



DiStasi
CATERED EVENTS

DiStasi Catering L.L.C

Employee Guide - Job Descriptions – Policies

An Equal Opportunity Employer

REV 2017

Welcome to DiStasi Catering

On behalf of the entire DiStasi Family, it is our honor to welcome you to our Team! We are very pleased that you have selected our company as your employer. We welcome the opportunity to work with you in reaching your personal and professional goals and aspirations.

Our Mission

“The mission of DiStasi Catering is to sell, supply and execute outstanding Catered Events for the people of Litchfield County and surrounding, while offering its staff opportunity for personal and financial growth and making a proper profit for the company.”

Our Philosophy is

Providing our guest a great experience of service and value with a personal commitment, while enhancing our name and reputation. Our growing focused Team supports and delivers creativity with inspiration while embracing traditions.

What we expect

DiStasi Catering strives to provide you an environment where you can flourish and grow. We want you to be successful. To help you succeed we believe it is important to set clear expectations of performance and behavior. We expect you to perform your job duties to the highest professional, ethical and business standards at all times.

Hospitality

The relationship between the guest and the host, or the act or practice of being hospitable. This includes the reception and entertainment of guests, visitors and strangers.

Hospitable treatment

*Generous and friendly treatment of visitors and guests :
The activity of providing food, drinks, etc. for people who are the guests or customers of an organization*

Excite the Power of

Yes!

This handbook has been prepared to inform new employees of the policies and procedures of this DiStasi Catering and to establish the company's expectations. It is not all inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce an employee to accept employment with the company.

SECTION I: COMPANY POLICIES

Equal Opportunity Employment

DiStasi Catering provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. DiStasi Catering complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

DiStasi Catering expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of DiStasi Catering employees to perform their expected job duties is absolutely not tolerated.

At Will Employment

Employment with DiStasi Catering is a voluntary one and is subject to termination by you or DiStasi Catering at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of DiStasi Catering employees.

This policy of employment-at-will may not be modified by any officer or employee and shall not be modified in any publication or document.

Introductory Period

Employees shall have a 90 day introductory period. During this period, employee shall not be eligible for any benefits or time off as applicable.

Appropriate Conduct

At DiStasi Catering, we believe it is important to treat others with respect and dignity. Showing respect to each other through words and actions is an important foundation for creating a fair and professional work environment where each person is valued and each contribution is recognized. Open and honest two way communication creates an environment of trust where people feel comfortable sharing their thoughts and opinions. Your suggestions and ideas, along with your efforts to provide our customers with the best service possible, are welcome and contribute to our individual and collective success.

Attendance and Punctuality

We expect you to be punctual and report to work on time so we can meet the service expectations of our clients and customers.

Arrival in uniform and ready to work 5 minutes prior to your shift is suggested. With the exception of authorized breaks, employees are expected to be at their work stations until business is closed at the end of the event.

Hours may vary throughout the week. As different needs arise, employees will be informed by their supervisor at least 1 day prior to the event, what time employee needs to be present and ready to work.

Unauthorized absence, tardiness or noncompliance with work hours may result in progressive discipline.

Provide Notice

If You Will Be Late or Absent In all cases of absence or tardiness, you must contact your manager or supervisor or appropriate designated person before the start of your shift and/or regular start time and provide an honest explanation for missing work. If you fail to provide notification of absence for three consecutive workdays, we will consider that you have voluntarily resigned. We reserve the right to require, at any time, a medical clearance or verification from your physician.

Inclement Weather or Emergency Conditions

In our business, customers need our services, regardless of weather conditions. In the event of inclement weather, employees are expected to consider local road/travel conditions to determine if they can safely reach their work destination. You are responsible for notifying your supervisor/manager if inclement weather will cause a delay in your arrival. Your supervisor/manager will do his or her best to notify all employees of any schedule changes due to weather conditions or other emergency situations.

Termination of Employment

Termination of employment may occur when an employee's performance does not improve after constructive counseling or when an employee's conduct is sufficiently serious.

