately dressed in the required uniform. It is the responsibility of the employee to be well groomed and maintain the company policy regarding personal hygiene. (Teeth, hair, deodorant etc.)

Director, Food & Beverage JOB DESCRIPTION FORM

A. GENERAL INFORMATION

Job Title: Director, Food and Beverage

Job Code: (to be assigned by Human Resources):

Grade Level/Status: Exempt

Department:

Location:

Prepared by:

Approved by:

HR Approval/Date:

B. SUMMARY

Overall, supervises all front of the house aspects of the company. This includes, but is not limited to staffing, organizing and executing all event orders. Additionally, coordinates with other departments and sister companies to facilitate successful events.

C. ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES:

(Clear and precise statements of the actual, current essential functions – responsibilities, job duties, and major tasks of the job – the functions that are most important in accomplishing the purpose of the job, with major results and key outcomes expected.)

1. Because of the fluctuating demands of the Company's operation, it may be necessary that each employee perform a multitude of different functions; therefore, as an essential part of your job, you will be expected to help others when the occasion arises, just as other employees are expected to help you. Accordingly, you may be expected to perform other tasks as needed or directed.
2. Adhere to all of the various written mandatory standards of operation, policies and procedures, manuals, memos, oral instructions, etc., all of which go to make up the essential functions of the job.

3. Operate a profit while providing guests with high quality food and beverage experience.
4. Develop accurate and aggressive long and short range objectives for the food and beverage department. Maintain consistency with the company objectives.
5. Directly responsible for all labor management including scheduling, training, hiring, firing, and evaluating. Maintain payroll costs on a daily basis.
6. Responsible for expense control for all equipment, CG & S, supplies and linens.
7. Works with Kitchen supervisors to ensure that food quality, both in terms of health issues and presentations are kept to the highest level.
8. Interacts with clients in both prior planning of and the execution of events.
9. Coordinates with Food and Beverage Directors at sister companies to share equipment, vehicles, and staffing.

OTHER DUTIES (LOCATION SPECIFICS):

(List any other duties normally performed in this job, which are not considered essential functions.)

- 1.
- 2.
- 3.
- 4.

D. REPORTING RELATIONSHIPS: (Use titles, not names of individuals.)

1. Reports directly to: General Manager
2. Also works for: other company General Managers
3. Other jobs reporting to this supervisor:
4. Directly supervises: Restaurant Manager, Service Director, Service Staff

E. DIMENSIONS:

1. WORK EXPERIENCE: 10 years experience in the food and beverage industry with 4 years in a supervisory position
2. EDUCATION: High school diploma and years of college level education required. Degree in Hospitality Management preferred. 6 years of prior supervisory experience in the food and beverage industry is acceptable in lieu of a college education.

3. CERTIFICATE/LICENSE: TABC Alcohol Server Training and Food Handler's Certification are preferred. If not in possession of current certificates upon hiring, candidate will be required to get them within 5 months of hire date.
4. LANGUAGE: Complete oral, comprehension, and written skills of the English language are required for the job.
5. BUDGET CONTROL/RESPONSIBILITY: Assists the General Manager in managing all operations of the company budget.
6. SECURITY/CONFIDENTIALITY: All materials and information obtained through working with our company may not be given or transferred outside of the company. Violation of confidentiality is grounds for termination.
7. TRAINING: Prior training in the following areas is required: waitstaff, banquet service, bartending, catering, banquet service supervision. Required training to be completed once selected for the job includes: Caterease, KRONOS, Excel, and Liquor Control. Any training held is mandatory.
8. PERFORMANCE STANDARDS:
9. WORKING CONDITIONS/ENVIRONMENT: Working conditions include indoor and outdoor locations in all weather. Will also be working in kitchen areas.

JOB REQUIREMENTS

1. In a work day, this job requires the following activities. Indicate how many hours and whether the time spent in each activity is intermittent (occurring at various intervals) or constant (without a break in the activity).

			INTERMITTENT	CONSTANT
a.	Sit	_2.5_ hrs/day	_X_	___
b.	Stand	_5.5_ hrs/day	___	_X_
c.	Walk	_1_ hrs/day	___	_X_
d.	Drive	_1_ hrs/day	_X_	___
e.	_____	_____ hrs/day	___	___

2. This job also requires the following activities. Check "occasionally" if the activity is performed 1/3 of the day or less, "frequently" if the activity is performed more than 1/3 of the day.

		NEVER	OCCASIONALLY	FREQUENTLY
a.	Squat	___	_X_	___
b.	Bend	___	_X_	___
c.	Kneel	_X_	___	___
d.	Reach	___	_X_	___
e.	Twist	___	_X_	___
f.	Crawl	_X_	___	___

- g. Ladder climbing
- h. Stair climbing
- i. Other climbing
- j. Walking on rough ground
- k. Exposure to temperature changes
- l. Exposure to dust, fumes or gases
- m. Being near moving machinery
- n. Cleaning/scrubbing

3. This job requires lifting/carrying:

- a. Up to 25 lbs.
- b. 26-50 lbs.
- c. 51-100 lbs

4. This job requires pushing/pulling:

- a. Up to 25 lbs.
- b. 26-50 lbs.
- c. 51-100 lbs

5. This job requires the following:

- a. Key punch dexterity
- b. Collating/sorting
- c. Filing
- d. Opening/closing
- e. Stamping
- f. Cutting
- g. Stapling
- h. Folding/unfolding
- i. Inserting/removing
- j. Operating office equipment
- k. _____
- l. _____

6. List primary tools/equipment used in this job and approximate weight:

- a. Kitchen and Catering Equipment: 5-50lbs
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j.
- k.

Attendance requirements for this job: Minimum of 50 hours per week. Due to the nature of the business, days and hours worked are variable.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, task, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Company.
- I have read and understand this job description:

Printed employee name: _____

Employee signature: _____ Date: ___/___/___