



TITLE: Banquet and Catering Supervisor
DEPARTMENT: Alerus Center
REPORTS TO: Food and Beverage Director/Banquet and Catering Manager
EMPLOYMENT STATUS: Exempt (salaried)
APPROVED DATE: July 2013

SUMMARY

The Banquet and Catering Supervisor is responsible for assisting with all food and beverage service and quality throughout the banquet and catering department, suites services, backstage catering for performing artists, and bar services; coordinates activities of and directs training of foodservice employees in food and beverage service insuring an efficient, timely, sanitary, and profitable foodservice operation that is consistently recognized by the facility's users as delivering the highest service levels available in the region by performing the following duties personally or through subordinate managers and supervisors.

The person in the position of Banquet and Catering Supervisor must possess and demonstrate the following values:

- **Customer Focus:** Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
- **Integrity and Trust:** Is dedicated to consistently sharing information; fostering open and clear discussions; establishing and communicating expectations, standards and rules and takes responsibility for our work and actions
- **Respect and Communication:** Consistently exhibits courteous, respectful, non-defensive and appropriate communication; presents information in a concise and understandable format; understands and values the roles and responsibilities of co-workers; works collaboratively with others to achieve objectives; adheres to organizational policies and procedures;
- **Teamwork and Appreciation:** Is flexible and supports the diverse personal and professional needs of fellow co-workers; celebrates personal and organization achievements; welcomes differences of opinion and accepts decisions reached; works cooperatively with others in accomplishment of joint tasks; and contributes to a positive work environment through fostering collaboration and providing tangible contributions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential responsibilities and duties may include, but are not limited to the following:

1. Assists in menu and service planning and meets with customers to finalize details of menus and services, making every effort to increase sales, assure operational efficiency potentials are realized, and profitability is maximized in service delivery.
2. Writes and assures timely execution of banquet and catering event orders for the entire facility, assuring complete details of services to be delivered are communicated through all departments in a timely and effective manner. The Banquet and Catering Supervisor must be able to

personally perform each duty that would be assigned to all employees working in the area of primary focus, including servers, bartenders, bus persons, suite servers and associated supervisory personnel.

3. Assists with determining, establishing and implementing policies, procedures, and training to assure all services of primary focus adhere to all local, state, and/or federal guidelines at all times.
4. Assists with planning and directs, and oversees all setup and preparation for services of primary focus, as well as assuring serviceware and equipment are removed from service areas promptly, including assuring all serviceware and equipment are maintained and stored in a sanitary and organized manner.
5. Supervises and coordinates all food and beverage service on the suite level.

SUPERVISORY RESPONSIBILITIES

Hires, disciplines, and when necessary, recommends termination of all employees working in areas of primary focus, including servers, bartenders, bus persons, and associated supervisory personnel.

QUALIFICATIONS (Knowledge, Skills and Abilities)

Knowledge: To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills: Communicate clearly and concisely, both orally and in writing; maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities; Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Abilities: Coordinate, organize and execute various projects; Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals and projects; Participate in Alerus Center goals, objectives and procedures; Prioritize, organize and perform work independently and under pressure; Effectively plan, coordinate, organize, schedule and prioritize division activities, functions and assignments; Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINGS

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Minimum two years of food and beverage service management required; food and Beverage service management in a similar high volume foodservice operation is preferred. Competency in computer usage is preferred, especially in Microsoft Office.

Training: High school diploma required; college degree preferred.

License or Certificate: Must have all current certifications and licenses required by local, state, and/or federal guidelines for food and alcohol service management. Must have the ability to be ServSafe certified through the National Restaurant Association and Responsible Alcohol Server Training through the Grand Forks Police Department. possession of, or ability to obtain, an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental and Physical Conditions

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

Closing Date: Open until filled

Mailing Address:

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Grand Forks, ND 58201
Attention: Human Resources

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