Voluntary Termination of Employment

A termination is considered voluntary when you:

- * Give notice of your intention to resign from the Company*
- * Are absent from work for three consecutive scheduled work days without notifying the Company*
- * Fail to return to work or contact Human Resources at the end of an approved leave of absence.*

When you plan to resign, you should:

- * Notify the Company in writing*
- * Submit the notification to your manager at least two weeks prior to the anticipated last day of employment If you resign under favorable terms, you are eligible for rehire should you wish to rejoin the Company.*

Report Any Injury or Accident

Employees and or guest, it is mandatory that you report any on-the-job injury or accident immediately, no matter how minor, to your supervisor/manager. It also ensures that we will be in compliance with the laws governing reporting deadlines. Finally, it allows the manager to investigate the root cause of the incident while the facts are still fresh in everyone's memory so we can take the appropriate steps to prevent a similar incident.

Benefits:

*Time off to vote, serve on a jury and perform military service.

*Comply with all workers' compensation requirements.

*Pay state and federal unemployment taxes, thus providing benefits for unemployed workers.

Leave:

*Comply with the Federal Family and Medical Leave (FMLA)

Pay Cycle:

**Employees shall be paid every 2 weeks.*

SECTION II. PERSONAL REQUIREMENTS

Appropriate Attire and Appearance

DiStasi Catering has high standards of dress, grooming, and personal hygiene for all employees. Safety and cleanliness is an essential part of providing high quality service to our customers. All employees are expected to exercise sound judgment with regard to personal appearance, dress and grooming to enable them to be most effective in the performance of their duties.

Minimum Standards of Grooming/ Hygiene

* Practice good hygiene through regular bathing and use of deodorant/ antiperspirant and reasonable oral care

*Cuts, rashes or minor skin eruptions must be covered

*Clean hands and trimmed, neat fingernails (nail coverings including polish, acrylics, tips and gels are not permitted for food service employees)

Minimum Standards of Dress for Front of house Based Employees

** Clean, pressed and stain free uniform as required per unit or client policy (Note: uniforms supplied by DiStasi Catering LLC are considered Company property)*

** Hat or hair covering as required by unit uniform policy*

** Name tag*

** Safe, slip-resistant shoes*

** For food service employees, no jewelry with the exception of one smooth, flat surface hand ring and medical alert bracelet*

**For food service employees, no false eyelashes*

Appropriate Business Casual Dress for Employees NOT required to wear a Uniform

** Neat, professional casual slacks or skirts*

** Sweaters, blouses, collared shirts, Polo and golf shirts*

** Safe, flat, closed-toed shoes*

**Blazers, jackets or sport coats*

The following items are not allowed:

**Any full back or chest revealing shirts*

**Sleeveless shirts*

Management shall determine what constitutes appropriate dress. If an employee is found to be in noncompliance with the dress code, management has the right to:

a) Send the employee home to change attire

b) Send the employee home for the day. Employee will not be paid for time not at work.

c) Provide a verbal warning

Jewelry and Tattoos

The Company recognizes that personal appearance, including jewelry and tattoos, is a form of self expression. The Company will allow jewelry (for non-food service workers) and tattoos, unless they pose a conflict in the work environment. Factors used to determine whether jewelry or tattoos pose a conflict at work include, but are not limited to:

- * Safety of the employee or others*
- *Productivity or performance of duties is diminished n Perceived offense on the basis of protected characteristic(s)*
- *Client standards or requirements*
- *Customer or co-worker complaints*

If a conflict is identified, the employee may be required to remove the jewelry and/or cover his/her tattoos. Any employee who reports to work inappropriately attired may be directed to leave the premises, return home to change and will not be compensated for the time away from work, unless prohibited by law. The Company recognizes the importance of individually held religious beliefs to persons within its workforce. DiStasi Catering will reasonably accommodate employees' religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. The Company also will make reasonable accommodations for disabilities, unless the accommodation creates an undue hardship for the Company. All requests for an accommodation should be referred to your manager. Check with your supervisor/manager for any additional workplace-specific dress and grooming guidelines, including whether uniforms are required.

Food Safety, Personal Hygiene and Sanitation for Food Service

Your supervisor, manager or chef is ultimately responsible for ensuring food safety throughout the facility. You have a responsibility to keep your work area clean and organized, to properly respond to any known hazards that are present, and to prevent potential hazards from occurring. Our Company has established extremely high standards with regard to personal hygiene, sanitation and safe food handling.

