

## Job Description

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<b>Job Title:</b>	Catering and Event Services Assistant Supervisor
<b>Department:</b>	Food Services
<b>Reports To:</b>	Conference Services Manager
<b>Jobs Reporting:</b>	Seasonal co-op students
<b>Salary Grade:</b>	5
<b>Effective Date:</b>	October 2017

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### **Primary Purpose**

Oversee the day-to-day aspects of the Summer Accommodations program and fulfill sales, event coordination, event supervision and administrative duties for Catering and Event Services.

### **Key Accountabilities**

#### **Oversee the day-to-day aspects of the Summer Accommodations program**

- Recruit, train and oversee the work of the front desk coop students and support staff
- Schedule staff and create payroll records for staff shifts
- Ongoing performance management of staff and conduct mid-term and final evaluations for coop students
- Perform regular audits on supply and equipment inventory as necessary to operate effectively
- Create and maintain cleaning calendar to ensure that guest rooms and residence facilities are properly prepared and maintained
- Liaise with laundry company to ensure linens are laundered and delivered to the appropriate area
- Coordinate facility cleaning requirements to UW cleaning services employees and contracted cleaning services employees
- Submit work orders and ensure repairs are completed in residence facilities
- Coordinate preventative maintenance and capital improvement in residence facilities
- Coordinate client event requirements which may include: accommodations, meeting rooms, food services, parking and signage
- Develop training programs, employee manuals, shift guidelines and standard operating procedures for Summer Accommodations
- Assist Conference Manager with registration services when required
- Assist in creating “end of season” reports that summarize the conference season including making recommendations to improve services and improve operating procedures.
- Assist in implementing overall marketing and outreach plan

#### **Sales and supervision for Catering and Event Services**

- Promote and provide growth in sales through direct customer contact, upselling and marketing initiatives.
- Organize client events which could include client meetings, contract preparation, supervision of events, post-event follow-up and billing.
- Ensure all health, safety, sanitation and maintenance standards are met

#### **Contribute to the enhancement of a positive customer experience**

- Maintain high customer service levels by initiating as needed improvement tactics and coaching staff
- Diffuse and rectify guest complaints and concerns.

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- Work with a high degree of professionalism and courtesy when dealing with students, guests, staff and faculty
- Anticipate needs of clients and offer suggestions to improve their experience
- May be required to work in other UW Food Services units as needed and performs other duties as assigned

### **Financial Responsibilities**

- Assist with establishing the annual budget for Summer Accommodations
- Prepare and reconcile web and bank deposits as required
- Allocate revenue to the appropriate accounts and journal within the management software
- Investigate cash float shortages and maintain related procedural documentation as required.
- Ensure financial templates are kept up-to-date with latest account numbers and conference information
- Perform monthly audits of all revenue and expense accounts as required

## Required Qualifications

### **Education**

- A diploma in Food and Beverage management or equivalent education and work related experience

### **Experience**

- Several years' recent experience in hotel, quick service or institutional food service environment.
- Experience supervising in a unionized environment and working with student employees.
- Experience with inventory and cash controls, food and labour cost control and providing exceptional customer service.

### **Knowledge/Skills/Abilities**

- Proven ability to work with a minimum of supervision in a fast paced, customer oriented environment.
- Excellent motivator with highly developed interpersonal, organization and communication skills (written and oral).
- Smart serve certified
- Proficient in the use of common computer software programs

## Nature and Scope

- **Contacts:** Internally, communicates and develops relationships with employees within specific departments such as Housing and units of all categories and levels including Full-time and Part-time hourly staff using a high level of tact and diplomacy. Externally, this position interacts with customers, staff, faculty, students, vendors and suppliers.
- **Level of Responsibility:** Operational oversight over the Summer Accommodations program which includes supervision of seasonal co-op students and provides direction to cleaning staff. Oversight over Catering and Event Services functions which includes supervision of hourly and part time staff.
- **Decision-Making Authority:** Makes frequent, timely, independent and diverse decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities and competing demands.
- **Physical and Sensory Demands:** Occasional hands-on activities and requires moderate exertion of physical effort.
- **Working Environment:** The variety of tasks and interruptions are high. Must maintain a flexible schedule which includes evening and weekends and longer hours to accommodate event schedules or busier periods for the operation. Must be available to work on an on-call rotation during the spring term.