

Catering Manager Job Description

Duties and Responsibilities:

- Liaise with chefs to plan menus for restaurants or for catering events
- Oversee the procurement and management of food items required for a catering project
- Supervise staff operations to ensure compliance with set standards of quality and service
- Plan, prepare, and manage financial budgets to meet set targets
- Oversee the interviewing, hiring, and training of catering employees
- Designate and manage staff job territory and work shift according to respective employee's history and potential
- Ensure adherence to company health, safety, and hygiene policies when carrying out job operations
- Monitor and manage inventory to ensure stock is available when required
- Maintain accurate records of financial accounts, transactions, and other relevant administrative information
- Develop and implement strategies effective for achieving set targets and expectations
- Motivate catering and waiting staff to improve general job performance and returns generated
- Interact with customers to identify their requirements and assist in meeting their needs
- Conduct surveys to determine the public perception and image of their company/services
- Maintain contact with customers to obtain client feedback on the quality of service received
- Oversee the timely disbursement of employee wages/salary
- Supervise and manage catering operations for an event to ensure the adequate provision of food and other edible items
- Carry out research to identify changes in consumer taste requirements and menus

- Help resolve arising client complaints or staff issues to ensure a calm work environment and satisfied customer base.

Catering Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a catering manager, you require at least a high school diploma and qualification in the field of hospitality management, food science or culinary management. Prior experience as a caterer in restaurants, fast-food spots or pubs will increase your chances of securing the job
- **Communication Skills:** Catering managers utilize strong communication skills in interacting with catering staff and clients to ensure smooth running of operations
- **Leadership Skills:** They are able to coordinate and organize the activities of catering personnel to ensure customer satisfaction and increased returns.
- **Math Skills:** Catering managers employ their number-crunching skills in conducting negotiations with clients and analyzing financial records.