The following list addresses only general food safety requirements that are applicable to all team members who work in food service operations:

- * Follow the food safety program guidelines at all times*
- * Complete the Food Safety Training Requirements for food service employees or the Food Safety Certification Requirements for Managers and Supervisors as indicated in the HACCP Manual/Food Safety Management System*
- *Notify your manager so appropriate action may be taken if you have symptoms associated with gastrointestinal illness (diarrhea, fever, vomiting, jaundice, sore throat with fever); if you have infected wounds, lesions or boils; or if you are diagnosed with an illness that can be transmitted through food*
- *Wash your hands frequently, using the proper hand washing techniques*
- * Wear disposable gloves or use clean, sanitized utensils when handling ready-to-eat food*
- *Keep your uniform or work clothing clean at all times*
- *Wear approved slip-resistant safety shoes and approved hair restraints*
- *Do not wear a watch or jewelry on hands and arms when handling food except one smooth-surface hand ring/band and medical alert bracelets*
- *Follow the management guidelines about eating, drinking, smoking or using tobacco products in approved areas and at appropriate times*
- *Clean and bandage wounds or small cuts on your hands; cover with waterproof, disposable gloves*
- *Take and record temperatures on the HACCP Temperature Logs honestly and accurately*
You may also receive training in other areas such as receiving and storing, preparing and cooking, food allergens, cleaning and sanitizing, and serving food.

Personal Phone Calls / Messages

To make the best use of your work time and for the safety and respect of others, personal phone calls and use of electronic communication devices while you are at work should be limited to scheduled break times. Personal phone calls or texting during work time may result in constructive counseling. Unless you are given specific permission from your supervisor, your personal cellular phone and/or electronic communication device must be turned off during work time.

Smoking

In order to provide and maintain a safe and healthy work environment for all employees, the Company prohibits smoking or any tobacco use on all Company or client premises, except in designated smoking areas. This prohibition covers, but is not limited to, cigarettes, pipes, cigars, snuff, electronic cigarettes or chewing tobacco and applies at all Company-sponsored off-site events and meetings and to all vehicles owned or leased by the Company. When smoking or otherwise using tobacco or similar products in a designated smoking area, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. Dispose of any litter properly in the receptacles provided for that purpose.

Recording of Time

Employees must use the timekeeping system required by their workplace and accurately record their time. An employee will not be compensated for any alleged work hours not properly recorded

Use of Social Media

“Social Media” includes all types of posting on the Internet, including, but not limited to, personal websites, blogs, social networking sites (such as Facebook®, You Tube®, LinkedIn®, or Twitter®), forums, message boards and chat rooms. The Company embraces Social Media as an important tool of corporate and business engagement. In addition, the Company recognizes that employees are increasingly using Social Media for both personal and business reasons. The Company permits limited and occasional personal use of Social Media during working time, as long as such use does not interfere with the employee’s job responsibilities, the business of the Company, and/or otherwise violate Company policy. The policies apply to off-duty personal use of Social Media when the employee either: (1) identifies himself/herself as an employee (either explicitly in his/her posting, or generally on his/her Social Media page); (2) discusses the Company or co-workers in any manner, or discusses customers, clients, vendors, and/or suppliers as related to their association with DiStasi Catering; and/or (3) engages in Social Media communications or interactions with co-workers, customers, clients (including employees of clients), vendors, or suppliers.

Any use of social media is only to be done under management supervision.

SECTION III. PROHIBITIONS AND DISCIPLINARY PROCEDURES

Workplace Violence

We are committed to creating a safe and positive work environment for all of our employees. The Company takes a zero-tolerance approach to acts of workplace violence. Any act or threat of violence will be taken seriously and investigated immediately by the Company. Any act or threat of violence committed by an employee may result in immediate termination.

Drug and Alcohol Free Environment

We are committed to creating a safe workplace free from drugs and alcohol.

Being under the influence of an unauthorized controlled substance, illegal drug, inhalant or alcohol on Company/client premises, in Company/client-supplied vehicles, or during work hours is prohibited. This rule also prohibits consumption of alcohol at the end of a client catering event or on Company/client premises at the end of a work day. The sole exception to this policy is for alcohol use for employees who are guests at Company/client sponsored events, and in those instances, conduct must remain professional.

