

JOB DESCRIPTION

HR Section:			
Job Code/FLSA:	101664 / Non-Exempt	Market Classification Title:	Food Service Associate Supervisor

Manager Section:	
Working Title (Title in MCommunity/Business Card):	Catering Captain
Report To Supervisor Name, Working Title:	Catering Manager
Department Name:	Michigan Dining

Department Summary:

Michigan Dining is comprised of nineteen on-campus cafés and markets, nine residential dining halls, Michigan Bakery, and the Michigan Catering unit. Our 500 professional and 1,200 student employees are committed to creative, healthy, and nutritious foods, international cuisines, and sustainability throughout all dining operations.

Position Summary:

Work in cooperation with Assistant Manager, Catering Manager, Sales and Culinary teams to oversee the Catering event from start to finish; monitoring attendance and performance, scheduling temporary employee labor, and stressing exemplary customer service to ensure the Catering event exceeds the customer's expectations.

Position Responsibilities:

Catering Operations and Guest Experience (45%)

- Oversight of catering operations including events, management of the floor, and engaging with client contacts on a daily basis.
- Stands in as Manager on Duty when Asst. Manager and Catering Manager are unavailable.
- Takes the lead on the planning and execution of assigned programs, including scheduling and monitoring of all logistical and support service arrangements.
- Manages planning and execution of assigned weddings, family, student, departmental, and social events.
- Leads & directs staff and provides guidance to all unit staff throughout the Catering event.
- Ensures proper setup of events per the customer's request while maintaining an effective, efficient, and economical operation. Must offer the right level of customer service and professionalism. Will often need to handle and facilitate customer feedback while on site of events.
- Communicates daily with all the stakeholders to obtain necessary event information and accurately adjust all aspects of the event.
- Review Catering Event Orders (BEO's) at the beginning of each shift to ensure rooms are set as contracted. Ensures all signage at events follows department standards.
- Assists in ordering food and beverage products from strategic suppliers.
- Assists in the training of catering staff to ensure that excellent service is provided to our guests and food and beverage is presented in an appetizing manner.
- Collaborates with the Executive Chef/Catering Manager in the development of decorative schemes for food and beverage presentations.

Staff Supervision and Development (30%)

- Supervises and directs 3 or more temporary employees (including student temps) that are assigned to events which includes managing operations, management of the floor, and engaging with client contacts.
- Communicates all steps of service, guidelines, and facts to employees during pre-shift meetings and training.
- Leads & directs assignments of daily tasks to servers. Coordinates event operations on site as the designated person in charge.
- Supports an environment of team and individual accountability.
- Support departmental initiatives including student engagement and Diversity, Equity, and Inclusion.
- Assist in improving and streamlining departmental operations through the continuous assessment of policies and procedures, work processes, and program effectiveness/value.

- Support in matters including hiring, training, and promotions with the Leadership of the Catering Manager.

Financial & Procurement Process (15%)

- Designated person-in-charge, ensuring all Money Management Policies (cash handling) and inventory control procedures are in place and followed.
- Assist staff and is responsible for the end of shift duties including but not limited to, billing, cleaning event space and work areas, returning catering bar inventory, and release of staff.
- Handles daily deposits of money from event bar services.
- Is current, and fluent, and ensures the use of CBORD Food Service Suite (FSS) to manage inventory, purchasing, menus, and generate correct signage via the menu sign generation tool.
- Is current, and fluent, and ensures the use of Eventmaster and EMS as appropriate for events to ensure the accuracy of event data.
- Assists in managing food and beverage supply inventory.

Sanitation and Safety (10%)

- Assists the Catering management team in ensuring compliance with all state and county health department and safety regulations and maintains high standards of sanitation as a unit priority.
- Demonstrates and enforces Hazardous Analysis of Critical Control Points (HACCP) principles to include the supervision and maintenance of the sanitary conditions of food storage, production, serving, and other front/back of the house areas.
- Supports routine inspection of preparation, storage, and service areas ensuring proper sanitation is maintained as well as the health and safety of dining guests and employees.
- Ensures the health and safety of dining guests and employees as the designated person in charge of the event. Oversees signage including food item identifiers, menus, nutrition, and allergens in collaboration with culinary staff.

*Other duties as assigned.

Position Criteria:

- Strong oral and written communication and customer service skills.
- Knowledge of Management System modules or similar event management systems available to the industry. •Proven human relations skills with coworkers and customers
- Knowledge of basic computer applications such as word processing, spreadsheet, email and the Internet; and ability to use Event
- Knowledge of University policies and procedures
- Some institutional or commercial experience in the preparation and serving of foods.
- Competencies include:
 - Drive for Excellence
 - Innovation
 - Business and Industry Knowledge
 - Strategic Planning & Leadership
 - Operational Management
 - Fiscal Stewardship
 - Customer Satisfaction and Communication
 - Human Resource Management & Development
 - Working with Diverse Constituencies
 - Sustainability
 - Technology

Required Qualification:

- High School diploma or an equivalent combination of education and 1 year of experience in a food-related field.
- ServSafe and TAM/TIPS certified within 60 days from date of hire as a condition of employment. If the certification is not acquired during the 60-day period, employment will be terminated. Certification must be maintained as a condition of employment.
- Able to legally work in the United States

Desired Qualification:

- Associate's degree in business or food-related field.
- Supervisory experience is preferred.

Working Conditions:

- The Catering Captain is classified as a “critical employee” and will be expected to be on site during any emergency closure of the University.
- Able to work a flexible schedule with variable weekday hours, some weekends and holidays required
- Must have a current Driver’s License issued within the United States, Canada or an International License that is translated into English and successfully complete the Motor Vehicle Record Check in accordance with the University of Michigan policy.

Physical Requirements:

Ability to move and transport objects weighing 30 - 45 pounds, twist and bend frequently, climb stairs, and work in a static position for extended periods.

Approved by:	<i>Steve Giardini, Senior Director Michigan Dining</i>
Date approved:	<i>August 27, 2024</i>
Reviewed By:	<i>Devon Janks, Director of Catering / SLHR</i>