



CATERING - OPERATION ASSISTANT

Classification Summary

Performs a variety of catering and operational support functions in the implementation of processes, procedures and practices requiring planning, organizing and developing district food and beverage services, meeting customer expectations, food and hygiene standards and financial targets, performing district-wide safety audits, reviewing site operations for compliance with operational standards, and providing corrective feedback to site staff.

Supervisor Relationships

Reports to, and works under the general supervision of, one or more professional staff or program manager. May provide leadership among other Food Service staff.

Example of Duties

1. Planning and costing out menus in consultation with supervisor. Checking event bookings and allocation of resources ensuring adequate levels of support staff to assist with large catering orders or functions;
2. Planning new promotions and initiatives, and contributing to business development. Assisting management with budgeting and establishing financial targets and forecasts. Monitor menu and catering activities/functions' spending levels. Respond to new business inquiries;
3. Providing full-service to clients with catering and banquet needs from the time of booking to the actual events;
4. Food preparation in accordance with district standards. Ensure health and safety regulations are strictly observed. Monitor the quality of the product and service provide. Monitor food quality and presentation standards;
5. Ensure completeness of catering orders, including proper billing information. Keep accurate catering records. Maintain appropriate stock levels and ordering supplies as required;
6. Interacting effectively with customers. Liaising with appropriate catering suppliers and clients;
7. Actively solicit and book catering events following organization's standards. Negotiate menus and costs of activities with customers. Ensure client orders/billing information are kept organized and current with all required information. Anticipate guests' needs, respond promptly and acknowledge all customers, however busy and whatever time of day. Resolve customer complaints, ensuring customer satisfaction;
8. Remain abreast of trends and developments in the industry such as menus.

District-wide operational tasks include:

1. Perform site-based safety audits and standards audits, reporting results to management, providing corrective feedback to site coordinators;
2. Ensure 4J catering department is up to date on latest trends and techniques by ensuring catering department participates in training opportunities such as trade shows and catering seminars;
3. Audit site-based kitchens for adherence to operational standards, reporting results to management, providing corrective feedback to site coordinators
4. Develop and implement customer satisfaction surveys as well as surveys for implementing coffee cart.

Required Knowledge, Skills and Abilities

1. **Culinary Ability and Creativity** – Must be a very good cook, be creative, and be able to produce large quantities of good food. Must be able to work under pressure, handle multiple priorities and work with very little supervision. Must be able to think creatively about menus and collaborate with customers to put together the right set of food for the right event.
2. **Interpersonal Skills** – Must have the ability to listen to what customers need and deliver both the food and the service they want. Ability to handle conflict with tact and diplomacy. Ability to work with diverse group of staff and customers. Strong written and oral communication skills.
3. **Math and Basic Accounting Skills** – Employee must be able to work with and assist customers with planning menus that fit their budget and determine menu pricing and costs to the district
4. **Developing Business** – assisting with development of ways to increase customer satisfaction by organizing and implementing coffee cart and outside catering.
5. **Training** – Must be an effective trainer in training staff to implement “showcase” catering events.
6. **Safety** - Expert knowledge of health and safety regulations must have impeccable personal hygiene.

7. **School-based nutrition services operational knowledge** – Must have expert knowledge of school based nutrition operations.

Minimum Qualifications

- Two years of experience in Catering/Banquets preferred.
- Minimum five years of experience in Food and Beverage with progressive responsible experience.
- Ability to communicate effectively both verbally and in writing.
- Basic working knowledge of food service, banquet set-ups and banquet equipment requirements.
- Strong organizational skills, to be able to function under demanding time constraints, and deadlines with attention to detail.
- Knowledge of menu development.
- Knowledge of food and beverage cost controls.
- Familiarity with sales and marketing tools.
- Effective listening abilities and be able to make strong judgment calls.
- Knowledge of all health and safety regulations.
- Professional appearance and demeanor.
- Strong interpersonal skills.
- Ability to work with minimal supervision.