

Spec. Code: 3460
Occ. Area: 03
Work Area: 382
Prob. Period: 6 mo.
Prom. Line: None
Effective Date: 12/15/11
Last Action: Rev.

CATERING SUPERVISOR

Function of Job

Under general supervision from a designated supervisor, individuals in this series plan and supervise food service for special groups such as banquets, receptions, simple service, conference luncheons, and dinners.

Characteristic Duties and Responsibilities

1. advises potential customers on best options for catering services to meet particular needs including menu planning
2. coordinates and discusses plans for each function with clients (i.e. dignitaries) and appropriate personnel working directly with chefs including pastry chef, service managers, floral designers to estimate a menu's cost, ingredients/supplies, etc. for catered (small, large) events
3. oversees and coordinates preparation and executes catered events by making arrangements for catering including cost menus, estimates, bids, set-ups, floral arrangements decorations, and/or transportation; serves as primary contact person and/or liaison throughout an event (i.e. banquet, reception, etc.) checking food items before serving to ensure adherence to client's expectations, and to establish standards and guidelines
4. assists in the control of overhead and labor costs, requisitions food, equipment, and supplies to ensure sound fiscal management practices are being followed and quality and timely services are being provided
5. assigns and supervises personnel during the performance of designated duties
6. maintains records and other forms such as accident reports, event reports, alcoholic beverage forms, work schedules and procedures, etc.
7. recommends new methods, techniques, and procedures to improve operations, may conduct research for new concepts and themes for program presentation; implements established policies and procedures
8. is responsible for detecting malfunctions and ensuring proper repair of all kitchen equipment and machinery; checks contracts, correspondences, and catering arrangements
9. hires and trains service, production, and clerical staff
10. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Two (2) years (24 months) of responsible work experience in food service that includes event planning within a catering environment

KNOWLEDGE, SKILLS AND ABILITIES (KSAs)

1. Knowledge of food service organization and operation
2. Knowledge of techniques and equipment associated with food products (both plant and animal) for preparation and consumption, including storage/handling techniques
3. Knowledge of high-end cuisine and event coordination
4. Knowledge of basic mathematics, statistics and their applications
5. Knowledge of basic computer office applications and catering program applications
6. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources
7. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
8. Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects
9. Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems
10. Skill in motivating, developing, and directing people as they work, identifying the best people for the job
11. Skill in monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action
12. Skill in teaching others how to do something
13. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
14. Ability to understand written sentences and paragraphs in work related documents
15. Ability to supervise the work of others

16. Ability to pass State of Illinois Sanitation Certification exam
17. Ability to organize, prioritize and multi-task
18. Ability to establish and maintain good working relations with staff and students
19. Ability to effectively communicate both verbally and in writing
20. Demonstrated ability to provide excellent customer service