

## Catering By Restaurant Associates

### Open Positions: Part-Time and Per Diem Catering Captains and Catering Wait Staff

Under the direction of the Catering Director and Regional Chef, the Catering Captains/Wait Staff provide a superior food and beverage customer experience to staff, guests, and clients of the Connecticut Science Center's internal and external catering events and activities executed by Catering by Restaurant Associates, the premiere caterer of the Connecticut Science Center. Responsibilities are shaped largely by the requirements of each unique event. Wait staff execute room set-up, preparation, cleaning and breakdown. All duties are to be performed in accordance with CT State Health Regulations for Food Service Establishments. Catering Wait Staff work on a per diem (as-needed) basis, determined by the event schedule.

#### GENERAL RESPONSIBILITIES

1. Set up facilities for events including tables, dishware, glassware, silverware, linens and other amenities according to the event order requirements and manager's direction. Establish pre-function side work to be performed. Ensure all equipment is accounted for and in good condition. Assist in breaking down after event and returning all event items to proper location. Notify manager of any unusual occurrences during an event or any missing or damaged items.
2. Know the menu for each function and be able to explain the major ingredients and preparation methods for each item to be served.
3. Serve in a timely manner. Promote and maintain the highest level of customer service to all guests of The Connecticut Science Center. Resolve guest complaints within scope of authority and refer escalated matters to management.
4. Maintain clean tables and catering areas as well as an organized storage and back of the house area.
5. Implement and maintain all CT Health Code policies and procedures. Determine when a guest should not be served additional alcoholic beverages in accordance with CT State Law and Restaurant Associates policies. Maintain records of liquor consumption for specified functions, as directed.
6. Attend all staff meetings and trainings as required. Maintain close communication and work cooperatively with Dining Services Manager and staff to ensure consistent, high-quality service.
7. Perform other job related duties as assigned.

#### QUALIFICATIONS

1. Two years prior catering or banquet wait staff experience preferred.
2. Ability to communicate effectively in English, both verbally and in writing.
3. Ability to receive ServSafe and TIPS Certifications within 90 days of employment.
4. Must be friendly and outgoing with excellent hospitality skills and able to maintain a positive and professional manner through duration of each shift.
5. Self-motivated with excellent organizational skills and a keen attention to detail.
6. Ability to hear and follow verbal instructions and work effectively in a noisy environment.
7. Ability to work well around a large number of people.
8. Ability to function in a fast-paced environment under short time constraints, and within established deadlines.
9. Ability to work a flexible per diem (as needed) schedule including nights, extended hours, weekends, and holidays.
10. Ability to stand for long periods of time, and lift up to 50lbs.

**Qualified applicants will go through an interview process and must successfully complete a background check. To apply, please send a cover letter and resume to [Catering@CTScienceCenter.org](mailto:Catering@CTScienceCenter.org). Applicants that do not have the above qualifications will not be considered.**