

WMU CATERING STUDENT MANAGER JOB DESCRIPTION

The student manager is responsible for the following duties:

1. Report to work at scheduled time in appropriate, business casual clothing.
2. Organize and direct activities of all banquet staff throughout entire assigned event(s), monitoring employee performance and guest satisfaction.
3. Maintain communication with client throughout event to ensure a positive guest experience.
4. Maintain communication with kitchen staff during events regarding timing, menu requests, changes, concerns or other client information.
5. Maintain communication with facility staff regarding set-up changes, clients requests, count change, lighting needs, AV issues.
6. Monitor attendance of employees, communicating no shows and late arrivals to management promptly.
7. Monitor employee uniforms and hygiene, ensure department standards are maintained.
8. Monitor employee performance, communicating comments and concerns to management.
9. Encourage and develop creativity with buffet/break presentations.
10. Assist in the ongoing training and development of all employees.
11. Complete banquet recaps for events, recording important issues and consumption amounts.
12. Maintain organization of all banquet areas in building.
13. Maintain cleanliness and sanitation standards.
14. Assist with the completion of special projects as needed.

The student manager works under the direction of the banquet manager and the catering manager.

MANAGER'S DAILY DUTIES

- 1)** Report to office
 - a. Pick up radio
 - b. Check voice mail on main line 7-4871. Dial 74000, Password 45321 follow instructions
 - c. Pick up C-keys, vehicle keys, daily BEO board
- 2)** Open up Catering Kitchen area
 - a. Unlock everything needed for the day
 - b. Make sure assigned servers are arriving as scheduled
 - c. Check for product needed
- 3)** Read over BEO's
 - a. Review if plates need to be warmed up, if hot carts are needed, etc.
 - b. Collect items from kitchen bakery, salad, cooks, etc.
 - c. Double check with kitchen re: pick up times, changes, etc.
- 4)** Ensure all events are set for clients 15 minutes BEFORE start time. We always are ready 15 minutes prior to event start time 'just in case'.
- 5)** Make sure consumption reports are completed and placed in banquet managers' office at end of shift. Include info on any problems or issues with client, event, set-up, food, etc.
- 6)** Pull equipment for upcoming events.