

**NONAPPROPRIATED FUND (NAF) POSITION GUIDE**

1. POSITION NUMBER  20132	FLSA	X	NONEXEMPT	2. ORGANIZATION AND LOCATION  61 FSS/FSVC – CLUB OPERATIONS LOS ANGELES AFB, CA
			EXEMPT	

3. POSITION TITLE  CATERING ASSISTANT	4. CLASSIFICATION  NF-1101-II	5. CLASSIFIED BY Elena G. Andrade 61 FSS/FSMH	6. DATE  20151102
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**DUTIES AND RESPONSIBILITIES**

Assist the Catering Manager in the arrangements for catering activities (i.e. banquets, parties, receptions, luncheons and other special activities) requiring food and beverage service catered by the club. Provides services as required for special functions. Assists the Catering Manager in obtaining pertinent information from member host, such as number of guests expected, seating arrangements, decorations and music/entertainment desires; discusses food menu and beverage requirements, and prices. Assists the Catering Manager in drawing up special function contracts, obtaining member's signature and providing this information to different departments as required. Assist in the maintenance of the party reservation book and party contracts. Assists in the planning of special membership affairs, menu development, arrangement of music and entertainment; accepting reservations; planning seating charts and table assignments; and, as required, observes and supervises party in progress. Responsible for assisting the Catering Manager in directing the work of waiters and other staff engaged in food service duties in the club dining room and banquet operations. Ensures that staff performs duties in accordance with prescribed standards of service, personal appearance, behavior, uniform and sanitation. Assists the Catering Manager in scheduling personnel and assigning work. Responsible for demonstrating proper work methods and techniques; promotes teamwork; encourages staff to follow management instructions and take pride in organizational objectives. Works with other employees or alone in setting up banquet rooms for dinners, cocktail receptions, meetings, or other special function requests. Required to work an uncommon tour of duty (evenings, weekends, and holidays). Performs other duties as assigned

**QUALIFICATIONS**

Must have experience which demonstrates the ability to assist the Caterer Manager in planning and organizing social functions for large groups of people. Experience scheduling special events and arranging for catering services; responsibility for overseeing the food preparation or facility layout for group social functions; organizing activities which require coordination of numerous tasks. Must be able to obtain a Food Handler's Certificate and/or complete food handler's training. Must be able to satisfactorily complete a National Agency Check with Inquiries (Tier-I).

**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. Must provide quality customer service at all times.

**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  Catering manager <i>Patricia Orbeck</i>	DATE  <i>06 June 2017</i>
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