



### **POSITION DESCRIPTION**

<b>JOB TITLE:</b> Premium Services Coordinator	<b>COMPANY:</b> SAVOR...SMG
<b>DEPARTMENT:</b> Food & Beverage	<b>FACILITY:</b> Mohegan Sun Arena @ Casey Plaza
<b>REPORTS TO:</b> Premium Services Manager	<b>FLSA:</b> HOURLY

### **POSITION SUMMARY:**

The Premium Services Coordinator oversees the operations of the Catering department to ensure all food is prepared and served according to health and safety regulations; facility is clean; employees are properly trained; and, customers are satisfied with their service. The Coordinator assists in managing the staff and plays a large role in the ability to maintain positive employee relations and a positive team environment. The Premium Services Coordinator is responsible for the efficient operation of all catering functions during assigned events.

### **POSITION RESPONSIBILITIES:**

- Responsible for opening and closing the building according to expectations of the management team
- Responsible for implementing proper service techniques & standards.
- Are able to setup functions according to work orders and BEO's (buffets, sit-downs, receptions, etc.)
- Resolves guest issues and ensures customer satisfaction.
- Responsible for monitoring the sale of alcoholic beverage and the enforcement of policies and procedures related to the sale of alcohol.
- Monitoring beverage quality, par levels and portion control.
- Verification of opening and closing inventories in conjunction with bartenders.
- Responsible for the cleanliness and sanitation of food prep/staging areas during events and at closing.
- Efficiently and accurately completes required paperwork; including but not limited to inventory sheets, post-event reports, etc.
- Assign and delegate duties to servers/bartenders/runners.
- Assist the Catering Manager in implementing company policies and procedures: proper uniform, safety & sanitation, work place conduct, etc.
- Coach and display superior leadership skills.
- Work as a member of a team.
- Commit to 100% guest satisfaction
- Assure that the staff is in compliance of company policies and procedures.

- Assist at non game day events.

**WORK CONTACTS:**

Daily contact with the Food & Beverage Director, Premium Services Manager, Warehouse Coordinator and all other food and beverage and arena employees.

**SUPERVISORY RESPONSIBILITIES:**

Supervise all hourly catering staff

**PHYSICAL EFFORT:**

This position requires stooping and lifting. Substantial walking and manual dexterity to operate concessions, warehouse and catering equipment plus office equipment such as a computer is required.

**WORKING CONDITIONS:**

Works throughout the facility.

**MINIMUM REQUIREMENTS:**

- Must possess at least two years of experience in an arena like facility or similar servicing catering for large events.
- Must possess advanced oral and written communication skills.
- Must possess a strong orientation to customer service and ability to work with other staff members in the facility.
- Must be a results oriented individual with the ability to meet required budgetary goals.
- Must possess excellent organizational, planning, communication and inter-personal skills.
- Must possess the ability to undertake and complete multiple tasks.
- Must possess computer skills to include Word and Excel programs.
- Must possess experience with a POS system and inventory management software.
- Must possess the ability to be creative with marketing presentations and maintain a quality product.
- Must pay attention to detail and be service oriented with the desire to work as a team in a fast paced environment.
- Must possess the ability to work hours as dictated by events
- Must possess the ability to work a flexible schedule to include days, nights, weekends, holidays, work as a team, and have reliable transportation
- Must possess the ability to read, write, and communicate effectively in English
- Serve Safe certified helpful but not necessary
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position

This job description portrays in general terms the type and level(s) of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. The company reserves the rights to modify, supplement, delete, or augment the duties and responsibilities specified in the position description, in the company's sole and absolute discretion. Duties other than those expressly specified may be assigned from time to time.

Recruiter: Jacqueline Belchick, HR Manager  
Hiring Manager: Alexander Kovach, Director of Food & Beverage

**Positions Available: 1**

**Opening Date: August 28, 2017**

**Closing Date: September 8, 2017**

**SMG is an Equal Opportunity Employer and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRRRA Federal Contractor**

**Applicants that need reasonable accommodations to complete the application process may contact Jacqueline Belchick at 570 970-3508.**