



JOB DESCRIPTION  
CATERING MANAGER

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Job Title: Catering Manager

Reports To: Conference Center Director

Status: Full Time - Salary

**JOB SUMMARY**

Under direct supervision of the Conference Center Director, the Catering Manager is the professional who assists the Conference Center Director and/or Sous Chef in the kitchen. The Catering Manager is directly responsible for coordinating kitchen staff to fulfill all catering responsibilities both on and off site.

The Catering Manager's tasks and responsibilities are diversified and vary from prep cooking and plating certain dishes to establishing the menu and dealing with the ingredient providers. Therefore the position requires both culinary and managerial skills. In addition to that, solid experience in the kitchen is necessary. Effectively communicates any and all problems including customer issues to the Conference Center Director or appropriate management. Works in concert with Clubhouse Manager in regards to shared employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Promotes a vibrant, unparalleled food & beverage experience for the customer.
2. Ensuring that the highest service standards are maintained on a consistent basis.
3. Adheres to health and safety standards at all times.
4. Advise the hiring/termination of kitchen staff.
5. Assists in scheduling staffing needs for all events in coordination with the Clubhouse Manager, Head Server and Conference Center Director.
6. Trains, supervises and maintains appropriate list of available staff to meet event requirements.
7. Implements Hospitality standards to be adhered by all staff as directed by the Conference Center Director.
8. Implements and trains kitchen staff in proper food serving, food safety, set up and presentation.
9. Is available to work irregular schedule as required ensuring proper coverage of event operations.
10. Is responsible for any and all conference center operational hours in relation to kitchen staff no shows and call ins.
11. Is responsible for the cleanliness of back and front of the house serving, cooking and prep areas.
12. Is responsible for required beginning and ending inventories in addition to monthly inventories and fiscal year end inventories for server areas.
13. Implementation of policies and procedures as they relate to facility operations and kitchen staff.
14. Responsible for relaying ordering needs of kitchen staff to Conference Center Director.
15. Investigates complaints and handles such problems in a professional and satisfactory manner and reporting all complaints to the Conference Center Director.
16. Assures the facility property is maintained in excellent condition.
17. Advises the Conference Center Director of maintenance needs of the facility.
18. Responsible for maintaining dress code requirements for kitchen staff.
19. Communication of all relevant information to the necessary departments either during or following events.
20. Establish the working schedule and organize the work in the kitchen so that everything works like a "well-oiled machine"
21. Produce high quality dishes that follow up the established menu and level up to location's standards, as well as to clients' requirements.

22. Train the auxiliary kitchen staff in order to provide best results in minimum time and using at the maximum the available resources.
23. Maintain order and discipline in the kitchen during working hours.
24. Make sure the hygiene and food safety standards are met in all stages of food preparation, starting with the ingredients and ending with the finished dish which leaves the kitchen door.

## 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. Ability to prioritize, organize and execute
2. Knowledge of kitchen staff management practices and procedures.
3. Ability to compile and maintain records for personnel and staff scheduling.
4. Ability to exercise sound judgment and make proper decisions in handling incidents at all times.
5. Ability to communicate in a clear and concise manner, both orally and in writing.
6. Proven ability to deal with the public in a professional and cordial manner.
7. Strong attention to detail and passion for customer service.
8. Ability to work in a face paced environment
9. Ability to communicate and work with and under the advisement of other management.
10. Ability to adapt to different roles during periods of slow events.
11. Good management of budget resources
12. Team work mentality
13. Good stress tolerance

## EDUCATION and/or EXPERIENCE

High School Degree or GED equivalent. Culinary degree not a necessity but may be a plus. Two to five years' experience in prep cooking, preferably upscale service experience; or equivalent combination of education and experience. Serve Safe Certification is a plus but not mandatory.

## LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to deal effectively and courteously with customers.

## REASONING ABILITY

Ability to solve practical problems and deal with a variety of circumstances. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## CERTIFICATES, LICENSES, REGISTRATIONS

Must possess current, valid driver's license and a current working personal telephone with a number that can be accessed by staff for business contact purposes. Employee must pass pre-employment physical and drug test. Upon hiring, employee must go through mandatory training including ICAP Alcohol Training.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to be on their feet for an extended period of time. Is regularly required to stand; reach with hands and arms; carry heavy loads; navigate busy areas while delivering food and beverages. The employee must regularly lift and/or move up to 40 pounds.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals,

outside weather conditions, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

#### SCHEDULE

The Catering Manager is required to be present for most major events and anticipated high volume days. Weekend and evening work is common. The Catering Manager is expected to work 40 hours per week minimum and is required to accommodate last minute schedule changes possibly caused by an unexpected employee call in.