



JOB DESCRIPTION

Catering Coordinator Intern

SUMMARY

The Catering Coordinator intern will be in charge of the service process for all the suite and venue orders as they relate to food. He/She will be responsible for working with the Lugnuts/Biscuits liaison to organize the process, deliver the highest service, with the most professional standards, all within the operating principals of the Lansing Lugnuts/Montgomery Biscuits. He/she will pursue solid working relationships with other departments, especially corporate sales, group sales, sponsorship department and concessions. This intern will report directly to the Director of Sales.

DUTIES

Department Start Up – Work in unison to set up and organize a system that facilitates the department in the best possible way. To learn all about the different products, their presentation and be in a position to know enough to enhance the customer experience when ordering food and beverages for their event, i.e. comment on food choice, up sell, etc.

Product / Client Knowledge –

- Understand all products and procedures
- Accompany sales reps on ticket deliveries pre-season
- Create annual suite files
- Meet with each sales rep about customers in order to update Annual Suite Chart
- Identify large food venue events planned

Order Process – Work closely with clients to make their food ordering process as easy and effortless as possible. The use of the food modules on SEAT will help to keep track of all activity, contacts and orders.

- Proactively initiate contact with the client, inform the client of the procedures and deadlines to his/her ordering process. Make sure the client has the appropriate menus and information to make the choices and answer any questions he might have.
- Follow up with the client and be prepared to complete the order process and answer any other questions about the menu, quantities, presentation, service & delivery, pricing or payment.
- Whenever possible, up sell food or improve quality selection.
- Effectively use online suite catering module and monitor its accuracy

Records/Order Entries – Keep detailed records of account activities, orders and contact person on SEAT in accordance to the compliance standards set forth. Work with food service to make sure that orders are correct, any special instructions are noted and meet before each home stand to review all orders.

Maintain suite calendar spreadsheet, contact list, cake information sheet and online ordering & ticket distribution

Leadership / Organization – Oversee and execute FAAG meetings (Food at a Glance). Know all facts to all venues for home stand so that all departments are informed and food service can deliver. Prepare, schedule and lead meetings.

- Communicate food orders to the kitchen
- Debrief sales reps and sales interns on who will be in the suites

Event Orchestration – Four hours before game time, follow up with any new or last minute request or orders from clients or food service. Work with suite level and Bullpen/Whistle Stop staff to assure that they are prepared, review any special instructions or needs that the client may have and assist in any order questions they may have. Follow up with clients and/or their guests the day of their event to make sure all needs are being met and be accessible for any problems/questions that may occur. Greet customers and guests, assist in anyway possible and work with food service to assure that everything is delivered in the manner that makes the event the best it can be.

- Continually check on all sold venues during game/event
- Continually check on pantry and servers to make sure everything is running smoothly

Event Set Up – Oversee quality control of food service operations as sales advocate. This includes proper presentation and food flow as well as common sense basics

- Locate, pick up any items needed for the game including cakes, special table skirts, clips or any special suite decorating needs
- Make sure all table assignments and signage preparation and placement is done prior to event in picnic venue
- Check all suites and press box for general cleanliness and proper set up
 - Proper condiments
 - Utensil placement
 - Climate control

Other Activities – Work with IST department to enhance the relationships with existing and potential clients through entertainment and other avenues. Greet patrons at the ballpark as well as say “Goodbye” and “Thank You” at the end of the evening. When research is needed about food satisfaction, there may also be follow-up research projects.

- In the 8th inning, be on hand to begin saying goodbye to guests leaving early and answer any questions the suite level supervisor may have regarding bills
- At the end of the game
 - Take down all welcome signs
 - Remove large picnic area table toppers
 - Assist with end of night bills and payments
 - Do game day debrief email