

CATERING AND SUITE MANAGER



Facility Name:	THE FORD CENTER/THE VICTORY THEATRE/MESKER PARK ZOO
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JOB INFORMATION

Job Title:	Catering and Suite Manager	Department:	Food and Beverage
Reports To:	Bernie Bilenki, Director of Food & Beverage	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Bernie Bilenki, Director of Food & Beverage	Date Prepared:	July 2018
Approved By:	Bernie Bilenki, Director of Food and Beverage	Approved Date:	

SUMMARY

As the Catering and Suite Manager, you must have the education and experience necessary for this position.

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

1. Maintains communication lines with facility management for effective event planning.
2. Maintains optimum standards of sanitation and safety in accordance with all applicable regulations.
3. Oversees functions of the Club, Kitchen, Catering & Premium Seating in a "hands on" capacity.
4. Ensures food quality and standards are met.
5. Schedules, trains and directs staff.
6. Completes payroll records of department staff.
7. Identifies marketing opportunities and develops strategies to achieve greater sales volume.
8. Maintains proper inventory levels for scheduled events.
9. Ensures compliance with all ABC regulations.
10. Builds menus for catering events held at The Ford Center.
11. Ensures adequate level of product by continual supervision of stock levels.
12. Successfully plans all food & beverage, rentals and equipment needed for all catering and club functions.
13. Maximizes technology POS system for efficiency and customer service enhancement.
14. Upholds and enforce hospitality standards through daily reminders, training, observations, follow-up; investigates food quality and service complaints, log service recovery issues.
15. May perform other duties as required.
16. Must be able to work a flexible schedule which may consist of nights, weekends and/or holidays.
17. Required attendance during regularly scheduled hours.

SUPERVISORY RESPONSIBILITIES

Part-time Food & Beverage staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Must be available to work primarily nights and weekends, and occasionally holidays.
3. Must have a positive and friendly demeanor and present in a professional manner.

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EDUCATION and/or EXPERIENCE

1. Maximize technology POS system efficiently.
2. Customer service experience desired.
3. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant a current working telephone with a number that can be accessed by building management personnel for business purposes.
2. Possess a valid Food Handlers certificate and Alcohol Service Permit if required by state or local government.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to deal effectively and courteously with the general public.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions 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 position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
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 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance 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. 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 occasionally exposed to various temperatures and elevated noise levels, depending on the nature of a particular event.
2. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.

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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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