

## **Receptionist JOB DESCRIPTION FORM**

### **A. GENERAL INFORMATION**

**Job Title:** Receptionist

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

**Grade Level/Status:** Non-exempt

**Department:**

**Location:**

**Prepared by:**

**Approved by:**

**HR Approval/Date:**

### **B. 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. Back up and refresh Catercase Computer System daily.
4. Keep all files current and maintained.
5. Answer the main company telephone line.
6. Assemble and prepare all corporate, tasting and wedding packets.
7. Keep updated menus on file for the sales team.
8. Greet all incoming clients, guests and customers.
9. Order and distribute parking passes, supplies and map cards bi-weekly.
10. Mail out weekly survey letters to all clients.
11. Activate reader board and update changes daily.

12. Assist customers with the making copies, mailings, faxes and any other basic office requests.

**OTHER DUTIES (LOCATION SPECIFICS):**

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

1.

2.

3.

4.

**C. REPORTING RELATIONSHIPS:**

1. Reports directly to: General Manager
2. Also works for: Sales Team and Event Coordinator
3. Other jobs reporting to this supervisor:
4. Directly supervises:

**D. DIMENSIONS:**

1. WORK EXPERIENCE: 1-2 years experience as receptionist or office assistant required, within the food and beverage or hospitality industry preferred.
2. EDUCATION: High school diploma or equivalent required.
3. CERTIFICATE/LICENSE:
4. LANGUAGE: Ability to comprehend, read, write and speak the English language.
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:
9. WORKING CONDITIONS/ENVIRONMENT: Indoor office environment, mainly seated.

**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	<u>  6  </u> hrs/day	<u>  X  </u>
b.	Stand	<u>  1  </u> hrs/day	<u>      </u>
c.	Walk	<u>  1  </u> hrs/day	<u>  X  </u>
d.	Drive	<u>      </u> hrs/day	<u>      </u>
e.	<u>      </u>	<u>      </u> hrs/day	<u>      </u>

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>	<u>      </u>
b.	Bend	<u>  X  </u>	<u>      </u>
c.	Kneel	<u>  X  </u>	<u>      </u>
d.	Reach	<u>  X  </u>	<u>      </u>
e.	Twist	<u>  X  </u>	<u>      </u>
f.	Crawl	<u>  X  </u>	<u>      </u>
g.	Ladder climbing	<u>  X  </u>	<u>      </u>
h.	Stair climbing	<u>      </u>	<u>  X  </u>
i.	Other climbing	<u>  X  </u>	<u>      </u>
j.	Walking on rough ground	<u>  X  </u>	<u>      </u>
k.	Exposure to temperature changes	<u>      </u>	<u>  X  </u>
l.	Exposure to dust, fumes or gases	<u>      </u>	<u>  X  </u>
m.	Being near moving machinery	<u>  X  </u>	<u>      </u>
n.	Cleaning/scrubbing	<u>  X  </u>	<u>      </u>

3. This job requires lifting/carrying:

a.	Up to 25 lbs.	<u>      </u>	<u>  X  </u>	<u>      </u>
b.	26-50 lbs.	<u>  X  </u>	<u>      </u>	<u>      </u>
c.	51-100 lbs	<u>  X  </u>	<u>      </u>	<u>      </u>

4. This job requires pushing/pulling:

a.	Up to 25 lbs.	<u>      </u>	<u>  X  </u>	<u>      </u>
b.	26-50 lbs.	<u>  X  </u>	<u>      </u>	<u>      </u>
c.	51-100 lbs	<u>  X  </u>	<u>      </u>	<u>      </u>

5. This job requires the following:

a.	Keypunch dexterity	<u>      </u>	<u>  X  </u>	<u>      </u>
b.	Collating/sorting	<u>      </u>	<u>  X  </u>	<u>      </u>
c.	Filing	<u>      </u>	<u>  X  </u>	<u>      </u>
d.	Opening/closing	<u>      </u>	<u>  X  </u>	<u>      </u>
e.	Stamping	<u>      </u>	<u>  X  </u>	<u>      </u>
f.	Cutting	<u>      </u>	<u>  X  </u>	<u>      </u>
g.	Stapling	<u>      </u>	<u>  X  </u>	<u>      </u>
h.	Folding/unfolding	<u>      </u>	<u>  X  </u>	<u>      </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. Stapler
- d. Fax Machine
- e. Copy Machine
- f.
- g.
- h.
- i.
- j.
- k.