Performance Reviews

Performance appraisals are conducted once every six Months. The performance appraisal will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee's personnel file.

Merit increases are based on company performance and financials and are not guaranteed. A performance review does not always result in an automatic salary increase. The employee's overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.

Harassment

DiStasi Catering is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, DiStasi Catering expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

It is the policy of DiStasi Catering to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran. DiStasi Catering prohibits any such discrimination or harassment.

DiStasi Catering encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of DiStasi Catering to promptly and thoroughly investigate such reports. DiStasi Catering prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Disciplinary Policy and Procedure

Every employee has the duty and the responsibility to be aware of and abide by existing rules and policies. Employees also have the responsibility to perform his/her duties to the best of his/her ability and to the standards as set forth in his/her job description or as otherwise established.

DiStasi Catering supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behavior and/or performance issues. Our progressive discipline policy has been designed consistent with our organizational values, HR best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. DiStasi Catering reserves the right to combine or skip steps in this process depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling and/or training; the employee's work record; and the impact the conduct and performance issues have on our organization.

The following outlines DiStasi Catering's progressive discipline process:

- **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- **Written warning:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a performance improvement plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days. Within this time period, the employee must demonstrate a willingness and ability to meet and maintain the conduct and/or work requirements as specified by the supervisor and the organization. At the end of the performance improvement period, the performance improvement plan may be closed or, if established goals are not met, dismissal may occur.

DiStasi Catering reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including oral and written warnings, suspension with or without pay, demotion and discharge.

Job Descriptions

Kitchen Porter

**Ensure basic cleaning jobs are carried out as quickly as possible.*

**Collect and wash up pots and pans.*

**Clean food preparation areas and equipment, in addition to crockery and cutlery.*

**Unload food and equipment deliveries.*

**Keep storeroom and kitchen areas organized.*

**Keep work surfaces, walls and floors clean and sanitized.*

In addition to keeping the kitchen sparkling clean, kitchen porters can be involved in food preparation.

Prep / Line cook

Position Reports to: Sous chef / Kitchen manager / Chef

Line cooks are entry-level kitchen positions that focus on learning technique, speed and consistency.

Basic Functions:

Responsible for the daily operations of the kitchen, and provides professional leadership and direction to kitchen personnel.

Ensures that all recipes, food preparations, and presentations meet company and chef specifications and commitment to quality.

Maintains a safe, orderly and sanitized kitchen. Demonstrates this by example, using proper food-handling techniques.

Set Up Station

The first task of the day is setting up his / her station for service by bringing all food items and containers to the line. Stations a line cook might work include garde-manger, sauté, fry and grill.

Prep Items for Service

Next, a line cook prepares all items needed for events, from chopping vegetables to making sauces and butchering meat. Also preparing items for other events.

Work Service

During service, a line cook must work to cook components of an event at the same pace as the other cooks to ensure that everything is finished at the same time. To be successful, he / she will focus on accuracy, presentation, cleanliness and timing.

Clean Station

After service, all unused items are wrapped, properly stored in the walk-in and or refrigerators. Cleans the station with soap and sanitizer and ensures that all equipment has been properly shut off for the night.

General Duties

A line cook might also be asked to clean kitchen equipment, organize produce delivery, train a new cook and complete a nightly inventory. Line cooks should expect to stand all day and work long hours in a hot and crowded space.

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Sous Chef/Kitchen Manager

Position Reports to: Chef

Subordinate Staff:

prep cooks, line cooks and dishwashers.

Basic Functions:

Responsible for the daily operations of the kitchen, and provides professional leadership and direction to kitchen personnel.

Ensures that all recipes, food preparations, and presentations meet company and chef specifications and commitment to quality.

Maintains a safe, orderly and sanitized kitchen. Demonstrates this by example, using proper food-handling techniques.

