

# Catering Director

The director of catering is responsible for successful execution of all catering orders and to be an ambassador for our brand through this sales channel.

## Key Responsibilities:

- Coordinate all details necessary for catering orders with leadership team to ensure timely preparation and execution
- Keep TMS bags cleaned, stored and organized, and follow up on with guests on return of our TMS bags
- Call to confirm, inquire about catering event, add app account, upsell, add celebration card, plush cows, etc. to improve catering guest experience
- Continuously evaluate and improve catering systems
- Work directly with Admin to ensure catering invoices are accurate and timely
- Work with Admin to schedule necessary maintenance of Catering vehicle
- Work directly with Executive Director of Sales to maximize EZCater partnership
- Work with Executive Director of Sales to reconcile EZCater on weekly basis for accounting
- Successfully communicates all goals, initiatives and measurements to Team Leaders and Team Members (Annual Vision)
- Provide weekly updates due at 5:00pm on Saturdays with agreed upon metrics and project details

## Success Factors:

- Pristine and meticulously organized catering environment with clearly defined locations for all product
- Have all catering orders delivered or ready for pickup at the time promised
- Clear cascading communication for all catering's to ensure flawless execution

## Key Traits:

- Intentional Observation of Team Leaders/Team Members for employee evaluations
- Embodies a Growth mindset and takes initiative to grow our brand
- Be able to solve problems using critical thinking skills and appropriate resources
- Offer and receive peer-to-peer coaching and accountability to continually improve the business
- Embodies the core values of the organization which include servant spirit, hustle, optimism, and ownership
- Lives out the Organization's Vision: To be East Pasco's most Caring Company