Attendance requirements for this job: Monday – Friday from 8am – 5pm.

**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: \_\_\_/\_\_\_/\_\_\_

## Director, Service JOB DESCRIPTION FORM

### A. GENERAL INFORMATION

**Job Title:** Director, Service

**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 all food and beverage activities and functions occurring with the company venue during his/her shift.

### 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. Check BEO book and see what functions are occurring during the shift. Check the room set-up to ensure it corresponds with the BEO.
4. Hold line up to ensure all service staff are in complete uniform with the appropriate equipment, and all staff members receive the necessary information for the function.
5. Communicate with the lead person on site for their satisfaction with the room set up and discuss the flow of service.
6. Ensure that the function goes according to the BEO, and handle any problems that may arise.
7. Check every area of the facility to ensure the rooms are set correctly and unused rooms are presentable for show to prospective clients by the sales staff.
8. Responsible for the general safety of the staff and guests.

9. Responsible for keeping the facility neat and organized prior to leaving his/shift.
10. Accountable for all equipment within the company venue; report any broken or improperly stored equipment to the supervisor.

**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: Director, Food and Beverage; Director, Operations
2. Also works for: General Manager
3. Other jobs reporting to this supervisor: Service Staff and Housemen
4. Directly supervises: Service Staff and Housemen

**E. DIMENSIONS:**

1. WORK EXPERIENCE: 5 years of service/waitstaff experience.
2. EDUCATION: High school diploma or equivalent required.
3. CERTIFICATE/LICENSE: Food Handler's certification, TABC certification and CPR certification preferred.
4. LANGUAGE: Complete written and oral 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: Must be willing to adjust to last minute changes, engage and assist sales and kitchen staff and supervise a multi-cultural staff.

9. WORKING CONDITIONS/ENVIRONMENT: Fast paced environment, high noise level, frequent walking and lifting up to 50 lbs.

### 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. wine opener
- b. pen
- c. side towel
- d. desktop PC
- e. fax machine
- f. copy machine
- g. multi-line telephone
- h.
- i.
- j.
- k.

Attendance requirements for this job: Hours worked are variable due to the nature of the business. Must be able to work nights and weekends are required for business needs.

**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: \_\_\_/\_\_\_/\_\_\_



## Event Coordinator JOB DESCRIPTION FORM

### A. GENERAL INFORMATION

**Job Title:** Event Coordinator

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

**Grade Level/Status:** Exempt

**Department:** Sales

**Location:**

**Prepared by:**

**Approved by:**

**HR Approval/Date:**

### B. SUMMARY

Coordinate specific events that take place within the facility as well as be an administrative assistant to the Sales Manager(s) and the General Manager. Also answer the phone line(s) on a daily basis.

### 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. Invoice all social and corporate events and/or functions and handle all client payments/deposits for all events and send to accounting.
4. Answer telephone to either handle initial questions or transfer call to appropriate employee. If it is a sales call then delegate sales inquiries to appropriate sales manager.
5. Maintain and coordinate function calendar with caterer calendar.
6. Prepare daily reports for the sales and production teams, which could include tentative/definite query both weekly and monthly, quarterly sales query for sales meeting, change sheets, money logs, and the running of event orders for weekly meeting.

7. When appropriate, establish a relationship with clients who are interested in booking events assigned to this position.
8. Dedicate to cold calling on a weekly basis to increase client base and sales revenues.
9. Assist in creating and sending mass email marketing for sales managers and any other special events or sales opportunities that the company is trying to market.
10. Attend any events when necessary to assist sales managers or increase product knowledge.
11. Continued development of industry knowledge through either networking or developmental classes or both in addition to remaining aware of competition in regard to pricing and service.