Essential Functions:

- 1. Prepares daily production list.*
- 2. Ensures that all stations remain stocked before and during the event period.*
- 3. Verifies that kitchen staff follows all recipes and portions servings correctly.*
- 4. Keeps kitchen, dish, and storage areas clean and organized.*
- 5. Places food and supply orders as directed.*
- 6. Receives product by verifying invoice and freshness of merchandise.*
- 7. Hires and trains employees to company standards.*
- 8. Sets excellent customer service and work examples.*
- 9. Actively participates as a member of the management team.*
- 10. Manages staffing levels throughout shift.*
- 11. Oversees kitchen labor and food cost to budgetary requirements.*
- 12. Performs additional responsibilities, although not detailed, as requested by the Chef at any time.*

Working Conditions

- 1. 90% of time standing and 10% of time sitting.*
- 2. Direct contact with guests, managers and employees.*
- 3. Behaves professionally and can be flexible in a changing environment.*
- 4. Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.*
- 5. Must speak fluent English.*
- 6. Must be able to hear with 100% accuracy with correction.*
- 7. Must be able to see to 20/20 vision with correction.*
- 8. Travel may be required for occasional deliveries, visits to other locations, or company meetings.*
- 9.*

Excellent attendance is required with schedule flexibility determined by business needs.

Level

Can work independently with little supervision.

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Banquet Chef

Position Summary:

It is the responsibility of the Banquet Chef to prepare foods for service according to assignment by event coordinator and BEO.

Subordinate Staff:

Sous chef / kitchen manager, prep cooks, line cooks and dishwashers.

Liaises with Banquet manager

Basic Functions:

Responsible for the daily operations of the kitchen, and provides professional leadership and direction to kitchen personnel.

Ensures that all recipes, food preparations, and presentations meet company specifications and commitment to quality.

Maintains a safe, orderly and sanitized kitchen. Demonstrates this by example, using proper food-handling techniques.

Essential Functions:

Supervises/Manages the Banquet Kitchen team to include efficient staffing, employee development and training, performance management and policy enforcement.

Participates in food preparation during meal periods. Maintains clean and sanitary food preparation and storage areas at all times in accordance with state and local sanitation requirements and codes.

Makes purchasing decisions (food, paper goods, supplies) for the restaurant, ensuring budgetary considerations.

Develops strategies for increasing sales and profitability within management scope.

Prepares the weekly kitchen work schedules.

Provides for the timely repair, maintenance, and upkeep of all kitchen equipment and/or mechanical systems.

Develops and implements new kitchen policies as required.

Promotes and maintains the highest level of customer service to all guests while staying alert to their needs.

Responds effectively to guest inquiries, Providing excellent guest service.

Resolves guest complaints within scope of authority; otherwise refers the matter to management.

Notifies management of all unusual events, circumstances, missing items, or alleged theft.

Performs other job-related duties as assigned.

Working Conditions

1. 90% of time standing and 10% of time sitting.

2. Direct contact with guests, managers and employees.

3. Behaves professionally and can be flexible in a changing environment.

4. Must be able to carry loads greater than 35 pounds, and be able to transport up to 70 pounds regularly.

5. Must speak fluent English.

6. Must be able to hear with 100% accuracy with correction.

7. Must be able to see to 20/20 vision with correction.

8. Travel may be required for occasional deliveries, visits to other locations, or company meetings. 9.

Excellent attendance is required with schedule flexibility determined by business needs.

Level: *Can work independently with little supervision.*

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Banquet Manager

Reports to: Director of F&B or Owner

Supervises: Banquet staff: Banquet Captains, Servers

Liases with: Catering director, Executive Chef, other Departmental Managers

Sales coordinator /Event Coordinator

Scope and General Purpose: The Banquet Manager oversees all aspects of a banquet or event, including set-up, menu selection and food presentation, serving, and cleanup while focusing on detail and quality presentation and customer service. Banquet managers are also responsible for all aspects of supervision of banquet staff including: hiring, training, coaching, disciplining and reviewing banquet staff.

