

## **FOOD RETAIL/CATERING LEADER 1, 2, 3 TITLE SERIES DEFINITIONS**

### **I. DEFINITIONS**

#### **FOOD RETAIL/CATERING LEADER 1**

These positions are independently responsible for the day-to-day operations of a less-complex delicatessen, fast-food franchise or similar retail food service unit. Lesser complexity is characterized by the presence of at least two of the following three factors: annual sales volume less than \$400,000; less than 2.0 budgeted full-time-equivalent part-time assistants; or less than 200,000 customers annually. For the majority of the time, these positions function in satellite locations without a supervisor present due to the supervisor's responsibility for coordinating multiple retail units, as contrasted with supervising the day-to-day operations of an individual unit.

Position responsibilities include the selection, training, scheduling, leading and monitoring of temporary staff, student, or other assistants in the preparation and service of food items; ordering food items and supplies from multiple sources including a central production kitchen and contract vendors; monitoring inventory; keeping unit records on unit sales, product usage and waste; compiling data for budget development and to monitor unit performance against budgeted profit margins; preparing food items; pre-dishing, packaging and displaying food and beverages; responding to customer concerns; initiating menu upgrades and the development of new menu items; overseeing all catering done through the unit such as a coffee/cookie or ice cream cart; handling and securing cash; ensuring compliance with food safety and equipment sanitation standards and responding to sanitation reports.

#### **FOOD RETAIL/CATERING LEADER 2**

These positions are independently responsible for leading and coordinating staff and operations for one of the most complex retail food service units, or for less-complex catered functions (complexity criteria are defined in the allocation descriptions below). For the majority of the time, these positions function in satellite locations without a supervisor present due to the physical isolation of the unit and the supervisor's responsibility for coordinating multiple retail units or catered events, as contrasted with supervising the day-to-day operations of an individual unit or event. Positions have responsibility on a continuous basis to schedule, train, assign, lead and monitor the work of University Staff, temporary staff, or student assistants. There are two typical allocations:

1. Leads assistants to operate one of the most complex delicatessen units. The most-complex units are characterized by at least two of the following three factors: annual sales volume exceeding \$400,000; at least 2.0 budgeted full-time-equivalent part-time assistants; or at least 200,000 customers annually. These positions have employee selection, leadwork and unit operations responsibilities similar to those identified at the Food Retail/Catering Leader 1 level.
2. For a majority of the time, independently leads assistants for less-complex catering events such as breaks, breakfasts, lunches, buffets, and limited-volume receptions or dinners. Coordinates and participates in food preparation and leads event set-up, on-site food and beverage final preparation, service to customers, and post-event takedown. Assigns duties to assistants and monitors their work performance; organizes service equipment such as linens, silver, dishes, trays, etc., appropriate for the event; develops sequence of event

service activities and coordinates staff coverage; and manages service for more than one event simultaneously. Monitors the attractiveness of foods displayed and served, independently responds to customer requests and concerns during the event and ensures appropriate standards of customer service are achieved.

### **FOOD RETAIL/CATERING LEADER 3**

These positions are independently responsible, for a majority of the time, for overseeing the largest and most complex catered functions. The most complex catered functions include: banquets; weddings; off-site events requiring transportation of food, supplies and equipment; receptions with both food and bar service; and other events requiring alcohol control. Positions at this level also assist customers in advance planning for events, and oversee multiple events simultaneously. These positions assign duties to assistants and monitor performance; coordinate event staffing; lead food preparation, event set-up, on-site food and beverage final preparation, service to customers, and post-event takedown; organize service equipment such as linens, silver, dishes, trays, etc., appropriate for the event; develop sequence of event service activities and coordinate staff coverage. May be responsible for alcohol and beverage purchase and control. Monitors the attractiveness of foods displayed and served, independently responds to customer requests and concerns during the event and ensures appropriate standards of customer service are achieved.

## **II. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment.

## **III. RELATED POSITIONS**

Food Service Assistant