



JOB TITLE:	Student Catering Attendant	DATE CREATED:	02/04/09
EXEMPT STATUS:	Non-exempt	DATE REVISED:	07/25/12
REPORTS TO:	Catering or Café Manager		
APPROVED BY:	Patricia Dozier, HR Director		

POSITION SUMMARY:

The Student Catering Attendant for Bon Appétit Management Company prepares and serves food at scheduled functions under the supervision of the catering manager. This position is primarily responsible for set up, service, break down and clean up of multiple functions or areas on campus.

POSITION OBJECTIVES:

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and suppliers.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

MAJOR DUTIES/FUNCTIONS/TASKS:

- May prepare hors d'oeuvres, sandwiches, deli plates/platters, and salads.
- Assembles and delivers all food and supplies for catered functions to the scheduled locations
- Represents company in a courteous, efficient, and friendly manner in all customer and employee interactions
- Set buffet tables as well as food, beverage and service items according to pre established Great Expectations Catering standards.
- Ensures that all necessary food items have identifiers or menus, displayed in a clean and consistent manner
- Greets customers courteously, and interacts with customers in a manner to ensure customer satisfaction
- Interact with customers and resolves customer complaints in a friendly and service oriented manner
- Serves customer food and beverage orders quickly, in proper portions, in a courteous demeanor
- Demonstrates a complete understanding of menu items and explains same to customers accurately

- Relays relevant comments from customers directly to supervisors
- Consistently exhibits the ability to keep up with catering delivery schedules and does so calmly, accurately and efficiently
- Cleans and packs unused food dishes, utensils and equipment for removal to appropriate locations, handles trash and waste properly per unit standards
- Keeps display equipment, buffets and tables clean and free of debris during meal service as assigned
- Cleans tables and chairs, as assigned, before, during, and after meal service.

Note: Job duties are subject to change as needed.

FOOD AND SAFETY RESPONSIBILITIES:

- Responsible for ensuring proper presentation, portion control, and maintenance of proper serving temperatures – follows HACCP standards
- Maintains sanitation and orderliness of all equipment, supplies and utensils within work area
- Handles food items appropriately during preparation
- Cleans workstation thoroughly before leaving the area for other assignments

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty 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.

- Ability to interact with diverse and high volume customer base in a friendly and efficient manner.
- Ability to use the time clock system properly, and record worked hours for processing.
- Ability to work at times with minimal supervision, and accomplish tasks without direct instruction, and at times problem solve for the best solution.
- Ability to answer basic questions regarding unit operations and direct other questions to appropriate parties.
- Posses the ability to meet Bon Appétit unit specific uniform standards for this position.
- Utilize all Personal Protective Equipment's per Bon Appétit guidelines.
- Wear a cut resistance glove whenever using a sharp or potentially sharp tool or instrument.

CERTIFICATES, LICENSES, REGISTRATIONS:

- All students must complete the required safety and service training programs for their specific position before their first scheduled shift.

PHYSICAL REQUIREMENTS:

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.

While performing the duties of this job, the employee is regularly required to:

- Stand, talk or hear, and taste or smell.
- Walk; use hands or fingers, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms.
- Regularly lift and/or move up to 25 pounds and may occasionally lift up to 50 pounds.
- Push and pull carts weighing up to 100lbs.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

LANGUAGE SKILLS:

- Ability to speak, read, and follows simple instructions, short correspondence, and memos in English.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

ACHIEVING LEADERSHIP IN THE FOODSERVICE INDUSTRY:

Bon Appétit is a diversity growth-oriented organization. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for ALL associates. EOE & AA Employer M/F/D/V.

AUTHORITY:

This position does not directly supervise anyone but is responsible for working in a team and completing task in a group setting.

EMPLOYEE ACKNOWLEDGEMENT: _____ Date: _____