



Catering Service Associate

About Us

Baltimore's Own. Family Owned.

We've been a Baltimore staple since 1944. As a family-owned grocery business, our mission has always been simple, to nourish our community through quality food, genuine service, and the care that comes from treating people like neighbors.

What began as a single neighborhood market has grown into two locations. While we've evolved over the decades, our values have stayed the same community first, pride in our work, and respect for the people we serve and work alongside every day.

Our vision is to continue building Baltimore's premier neighborhood grocery destination one where quality, craftsmanship, and community spirit come together. After more than 80 years, we're still growing, evolving, and investing in the people who make it all possible.

Position Summary:

The Catering Service Associate delivers exceptional customer service by managing catering orders from inquiry through fulfillment. This role ensures accuracy, efficiency, and a seamless customer experience while coordinating with multiple departments to execute successful pick-up and delivery orders.

Responsibilities:

Customer Service & Relationship Management

- Greet customers in a polite, friendly, and professional manner.
- Engage customers thoroughly to understand needs and exceed expectations.
- Provide product recommendations and complementary item suggestions.
- Build and maintain strong customer relationships.
- Thank customers by name for choosing Eddie's of Roland Park.

Order Management & Coordination

- Process catering orders (pick-up and delivery) via phone, fax, or in person using standard order forms.
- Manage multi-department orders and ensure details are accurate and complete.
- Distribute orders to appropriate departments at least 24 hours in advance.
- Maintain accurate catering, delivery, and pick-up logs in accordance with department procedures.
- Retrieve completed items from departments and verify order accuracy prior to customer pick-up or delivery.

Menu Planning & Sales Support

- Prepare detailed menu proposals, including item selection, portion sizes, and pricing.
- Provide party planning recommendations and event guidance.
- Support promotional efforts for upcoming events and holidays.

PLEASE BE ADVISED THAT CANDIDATES MUST BE 18 OR OLDER TO BE CONSIDERED FOR EMPLOYMENT WITH EDDIE'S.



Team Collaboration & Operations

- Partner with all departments to ensure orders are prepared correctly, completed on time, and meet quality standards.
- Assist management in driving catering sales and department goals.

Carries out additional duties as assigned to support catering operations, customer service, order coordination, and overall department efficiency in alignment with business needs and operational priorities.

Education

- High school diploma or equivalent required.

Qualifications:

- Prior retail and/or catering experience preferred.
- Strong knowledge of food products, ingredients, and upselling techniques.
- Proficient in POS systems, MS Office, and other computer applications.
- Excellent verbal and written communication skills with a professional and customer-focused approach.
- Highly organized with strong attention to detail.
- Ability to multitask, meet deadlines, and work effectively in a fast-paced, team-oriented environment.

Benefits: *This role is eligible for select benefits after completing one year of service, provided you meet the required minimum hours worked.*

- Medical, dental, and life insurance coverage
- Employee discount
- 401(k) retirement plan with company matching
- Flexible Spending Account (FSA)
- Paid time off (PTO)
- Competitive referral program
- Employee Assistance Program (EAP)

Salary: \$15/hr.

Compensation is based on years of relevant experience, demonstrated customer service ability, and overall ability to multitask.