

NONAPPROPRIATED FUND (NAF) POSITION GUIDE

1. POSITION NUMBER 20133	FLSA		NONEXEMPT	2. ORGANIZATION AND LOCATION 61 FSS/FSVC – CLUB OPERATIONS LOS ANGELES AFB, CA	
		X	EXEMPT		
3. POSITION TITLE CATERING MANAGER		4. CLASSIFICATION NF-1101-III		5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE 20151102

DUTIES AND RESPONSIBILITIES
 Responsible for all arrangements for catering activities (i.e., banquets, parties, receptions, luncheons and other special activities) requiring food and beverage service catered by the club. Either in person or by letter, obtains pertinent information from member host, such as number of guests expected, seating arrangements, decorations, and music and entertainment desired. Analyzes the requirements of the occasion and decides on suitable types of services to be provided; discusses menu and beverage items and prices to be charged. Draws up party contract and obtains member's signature. Responsible for making the commitment as to arrangements and price to be paid for the services provided. Provides catering service for member's functions held outside the club as authorized by policy, regulations and guidelines. Transmits information to chef or head cook and other personnel concerned with party activities; arranges for such details as printing of menus, procurement of decorations and entertainment and table set-ups; arranges for items such as furniture, china, silverware, candles and glasses. Inspects final arrangements for the party to ensure that all contractual arrangements are met insofar as the club is concerned; greets host and hostess; sets up receiving line if desired; and as required, observes the party in operation to ensure service provided is efficient, courteous and correct from both etiquette and contractual terms. Maintains the party reservation book and party contracts. Plans special membership affairs (i.e., New Year's Eve Dance); plans menus; prepares notice to membership; arranges music and entertainment; accepts reservations; plans seating charts and table assignments; and, as required, observes and supervises party in progress. Performs supervisory personnel management responsibilities. Assigns work to subordinate workers. Ensures that staff performs duties in accordance with prescribed standards of service, personal appearance, behavior, uniform and sanitation. Selects employees; hears and resolves grievances and complains; initiates corrective and/or adverse action for performance or conduct; schedules and grants leave; identifies training needs. Applies Equal Employment Opportunity (EEO) principles and requirements to all personnel management actions. Appraises performance within established guidelines. Provides appropriate recognition and feedback for employee performance. Periodically reviews organization structures to ensure position guides are accurate. Ensures education in and compliance with security and safety directives Performs other related duties as assigned.

QUALIFICATIONS
 Must have experience which demonstrates the ability to plan and organize social functions for large groups of people. Experience scheduling special events and arranging for catering services; responsibility for supervising or overseeing the food preparation or facility layout for group social functions; organizing activities which require coordination of numerous tasks involving cooperation from several sources of services or personnel. Must have experience that provides knowledge of formal protocol for high-ranking dignitaries. Must be able to obtain a Food Handler's Certificate and/or complete food handler's training. Must be able to communicate clearly with customers and possess skill in dealing with the public. Must be able to satisfactorily complete a National Agency Check with Inquiries (NACI).

PERFORMANCE STANDARDS
 Performance is measured on the basis of results achieved, i.e., success of total operations in terms of customer satisfaction, achievement of established goals, and soundness of operations. Actively participates in the establishment of processes and procedures for the catering operations while maintaining the standards required for a government operations. Promptly takes appropriate action for eliminating adverse conditions affecting customers, staff and leadership. Ensures that all processes, procedures and programs are properly ran and all staff are held accountable for deviations from the prescribed processes. Responsible for appropriate stock levels, payroll management and analysis, and resolution of complex problem situations ensuring the needs of the customers are met. Resolves problems promptly with minimal adverse impact on functional operations. Properly maintains document files with minimal errors providing for easy and timely retrieval of material/information and to preclude backlogs. Compiles accurate information for routine forms and reports. Carries out oral and written instruction in an acceptable manner. Performs assigned duties within established time limits or suspense dates in an efficient manner contributing to the satisfactory accomplishment of the organization's function. Maintains position attitude and effective supervisory and subordinate relationships. Is able to take direction from leadership and takes action as appropriate.

TRAINING
 Facility operation, customer service, anti-robbery, resource protection, cash handling, AFPSH, bomb threat, building security, manual lifting, code of ethics, dram shop theory, fire protection, emotional health, and food handlers training. Must be able to obtain Food Handler Certification IAW current Air Force standards and complete all formal or informal on the job training as deemed necessary by supervisor as well as computer based training based on requirements of the Air Force.

I certify that this is an accurate statement of this position and that the position is necessary to carry out nonappropriated fund functions for which I am responsible. This certification is made with the knowledge that this information is to be used for regulatory purposes relating to appointment and payment of nonappropriated funds and that false or misleading statements may constitute violations of such regulations.

SIGNATURE AND TITLE OF IMMEDIATE SUPERVISOR Sustainment Services Flight Chief 	DATE 2 May 2017
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