Essential Duties and Responsibilities

- * Approaches all encounters with guests and colleagues in a friendly, service-oriented manner
- * Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded
- * Remains alert of complaints and/or unsatisfied guests and responds appropriately to ensure guest satisfaction
- * Coordinates with other staff and departments to arrange for the delivery of requested services
- * Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service
- * Ensures all functions are set and staff is prepared and organized before required time on BEO
- * Inspects table place settings, including table linen, china, glass, silverware and condiments for correct placement and ensures that each element is clean, undamaged and attractive
- * Ensures proper setting of buffet tables and other food service tables
- * Arranges for and ensures proper sequence of service for each event
- * Monitors banquet team members to ensure all operating procedures are followed
- * Supervises clearing and post function cleanup and garbage removal
- * Maintains clean and orderly back areas, pre-function areas and storage areas
- * Assures that all china, glassware, silverware, linen, etc are returned to their proper locations after each event
- * Supervises the handling, storage, and security of all catering service equipment
- * Ensures staff training programs are implemented
- * Conducts regular staff meetings to build rapport and ensure team members are well informed
- * Provides colleagues with a work schedule each Tuesday or as needed
- * Clearly projects the visions of the Company and measures progress
- * Conducts quarterly reviews of colleagues performance and provides council as needed
- * Meticulously plans events with captains to ensure execution is achieved at the highest level
- * Conducts regular meetings with the Owners and event coordinators as well as banquet chef to evaluate strategies and ideas for enhancements to benefit the guest's experience and ensure the needs of the clients are being met
- * Conducts interviews carefully outlining the functions of the position for which a potential colleague is being interviewed for
- * Attend meetings/training as required

Physical Demands

Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more. The employee must have normal vision (corrected), hearing and verbal communication.

Environmental Conditions

Duties are performed in both indoor and outdoor settings, with events often taking place in the elements in all four seasons. Events often involve loud music.

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Banquet Captain

Reports to: Banquet Manger

Essential Duties and Responsibilities

- *Must attend and assist in all designated pre-meal meetings.*
- *Ensure that communication is constantly maintained between the Banquet Chef, the Catering Manager and the client during the event.*
- *Assigns sections and duties to the banquet and supporting staff.*
- *Inspects staff uniforms prior to the event ensuring adhesion to the highest level of standards as set forth by DiStasi Catering.*
- *On a continuous basis, keep service corridors, pre-function space and storage areas clean, organized and unobstructed.*
- *Assign all Banquet side-work and ensure proper completion.*
- *Attend to all the needs of the guests during functions and function related duties.*
- *Ensure the proper set up of the meeting and event rooms. This may include laying table linen, setting china and silverware, filling water pitchers and brewing coffee, filling salt & pepper shakers, sugar bowls, rolls, butter and salad dressings per the specifications outlined by the BEO.*
- *During the meal, responsible for serving the meal to the left of the guest and clearing the meal to the right of the guest. Should also be able to provide some information about the meal they are serving if the guest requests it.*
- *After the meal, responsible for clearing dishes and preparing them for the dishwasher, stripping tables and storing the items as needed.*
- *Responsible for keeping assigned work area clean and sanitary by walking the assigned banquet area before and after the event and report any issues with the facility to the Banquet manager. Also directly responsible for the cleanliness and repair of the service equipment and storeroom.*
- *Assists in maintaining standards of health, safety, and sanitation.*
- *Participates as a team member with Banquet Servers, Banquet Bartenders, Banquet Bar-backs, Banquet Cooks, Banquet Managers and any pertinent company employees in producing a smoothly and efficiently run operation that meets the highest standards of customer service.*
- *Responsible for maintaining a consistent and regular attendance record.*

Responsibilities:

Directly supervises all Banquet staff.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting the Banquet Manager with interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Banquet Server

Reports to: Banquet Captain / Banquet manager

Banquet servers set up for events, carry trays, serve guests and clean up at the event's conclusion. Set up can include putting out tablecloths and place settings, arranging table placement and putting up a buffet. A banquet server's duties during the event can vary based on the Event, but, in general, they must be able to focus on the job while staying on their feet and moving about freely, which can include bending, climbing stairs and carrying items weighing 25-50 pounds. Good communication is important, as is being able to follow directions efficiently and meeting the physical demands of the job. A positive attitude while on the job is also essential.

Banquet servers must adhere to health and safety standards at all times, even when closing down at the end of the event, which may include breaking down the table set up and taking tablecloths and linens to the laundry.