**OTHER DUTIES (LOCATION SPECIFICS):**

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

**D. REPORTING RELATIONSHIPS:**

1. Reports directly to: Sales Manager(s)
2. Also works for: General Manager
3. Other jobs reporting to this supervisor:
4. Directly supervises:

**E. DIMENSIONS:**

1. WORK EXPERIENCE: 1+ years of restaurant or catering, sales marketing position.
2. EDUCATION: College degree in Business, Communications, Management or Hospitality Management preferred.
3. CERTIFICATE/LICENSE: N/A
4. LANGUAGE: Complete oral and written knowledge of the English language is required.
5. BUDGET CONTROL/RESPONSIBILITY: N/A

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. Experience or training with caterese and meeting matrix preferred

8. PERFORMANCE STANDARDS: Knowledge of food products, understanding all the details that go into an event, working knowledge of Microsoft word, excel and outlook and an awareness of employee and management interaction. Must have some knowledge of food service and or catering operations and passion to meet and exceed client expectations; must be good with time management and organization.

9. WORKING CONDITIONS/ENVIRONMENT: Work is performed indoors in a standard office environment.

### 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	<u>  5  </u> hrs/day	<u>  x  </u>	<u>    </u>
b.	Stand	<u>  1  </u> hrs/day	<u>  x  </u>	<u>    </u>
c.	Walk	<u>  2  </u> hrs/day	<u>  x  </u>	<u>    </u>
d.	Drive	<u>      </u> hrs/day	<u>    </u>	<u>    </u>
e.	<u>          </u>	<u>      </u> hrs/day	<u>    </u>	<u>    </u>

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>    </u>	<u>  x  </u>	<u>    </u>
b.	Bend	<u>    </u>	<u>  x  </u>	<u>    </u>
c.	Kneel	<u>    </u>	<u>  x  </u>	<u>    </u>
d.	Reach	<u>    </u>	<u>  x  </u>	<u>    </u>
e.	Twist	<u>    </u>	<u>  x  </u>	<u>    </u>
f.	Crawl	<u>  x  </u>	<u>    </u>	<u>    </u>
g.	Ladder climbing	<u>  x  </u>	<u>    </u>	<u>    </u>
h.	Stair climbing	<u>    </u>	<u>  x  </u>	<u>    </u>
i.	Other climbing	<u>  x  </u>	<u>    </u>	<u>    </u>
j.	Walking on rough ground	<u>    </u>	<u>  x  </u>	<u>    </u>
k.	Exposure to temperature changes	<u>    </u>	<u>  x  </u>	<u>    </u>
l.	Exposure to dust, fumes or gases	<u>    </u>	<u>  x  </u>	<u>    </u>
m.	Being near moving machinery	<u>  x  </u>	<u>    </u>	<u>    </u>
n.	Cleaning/scrubbing	<u>  x  </u>	<u>    </u>	<u>    </u>

3. This job requires lifting/carrying:
- |    |               |              |              |              |
|----|---------------|--------------|--------------|--------------|
| 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 pushing/pulling:
- |    |               |              |              |              |
|----|---------------|--------------|--------------|--------------|
| 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. | Keypunch 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. | Computer        | _____ | _____ | _____ |
| b. | Telephone       | _____ | _____ | _____ |
| c. | Printer         | _____ | _____ | _____ |
| d. | Filing cabinets | _____ | _____ | _____ |
| e. | Copy machines   | _____ | _____ | _____ |
| f. | fax machine     | _____ | _____ | _____ |
| g. |                 | _____ | _____ | _____ |
| h. |                 | _____ | _____ | _____ |
| i. |                 | _____ | _____ | _____ |
| j. |                 | _____ | _____ | _____ |
| k. |                 | _____ | _____ | _____ |

Attendance requirements for this job: 40 – 45 hours per week. Working nights and weekends may be required to meet the needs of the 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: Director of Sales & Event Production  
SUPERVISOR: Owner  
CLASSIFICATION: Salaried + Commission  
SHIFT/HOURS: 40 hours per week + Events  
LOCATION: ABC Catering ( ABCC)

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**Primary Functions of the Position:**

Sell and execute ABC Catering events, and oversee the event production and logistics of the Sales Department

