

WMU CATERING STUDENT SUPERVISOR JOB DESCRIPTION

The student supervisor is responsible for the following duties:

1. Report for work at scheduled time in proper uniform.
2. Supervise complete and correct tabletop and room set-up per event order.
3. Delegate kitchen duties and sidework.
4. Assign table sections according to server ability and skill.
5. Oversee closing duties.

The student supervisor works under the banquet student manager, banquet manager and catering manager.

OPENING PROCEDURE

1. Report to manager on duty and review event order.
2. Direct students to collect supplies and start room set-up.
3. Monitor employee progress to make sure they are working correctly & efficiently.
4. Once room is completely set, assign kitchen prep work.
5. Remember: we are always completely ready for guests 15 minutes before event is scheduled to start!

SERVICE

1. Review proper serving procedures – serve from left, clear from right; correct beverages offered at correct times; children, ladies then men; bring enough food to serve one table completely before serving the next; remind them if they are done serving their tables to offer help to others around them. EVERYONE should be working throughout meal service!
2. Monitor service quality by moving among tables, assisting where needed.
3. Once we start serving entrees, service of hot food takes priority over beverage service, refills, rolls, etc. Help staff get hot food in front of guests ASAP.
4. After dessert served, remind servers to clear all unneeded items from table in order to make end of evening clean-up as quick as possible. DO NOT REMOVE CENTERS!

CLOSING PROCEDURE

1. Delegate ONE person to remove all salt & pepper set and sugar caddies. Removing them all at once at end of evening will keep them clean.
2. Bring in carts, racks, dump buckets, linen bags and all items needed to remove all of our items from the room in an organized manner.
3. Once room is completely cleared, make sure crew is working efficiently in kitchen to get all work completed as soon as possible. Divide employees up if they are all polishing silverware, or if trash needs to be taken out, carts returned, etc.
4. Once kitchen is completely clean, swept and mopped, make sure cooler is locked and all keys are secured.
5. Check in with manager on duty before leaving.