



Food and Beverage Concessions/Catering Worker

Job Purpose:

Provide friendly, courteous service to all customers. Take customer orders and accurately enter into a point-of-sale system. Ensure that customer order is complete and accurate when served.

Assist with producing all food products, ensuring proper cost control, effective safety and sanitation procedures and the highest quality standards in timing, taste and presentation. Ensure a commitment to creating an environment that consistently meets or exceeds the expectations of our patrons.

Assist with the successful execution of all VHCF contracted catering events. Support F&B Manager with all stages through execution of each event and follow up to ensure client satisfaction.

Status:

Non-Exempt / Full and Part time seasonal position

Reports to:

Food and Beverage Concession/Catering Manager/Supervisor

Starting Hourly Rate:

\$16.00

Supervisory Responsibilities for:

Food and Beverage Concessions

Minimum Skills:

Excellent communication and customer service skills

Ability to work in a team environment

Industry related post-secondary training

ServSafe Certification

Ability to use a point-of-sale system with accuracy

Preferred Education and Experience:

High school diploma

One to three years' experience in a restaurant and/or with catered events



Ability to work for long periods in a fast-paced environment

Key Areas of Responsibility – Concessions

- Participates in daily tasks such as food preparation, stocking supplies, taking inventory, cleaning, operating the register, order placement, resetting tables, etc.
- Adheres to guidelines set forth by Food & Beverage Management and ABC Board
- Maintain standard recipes to ensure consistency and quality of food.
- Help create innovative and appealing menus that reflect culinary trends and meet customer preferences.
- Oversee food preparation and cooking processes to maintain high standards of taste and presentation and acts as quality control for outgoing product
- Ensure compliance with food safety and sanitation standards, as well as health department regulations.
- Stay updated on industry trends and incorporate new techniques and ingredients into menu offerings.
- Foster a positive work environment that encourages teamwork, creativity, and professional growth.
- Handle customer inquiries and complaints in a prompt and courteous manner.
- Provide two-way communication and nurture an ownership environment with emphasis in motivation and teamwork.
- Ensure collaboration with management to achieve financial targets and contribute to the overall success of the Virginia Horse Center Foundation.

Key Areas of Responsibility – Food and Beverage Catering

- Ensures guests receive friendly, courteous service always.
- Help to facilitate catering events with F&B staff from planning to execution
- Arranges tables and decorations.
- Arranges buffet tables with food, beverage and service items according to standards.
- Serve food and beverages to guests.
- Thoroughly cleans location after event is completed.

Key Areas of Responsibility – Other

- Serve as a source within the organization for issues related to Food and Beverage
- Work with members of the Horse Center's staff and/or outside contractors on the health, and well-being of the Center.
- Maintains a safe working environment within and around areas associated with employee work environment.
- Participate in safety training and comply with safety rules, regulations, and protocols.
- Perform additional duties and assist with special projects as assigned

Virginia Horse Center Foundation actively subscribes to a policy of equal employment opportunity, and will not discriminate against any employee, student or applicant because of race, age, sex, color, sexual orientation, gender identification or expression, physical or mental disability, religion, ancestry or national origin, marital status, genetic information, military or veteran status, domestic violence victim status, criminal conviction status, political affiliation or any other characteristic protected by applicable law. Protected veterans, minorities and women are encouraged to apply.

No job description or statement of job purpose is meant to be all encompassing. As it is not possible to outline every potential task, candidates accepting employment with the VHCF are aware that responsibilities may increase at times, based on the needs of their department and/or events taking place at the Center.