**Job Responsibilities:**

1. Maintain accurate client, event, and proposal information in ACT database
2. After event is booked, ensure proposal is distributed
3. Take Sales calls on assigned "Call Days" and follow-up with requested information within 24 hours
4. Put together proposals for clients with accurate staffing, rental fees, food costs, and other vendor prices
5. Prepare all information for weekly distribution by the assigned deadlines
6. Ensure the success of events by coordinating with Client, Venue, Chefs, Staffing Manager, Operations, Captain, and other ABC Staff Members
7. Attend events as needed
8. Plan and oversee assigned "Donated Events"
9. Back up ACT database daily
10. Attend weekly Event Meetings
11. Conduct weekly Sales Meetings with the Director of Sales & Marketing
12. Train Sales Assistant for Sales position, and oversee the new Sales Person
13. Pursue sales opportunities and leads
14. Supervise Flower Coordinator
15. Maintaining accurate menus, menu pricing, photos, and other sales information on computer network
16. Oversee event logistics including paperwork flow, proposal accuracy and timeliness, and communication with operations and service manager

*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: \_\_\_\_\_

<b>Job Title:</b>	Event Operations Manager	<b>Job Family:</b>	Customer Service
<b>Job Title Code:</b>	CS-1213	<b>EEO Code:</b>	7
<b>Department:</b>	Event Services	<b>Wage Schedule:</b>	\$15.00 - \$19.00
<b>FLSA Status:</b>	Exempt	<b>Supervisor:</b>	Chief Operations Officer

**Job Summary:** Responsible for all of the onsite operations of the events and event staffing. Performs food service work and leads food service workers in the performance of their duties. They have no direct supervision and report to top management.

**Duties & Responsibilities:**

- Attends the all tradeshow as a company representative.
- Coordinates the staffing and vehicle schedules for events.
- Instructs food service staff about tasks, answering questions, distributing and balancing the work load and checking work as needed.
- Oversees the Event Leads and encourages their management skills.
- Verifies with the kitchen and Event Loaders, the collection of kitchen items, foods, ingredients and supplies necessary to setting up service buffet.
- May be asked to take responsibility for cash handling at cash sales events.
- Trains staff in the general cleaning of serving equipment, floors, walls, windows and general dining area at event sites.
- Trains staff in the preparation of onsite foods for serving and participates in the organization of food service.
- Conducts and verifies physical inventory of catering items as needed.
- Trains staff to maintain all company vehicles and proper driving practices.
- Handles the rental or acquisition of additional catering items as needed.
- May make suggestions on appointments, promotions and reassignments.

**Knowledge, Skills, and Abilities:**

- A current Food Handlers Permit is required at all times
- A current Bartending Handlers Permit is required at all times
- This position requires knowledge of food service procedures and practices.
- It also requires knowledge of health requirements in the operation of food service.
- May require interaction with clients on a management level.
- It requires the ability to manage a diverse staff and work environment.
- 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.
- Must have the ability to plan and coordinate the work of others in a team environment.
- Relies on extensive experience and judgment to plan and accomplish goals.

**Credentials and Experience:**

- This position requires a BA in area of specialty and 2-4 years of full time experience in the industry with management experience.

**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.)

## ABC CATERING JOB DESCRIPTION

### EVENT MANAGER

**Under the direction of the ABC Catering founders, the Event Manager is responsible for the overall organization and success of the event.**

To accomplish all tasks expected, the Event Manager must be able to identify and analyze:

- 1. Strengths and weaknesses in the organization.**
- 2. Opportunities and threats in the catering environment.**

**The Event Manager must provide recommendations and act decisively, but with delicacy and finesse, all within the realm of team spirit.**

**The Event Manager must be able to perform under time and budgetary constraints; fluctuating supply and demand; and cope effectively with personnel-related issues on an event basis.**

**The Event Manager will be contacted by either one of the ABC Catering founders for specific events.**

#### Prior to Event:

**Event Manager will attend site inspection to meet with client/event representative.**

##### **Site Inspection:**

- 1. Record all pertinent information per Preliminary Worksheet: address, directions, date of event, menu, servers, timeline, rentals, and ice.**
- 2. Facility information: client parking, staff parking, accessibility, power, and garbage receptacles.**
- 3. Outline job detail-map of guest tables, buffet, beverage, and kitchen.**

