CATERING COORDINATOR
POSITION DESCRIPTION

Position Title: Catering Coordinator | Location: All Retail Stores
Department: Catering | Reports to: Catering Manager
FLSA: ☐Exempt ☒Non-exempt.

Position Summary
The Catering Coordinator provides outstanding customer service, greeting customers in a polite manner, and working efficiently to ensure accuracy during the ordering process.

Responsibilities:
- Greet customers in a polite, helpful, and friendly manner,
- Engage each customer fully, efficiently, and professionally to exceed the customer's expectations,
- Make suggestions/recommendations to customers regarding store products that complement their order,
- Build and develop customer relationships,
- Thank each customer by name for the opportunity to serve them at Eddie's of Roland Park,
- Take customer orders (pick-up or delivery) for prepared foods via fax, phone, or in person using Eddie's standard order form,
- Take customer pick up or delivery orders for multi-department purchases,
- Distribute customer orders to each appropriate department at least twenty-four (24) hours in advance,
- Maintain delivery log, pick-up log, and catering orders daily (ensure all documents are properly filed as per the department procedures),
- Retrieve all order items from appropriate departments and bring the order to the customer pick-up area, ensuring correctness of order,
- Prepare and provide detailed menu proposals for customers (item selection, portion size, price, etc.),
- Prepare and provide party planning recommendations and suggestions for customers,
- Work cooperatively with all departments to ensure that each customer's order is correct, complete, appropriately prepared and ready for customer pick-up or delivery on time, and
- Work with the management team to help promote upcoming events and holidays.

Supervisory Responsibilities:
None

Qualifications:
- Education, Certifications and/or Licenses:
- High school diploma or equivalent.
- Experience:
- Prior retail or catering experience.
- Knowledge/Skills:
- Knowledge of upselling techniques as well as a well-rounded knowledge of food items and ingredients,
- Proficient PC skills using retail sales registers, MS Office, and other various computer systems,
- Must be a results-oriented professional with excellent verbal/written communication skills using diplomacy and discretion as well as strong customer service skills, and
- Ability to work as a team player in a fast-paced environment, multi-task, pay attention to detail, and meet deadlines.