



Job Title:	CATERING MANAGER	Department:	REVENUE - CATERING
EEO/Job Category	PROFESSIONALS	Exempt Status:	EXEMPT
Pay Grade:	10	Reports to:	EXECUTIVE CHEF
Nature of Work:	The Catering Manager implements operating policies and procedures for catering events and rental agreements. Is responsible for facility rental income, annual budget, staffing, menu and supervising all aspects of catering.		

ESSENTIAL DUTIES

- Supervise and coordinate an efficient and cost effective catered operation.
- Ensure that all events are set in timely manner, maintained throughout and establish/insure striking procedures.
- Ensure all catered events surpass local and health regulations.
- Establish, direct and enforce all operating policies and procedures.
- Maintain constant contact and positive relations with potential and established clients.
- Ensure sufficient numbers of staff are available to properly service catering needs.
- Control inventories and order food and related catering supplies as needed.
- Ensure the catering facility is maintained in a neat, clean and healthy manner.
- Update and enter data in the retail outlets cash registers and main computers.
- Assist Chef in Costing of menus and constantly update data.
- Maintain Alcohol inventory and report all sales to Finance on or before due date.
- Oversee and track all catering invoicing both internal and external to insure we are receiving Revenue due in timely manner.
- Establish and maintain positive, cooperative, and effective working relations with fellow employees and guests.
- Constantly exhibit a guest service attitude, a smile, and an obvious interest in guest comfort and service.
- Communicate with the public in a courteous and tactful manner and assist guests with questions and directions to various areas of the Zoo. Address the guest - do not wait to be asked.
- Remove trash and debris from public areas; i.e. pick up litter whenever you see it.
- Any and all other duties as assigned.

SKILLS/QUALIFICATIONS

- Ability to communicate effectively orally and in writing.
- Ability to use and to train subordinates the proper use of various types of electronic cash registers.
- Knowledge of Microsoft Excel and Microsoft Word.
- Knowledge of and ability to implement cash control techniques.
- Ability to deal with employee and employee/customer relations.
- Ability to prepare and maintain records and compile reports.
- Knowledge of public health requirements as related to sanitation and food handling procedures.
- Ability to work weekends, holidays and after-hour assignments.
- Bachelor's degree in food service management or related field, experience may be substituted.
- Five years of successful catering or food and beverage management.
- Successful completion of the Texas Food Protection Management Program.
- Three years of supervisory experience.

PHYSICAL DEMANDS

Based on an 8 hour workday

Never = 0 hrs Rarely = 0-2 hrs Occasionally = 2-4 hrs Frequently = 4-6 hrs Continuously = 6-8 hrs

Sit: Occasionally	Stand: Frequently	Walk: Frequently	Bend: Occasionally
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Squat: Rarely	Kneel: Rarely	Crawl: Never	Lifting : Frequently
Reach: Frequently	Grasp: Frequently	Push/Pull: Frequently	Twist/Turn: Frequently
Corrected Vision must include: Seeing 20/20: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Normal Distinguishing colors: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Normal Depth Perception: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Other: <i>Ability to withstand heavy outdoor labor in extreme temperatures typical of South Texas.</i>	
Corrected Hearing skills must include: Normal frequency sensitivity: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Normal frequency selection: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Other: <i>Able to safely lift 20 pounds.</i>	
Speaking skills must include being understandable when speaking: In person: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No On the telephone or radio: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Other: <i>Communicating via E-mail and or FAX</i>	