A Banquet server must be 21 to serve alcoholic beverages

Essential Duties and Responsibilities

**Provide assistance to banquet managers in the serving of guests during banquet functions to ensure positive guest experience.*

**Set up banquet room as requested by the supervisor to include glassware, service ware, linen*

**Attend roll call meetings before events kick off in order to learn function particulars, including company and guest expectations*

**Greet and welcome guests and respond to their requests in a courteous and friendly manner*

**Serve the beverage and food in the appropriate order and in tune with the expectation of the Manager and captain so as to ensure consistency throughout the banquet.*

**Replenish beverages when necessary, and check with guests to make sure they are satisfied*

**After the banquet, reset banquet room in accordance with the events specifications to ensure the readiness of the room for other functions.*

** Follow attendance rules and always go to work on a regular basis*

**Perform other related functions that may be assigned.*

**Must be willing to relate cordially with other members of the team and help co-workers with their job duties*

**Must have basic knowledge of service standards, guest relations, food and beverage preparations as well as etiquette*

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

BUS PERSON DUTIES AND RESPONSIBILITIES:

- *Maintains the cleanliness and sanitation of the dining area, including all tables and chairs.
 - *Restocks the dining room and side stations with tableware, flatware, utensils, condiments and linen.
 - *Prepare all beverage required for service, including coffee, iced tea and hot water.
 - *Assist servers to serve the guest.
 - *Pour water and refill coffee and tea cups, folding napkins; pick up empty glasses, trash on tables / floor.
 - *During busy periods assist servers by serving food and beverage to guests.
 - *Cleaning side stations and stocking and replenishing side station supplies.
 - *Emptying and cleaning food preparation carts / areas.
 - *Returning soiled linens to the laundry area.
- Assist in breakdown and reset of banquet room
Collecting fresh linens and taking them to the banquet room on reset.
Flexibility and adaptability to a changing clientele and environment.
Other duties deemed necessary by Manager and/or supervisor.
Responsible for conducting all responsibilities in a professional and ethical manner.
Responsible for maintaining a consistent, regular attendance record.

Bar

It's all about Service!

Bartending is the art of providing excellent service to each guest that enters the bar. A good bartender is one who is always ready to greet a guest, accommodate to their needs and serve them with the utmost respect and professionalism. When providing service to a patron the bartender should always maintain a cheerful and upbeat attitude, be able to quickly take a guest's order, prepare the order and complete the transaction in a collected manner that's swift and precise. Make them as high as possible. Greet with a smile.

Shift Policies / Side work / Shift end

**Cleanliness is key!*

**Wash all fruit and always practice proper sanitation.*

**Proper attire and uniform in clean presentable condition with name tag.*

**No eating behind the bar and avoid drinking in front of customers.*

**Vessels displaying currency in events are discouraged but accepting a customer or guest gratuity is accepted.*

**Sanitize bar area and all bottles during and after each shift.*

**Restock glasses and stow away received product.*

Organize and Lock all holding cabinets

Drinking Behind the Bar

A bartender must balance the need to maintain a 'professional image' and be in full control of their facilities. Absolutely no drinking alcohol behind the bar!

**NO Employee is allowed to consume alcohol during a shift*

Legal Obligations

- *This obligation needs flexible interpretation, but if someone has clearly had too much to drink, then you are legally obliged to refuse to serve them*
- *NEVER be afraid to refuse service. You may be saving yourself, the license owner, and the bar owner serious (and possibly legal) headaches. Trust your gut - if something doesn't seem right - likely it's not.*
- *Ensure that those you are serving are of legal drinking age*
 - *If you are unsure of someone's age, always ask for appropriate ID*
 - *You can be given a heavy personal fine for serving alcohol to minors*

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Catering Sales / Event Coordinator

Reports to: Owner

Responsible for finalizing business while maximizing the event space to meet/exceed sales goals. As a Catering Sales / Event Coordinator, one solicits, negotiates and books new/repeat business by via outside sales calls, telemarketing, mailings, networking, internet, etc. Requirements of the position include: a thorough knowledge of the practices and procedures of the catering, food & beverage and hospitality professions; effective communication skills, and the ability to negotiate, influence and sell professionals and/or prospective guests.

