



## Catering Associate

Reports to: Catering Manager

Job Type: Retail- Customer Service

Location: Warminster & Doylestown

Department: Catering

Wage Information: Hourly

Full Benefits: Medical, Vision & Dental – 401k company matched

### Job Description:

The Catering Associates will be responsible for handling all calls for catering orders. You will be expected to be courteous to the customer, and work with Management, other departments, and the kitchen team to provide a high level of customer service. It is expected that you will be punctual and conduct yourself at all times in a professional manner.

### Duties and Responsibilities:

1. 5-Star Excellent Customer Experience! Greet customer with a smile, answer inquiries with full knowledge of our catering menu products and to complete customer's orders in a correct and timely manner.
2. Take customers catering orders over the phone, in person and on email.
3. Process orders through our Counter Point system.
4. Confirm catering orders are released and paid before leaving the store.
5. Work with relative departments to complete and ensure catering orders are completed on time and correctly.
6. Answer customer inquiries related to other departments within the store- as rendered customer service when needed
7. Complete knowledge of our Catering Menu in order to consult and advise customers while placing order.
8. Knowledge of kitchen specs for catering products/trays as to ensure quantity for customer satisfaction.
9. Advise and seek approval from Store Manager and/or Assistant Store Manager for any dissatisfied customers order to be determined by the manages a solution such as refunds.
10. Coordinate and oversee catering delivers. Ensure they are complete and delivered on time.
11. Train and assist with ringing up customer orders or items as needed on the register.
12. Create and maintain department schedule ensuring appropriate coverage.
13. Maintain a clean and organized work space.
14. Stay informed by reading all communications from the owners, Store Manager, HR, and in the department leads.
15. Maintain Altomonte's uniform standards- non-slip shoes, black pants, Altomonte's shirt. Appearance should be neat and clean.

---

---