

JOB DESCRIPTION CATERING MANAGER



Facility Name:	IOWA STATE CENTER
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JOB INFORMATION

Job Title:	Catering Manager	Department:	F&B
Reports To:	Director of Food & Beverage	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt
Prepared By:	Tammy Koolbeck/Craig Spillman	Date Prepared:	May 2017
Approved By:		Approved Date:	

SUMMARY

Responsible for all food and beverage service quality throughout the facility with a primary focus on catering and banquet services; coordinates activities of and directs training of foodservice employees in food and beverage service insuring an efficient, timely, sanitary and profitable foodservice operation that is consistently recognized by the facility's users as delivering the highest service levels available in the region by performing the following duties personally or through subordinate banquet captains, bartenders and supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties and responsibilities may be assigned.

1. Meets with customers to finalize details of menus and services, making every effort to increase sales, assure operational efficiency potentials are realized and profitability is maximized in service delivery. Specifically coordinating and executing all weddings for the Iowa State Center.
2. Writes and assures timely execution of banquet and catering event orders for the entire facility, assuring complete details of services to be delivered are communicated through all departments in a timely and effective manner.
3. Ability to perform each duty that would be assigned to all employees working in the area of primary focus, including servers, bartenders, bus persons and associated supervisory personnel.
4. Plans, coordinates and oversees all setup, preparation and removal for food services of primary focus, including assuring all serviceware and equipment are maintained and stored in a sanitary and organized manner.
5. Work closely with Event & Conference Services staff in providing top level customer service to Iowa State Center clients.
6. Works with the Director of Food and Beverage to help determine, establish and implement service standards for the services of primary focus.
7. Orders and assures timely delivery of all linen and beverage products and in time serviceware needs for food service, maximizing product availability while minimizing inventories in an overall effort to control inventory levels and avoid product or supply outages.
8. Identifies, establishes and implements policies, procedures and training to assure all services of primary focus adhere to all local, state and/or federal guidelines at all times.
9. Works with show production to handle all backstage catering and hospitality needs for theater events. Helps with concession and bar services as business/sales dictate a need.
10. Maintains regular office hours.

SUPERVISORY RESPONSIBILITIES

This person carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Plans the activities of and schedules all banquet/catering service workers, concession and bar staff and associated supervisory personnel. Hires, disciplines, and when necessary, recommends termination of all employees working in areas of primary focus.

JOB DESCRIPTION CATERING MANAGER



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

1. A basic knowledge of business management practices and procedures.
2. Ability to compile and maintain records for payroll, personnel scheduling and event scheduling.
3. Knowledge of procedures and requirements of the entertainment - conference business to insure good relationships with clients and patrons.
4. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
5. Ability to work flexible schedules including evenings, weekends and holidays.

EDUCATION and/or EXPERIENCE

1. Bachelor's Degree and/or minimum two years of formal culinary/quantity food service management training or commensurate experience.
2. Minimum two years food & beverage service management experience in a similar high volume food service operation with similar duties and responsibilities.
3. Knowledge of supervisory principles and practices.
4. Experience working in a computer network environment utilizing Microsoft Office.

CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicants must possess a current, valid driver's license and a vehicle that can be accessed for work purposes and a working telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Current certifications and licenses required by local, state and/or Federal guidelines for food production management.
3. Ability to be ServSafe certified through the National Restaurant Association.
4. Ability to be TIPS or TEAM certified for alcohol management.

LANGUAGE SKILLS

1. Ability to communicate effectively orally and electronically.
2. Ability to read and comprehend instructions, correspondence, and memos.
3. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and government regulations.
4. Ability to write reports, business correspondence and procedure manuals.
5. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
6. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
2. Ability to apply concepts of math on an Excel spreadsheet, calculator, ten key adding machine, or cash register such as discounts, interest, commissions, proportions and percentage.
3. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions and decimals; applying concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy and comparison to standards; ability to appraise judgments involved in the

JOB DESCRIPTION CATERING MANAGER



selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
2. The employee frequently is required to stand, walk and sit.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch or crawl.
4. The employee must regularly lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock; wet and/or humid conditions and extreme heat and cold.
2. The noise level in the work environment is usually moderate; however, during some events, can become quite loud.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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