

Catering Manager Job Description

About Skokie: Recognized as a Platinum Club of America, we are dedicated to giving our Members excellent food, beverage and service. Our team goes above and beyond to ensure our members have memorable experiences each and every day.

Job Summary: Responsible for the overall Club & Member event service experience in the Club by planning and successfully executing all the Club & Member events. Supervise event personnel to assure Member and guest satisfaction through proper food and beverage service and presentation, exceeding expectations with each event.

Duties and Responsibilities:

- Work with the Catering Director, Food & Beverage Director, Chef, Housekeeping/Setup Manager, and others to schedule and coordinate personnel, equipment and set up requirements for Club & Member functions.
- Manage the weekly banquet event order (BEO) process which includes creating, copying, distributing, posting, and executing the BEOs for all Club & Member events.
- Anticipate inventory of all Club & Member event service equipment and ensure orders are placed and items are ready in a timely manner.
- Ensure all items needed for upcoming events are ordered, received, organized, and ready in advance of events.
- Walk the path of the Member before any events ensuring spaces, tables, and service items are in order and set to the standards of the Club.
- Serve as liaison between service personnel and other staff members.
- Prepare event service packets and hold pre-function meeting with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses.
- Develop floorplans for Club events as assigned.
- Ensure that event staff are well-groomed and in proper uniform (including name tags).
- Act as head waiter at Club and Member functions and may greet and seat guests as necessary.
- Make recommendations for the replacement and upgrading of Club & Member event service equipment.
- Work with the Catering Director and Entertainment Committee to develop a yearly social calendar and execute those events.
- Handle Member and guest complaints about Club & Member events.
- Train, supervise, schedule and evaluate Club & Member service staff.
- Plan development and training activities for Club & Member event staff.
- Regularly inspect all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met.
- Participate in scheduled staff and management meetings.

- Assume closing manager or manager on duty responsibilities when assigned.
- Ensure all appropriate charges are billed correctly to each event and forwarded to the accounting department.
- Assure state and local laws and the Club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Assure event closing procedures are followed.
- Assist in a la carte operations as scheduled.
- Perform other tasks as requested by the Catering Director, Assistant General Manager, and General Manager.

Reports to: Catering Director and/or Assistant General Manager

Supervises: Banquet staff: bartenders, servers & server assistants

Benefits:

- Health, dental and vision insurance after 90 days of continual employment for full-time employees
- Employee Holiday Fund
- Cellphone reimbursement plan (fixed amount)
- Monthly drycleaning reimbursement plan (fixed amount)
- Short term and long-term disability
- 401(k) after 1 year of continual employment for full and regular part-time employees
- Paid vacation and PTO for full-and eligible part-time employees
- Employee Assistance Program for all employees
- Paid Holidays for all employees
- Free employee meal included per shift for all employees
- Other benefits as described in the Employee Handbook

Compensation: Competitive salary based on experience starting from \$65,000 - \$75,000 per year

Experience: 1 - 3 years experience in the catering field preferred

Physical/Mental Requirements:

- Must be able to lift and carry up to 35 pounds
- Requires occasional bending, reaching, stretching
- Must be able to stand for long periods of time

Please send resumes to Nora Cotter at ncotter@skokiecc.com