**Confirm with ABCC founders all information gathered and confirm staffing requirements and timeline no later than 3 days before the event.**

#### Day of Event:

##### **Prior to Service:**

**Gather all relative items, to include service ware, and platters from designated storage areas. Insure that the "Equipment Pull Sheets" reflect what is necessary via the menu. Add necessary items.**

**Coordinate all food items and beverages via kitchen coordinator and menu.**

**Discuss with kitchen coordinator proper presentation, assembly and serving temperature of food items.**

#### At Event Location:

**Supervise location staff, insure two way communication between Event Manager and client/event representative.**



**Coordinate all food and beverage presentation and preparation in the absence of on site Chef or ABCC founder.**

**Insure food and beverages are served at the proper temperature.**

**Insure food and beverages are displayed properly and appropriately garnished.**

**Insure serving utensils, napkins, and all rentals are provided for guests and service requirements.**

**Insure service staff attends to guests needs as required per ABC Catering standards.**

Event Location Cleaning:

**Supervise all aspects of clean-up pertaining to kitchen, food display, beverage station, and guest areas.**

**Ensure event site is left better than how we found it.**

**Report all broken items to ABCC founders and when appropriate, client.**

**Insure rentals are properly placed in original containers and placed per client specifications for event site inspection.**

**Insure ABCC service ware, serving utensils, and equipment is cleaned and cater wrapped or packaged for preventing breakage.**

**When necessary, supervise rental breakdown and storage.**

**\*\*Finalize event with client walk-through or debriefing.**

After Event:

**Deliver all service ware, leftover food items, serving utensils, and equipment that belongs to ABCC or coordinated by ABCC to designated area.**

**Insure proper storage of leftover food items.**

**Insure event book has been completed and is in designated area.**

**\*\*Lock-Up appropriate kitchen/office area.**

Follow Up:

**Contact either ABCC founder with information regarding event.**

**Items mistakenly taken from rental company or client to be returned by Event Manager within 2 days.**

**Items mistakenly left on location to be returned by Event Manager within 2 days.**

**If any of the above items cannot be fulfilled, Event Manager must notify ABCC founders immediately.**

## **Job Description and Responsibilities of General Manager**

### **Management**

- ❑ Assume responsibility for non-sales day to day operations of the company and Madame's day to day responsibilities in her absence.
- ❑ Oversee food, beverage, operations, and staffing components of company.
- ❑ Develop second tier managers
- ❑ Assume a high visibility to clients, venues, vendors, and community.
- ❑ Build relationships with other employees and help boost morale.
- ❑ Assist sales staff with proposal writing, site logistics, floorplans, and event planning.
- ❑ Manage sales staff, run sales meetings, oversee cold call schedule.
- ❑ Oversee staffing department.
- ❑ Oversee implementation of Synergy Computer System.

### **Finance**

- ❑ Review statement monthly; examine key areas not conforming to expected averages.
- ❑ Control costs-to-business. Monitor control of costs-to-sales.
- ❑ Participate in some financial decisions based on understanding of company's financial status.
- ❑ Develop weekly P&L.
- ❑ Determine & oversee budgets (labor for each department)

### **Operations**

- ❑ Establish policies & procedures for operations.
- ❑ Supervise events.
- ❑ Oversee operations of trucks & equipment.
- ❑ Oversee system for packing lists both food & equipment.
- ❑ Manage housekeeping and maintenance of office, warehouse & kitchen.
- ❑ Maintain security of the work premises.

### **Human Resources**

- ❑ Hire for some positions.
- ❑ New employee orientation and exit interviews.
- ❑ Oversee employee discipline notices.
- ❑ Oversee employee training.

### **Sales**

- ❑ Develop new business.
- ❑ Network both within and outside the industry to develop contacts, heighten Feastivities' profile, and find new potential clients.

## **Employees Who Report Directly to General Manager**

- ❑ Sales staff
- ❑ Chef
- ❑ Kitchen Manager
- ❑ Warehouse Manager
- ❑ Bookkeeper
- ❑ Staff Manager

\*\* This is a starting point. As you and the company grow, your job will change and grow with you.