Job Requirements

- * Responsible for proactively soliciting and managing catering and event related opportunities with significant revenue potential. Actively up-sells each business opportunity to maximize revenue opportunity. Achieves personal and team related revenue goals. Responsible for driving customer/guest loyalty by delivering service excellence throughout each customer/guest experience. Provides service to customers in order to grow the account on behalf of the company.*
- * Responds to incoming catering and event opportunities for the property. Conduct walk in site tours*
- * Identifies, qualifies and solicits new catering and event business to achieve personal and company revenue goals*
- * Develops effective sales plans and actions.*
- * Designs, develops and sells creative catered events.*
- * Maximizes revenue by up selling packages and creative food and beverage.*
- * Understands the overall market - competitors' strengths and weaknesses, economic trends, supply and demand etc. and knows how to sell against them.*
- * Uses negotiating skills and creative selling abilities to close on business and negotiate contracts.*
- * Builds and strengthens relationships with existing and new customers to enable future bookings. Activities include sales calls, entertainment, trade shows, etc.*
- * Develops relationships within community to strengthen and expand customer base for catering and event opportunities.*
- * Executes exemplary customer service to drive customer satisfaction and loyalty by assisting the customer and ensuring their satisfaction before and during their event.*
- * Serves the customer by understanding their needs and recommending the appropriate features and services that best meet their needs and exceed their expectations*
- * In addition, maintaining good working relationships with existing clients while exploring ways to increase revenue. To include but not limited to point of inquiry, quoting rates, contract development, detailing of needs, arranging of food and beverage, audio visual requirements, communication of requirements to staff, management of meetings on day of event, posting of charges, presentation of bill and follow up. Responsible for working with all clients to provide professional client services support in the planning, organization, and management of events within the facility, monitoring the logistics of these events and all event related tasks after events are concluded. Their duties will include but not be limited to working with space requirements, scheduling of events, equipment rentals, tastings, menus, invoicing, theme concept/decorating and servicing the client as necessary.*
- * Attends management and sales meetings.*
- * Maintains well documented, accurate, organized and up-to-date file management system in order to serve clients and employer in the most expedient, organized and knowledgeable manner.*
- * Develop/maintain knowledge of market trends, competition and customers*

This Job Description reflects the company's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

Catering Sales Office Assistant

Reports to sales manager / owner

Attend to incoming calls for information and quotes on catering services and associated costs following standards using clear, positive and friendly communication.

Reply to emails by providing prospective and existing customers with information regarding available slots and timelines

Produce sales based on leads via incoming and outgoing calls and set up appointments to meet with interested parties

Building local client base through sales calls, prospecting, direct mail, networking, referrals.

Arrange and schedule meetings, interviews and appointments.

On time and at work when scheduled, and in proper professional dress attire.

Develops, designs, and creates new marketing campaigns

Send out thank you cards to clients

Gather necessary information such from clients, wedding planners and meeting planners to assist in menu planning, floor plans, room setup and décor

Coordinate each event's pre-planning details to ensure that it is successfully completed

Confer with clients to determine their specific choices of food and beverages and provide them with a cost

Assist event managers in conducting tastings, handling layouts of food stations and design of menu that benefits company standards

Coordinate menus, staffing requirements and implementation of all food and beverage events, including preparation and distribution of specifications sheets and catering schedules

Review and approve all group banquet checks and ensure that any additional costs are timely added

Interact with sales, kitchen and vendors to ensure constant guest satisfaction

Monitor status of event files on a daily basis and notify managers of any past due accounts

Job Requirements

Excellent customer service skills and an upbeat, team-oriented attitude

Catering and/or restaurant experience required

Detail oriented, well organized

Knowledge of all Microsoft Office programs

May have to lift and/or carry objects weighing up to 50 pounds.

Education

High School or Equivalent – Required

Experience in the hospitality industry and knowledge of common industry terms and practices preferred.

**Acknowledgement of Receipt for Employee Handbook
(Employer Copy – Detach and retain for records)**

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook. I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship, except by written agreement signed by the employee and a Member of DiStasi Catering LLC.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures of the company, whether outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

(Signature of Employee)

(Date)

(Company Representative)