

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Manager, Serna Center Restaurant Operations	CLASSIFICATION:	Non-Represented Manage- ment, Certificated/Classified
SERIES:	Specialist I	FLSA:	Exempt
JOB CLASS CODE:	0203	WORK YEAR:	12 Months
DEPARTMENT:	Nutrition Services	SALARY:	Range 03 Salary Schedule A
REPORTS TO:	Director, Food Services	BOARD APPROVAL:	05-20-02
		BOARD REVISION:	02-05-04 11-03-05

BASIC FUNCTION:

Manage, plan, direct, organize, and control the overall operation and administration of the Serna Center Restaurant and Catering Department.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Manage, plan, direct, organize, and control the operation and administration of the Serna Center Restaurant and Catering Department. **E**

Directly responsible for menu design and balance; develop and monitor menus and menu offerings to reflect changing eating habits, culinary trends, and satisfy customer desires; identify, negotiate, and secure specialty food sources contingent to the profitability of the restaurant catering operations, special events, and promotions. **E**

Monitor vendor pricing trends, and continually develop strategies to negotiate competitive pricing from vendor sources; monitor, maintain, and conduct regular evaluations on the quality standards for food offerings, event support, and customer service. **E**

Independently plan and order food in sufficient quantity, quality, and type to maintain menu offerings; prepare cost analyses on new menu items; identify food items and supply item specifications; check invoices for acceptable amounts and pricing; maintain accurate inventory levels to support restaurant and catering operations. **E**

Develop and implement training classes in all facets of restaurant kitchen operations; maintain individual employee records of training classes completed and procedures mastered. **E**

Implement and coordinate student training hours in collaboration with the Skills and Business Education Center, both in the kitchen and front of the house (customer service); utilize appropriate teaching methodologies to provide instruction to various levels of learners. **E**

Develop and implement a comprehensive culinary training/reference manual; identify, implement, and monitor procedures that establish and ensure hygienic and safe food production methods, knife safety and usage, portion control, and wastage control. **E**

Mentor and provide ongoing instruction and training in professional, industry-level culinary preparation and production techniques in classical culinary terminology, butchery, seafood, poultry, vegetable preparation, soup varieties and sauce preparation, meat preparation and portioning, garnitures and garnishes, fundamental principles of professional cookery and baking, hot and cold pastry items, portion control, and accepted presentation techniques. **E**

Enforce safety and sanitation procedures, offer varied and challenging hands-on opportunities for learning through daily production in the Bistro and catering services; participate in the Skills Center Culinary Advisory Committee, advising Skills Center Faculty in curriculum development to maintain current culinary trends. **E**

Directly responsible for the fiscal profitable operation of the Serna Center Restaurant and Catering Department; develop and maintain sound business strategies and various food offerings that expand, enhance, and contribute to ongoing program profitability. **E**

Independently control and maintain pre-determined cost centers; evaluate and analyze profit and loss statements, and take appropriate action as needed. **E**

Establish sound, responsible accounting practices and record-keeping methodologies; consolidate daily, weekly, and monthly sales into comprehensive reports for revenue tracking and projection; generate monthly profit and loss statements to profitably manage food, beverage, labor, and supply costs. **E**

Implement and apply collective bargaining provisions as it affects represented employees, handling disputes/grievances as they may arise over allegations of contract violations; take corrective action in the area of work performance when employee performance is below standard which may include counseling, reprimand, and/or disciplinary action. **E**

Direct staff in maintaining proper kitchen cleanliness; assure compliance with kitchen sanitation and safety procedures and regulations. **E**

Provide consistent, constructive administrative direction and leadership for the supervision, ongoing training, evaluation, and motivation of assigned staff; establish effective staff development programs to train and transition staff into a restaurant and catering environment. **E**

Maintain food quality standards including freshness, appearance, palatability, variety, and nutritional requirements; effectively store and rotate food supplies; develop procedures and standards for the safe transportation and service of catered foods and beverages. **E**

Operate, maintain, train, and supervise the use of a variety of commercial restaurant equipment and machines; ensure the proper cleanliness and maintenance of equipment and supplies used in the restaurant; develop and implement equipment training/safety manual. **E**

Direct, prepare, and oversee the preparation of a variety of reports and records including inventory, requisitions, daily revenue reports, menu planning, and production; operate a computer to enter and interpret data, maintain records, and generate reports. **E**

Attend conferences, read journals/papers, take courses, and attend workshops to remain current concerning trends in the restaurant and catering industry; maintain professional contacts in the food service industry to stay abreast of trends and changes in the market. **E**

Resolve problems and customer complaints in a timely, concerned, and professional manner; ensure guest satisfaction; provide excellence in customer service, and develop public relations programs that expand restaurant and catering operations. **E**

Confer with director regarding restaurant needs, conditions, and menu changes; maintain established food quality standards related to price, freshness, taste, balance, appearance, seasonal availability, and good nutrition; ensure compliance with federal and state standards. **E**

Perform related duties as assigned.

TRAINING, EDUCATION AND EXPERIENCE:

American Culinary Federation certification as Certified Chef d'Cuisine (CCC) or higher, or certifiable through documented education, training, and experience. Five years increasingly responsible experience in a high-volume, multiple offering commercial restaurant or catering environment as a Manager preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; provide personal automobile; maintain current and continued membership with the local chef's association; current Culinary Arts Adult Education Credential is preferred. Occasional evening and weekend work required.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Processes and procedures related to restaurant and catering management.

Principles, methods, and techniques of menu design, food preparation, and production.

Proper and sanitary methods of preparing, cooking, transporting, serving, and storing food and of the problems in managing a food production operation.

Standard kitchen equipment, utensils, and measurements.

Methods of computing food quantities.

Record-keeping techniques, including development of profit and loss statements.

Methods for revenue and expenditure projection.

Effective management practices and supervision techniques.

Interpersonal skills using tact, patience, and courtesy.

Effective oral and written communication skills.

Operation of computer hardware and software.

ABILITY TO:

Manage, plan, direct, organize, and control the operation and administration of the Serna Center Restaurant and Catering Department.

Provide management oversight to evaluate, plan, direct, train, and motivate assigned staff.

Deal effectively with vendors; prepare cost analysis on new menu items; plan an ethnically varied menu.

Control and maintain pre-determined food and labor costs.

Understand safety practices, and correctly setup, operate, break down, and clean all equipment.

Prepare comprehensive narrative and statistical reports.

Resolve customer complaints in a concerned and professional manner.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer to enter data, maintain records, prepare and generate reports.

Meet schedules and timelines, handle multiple priorities, and work under stress.

Exercise good judgment when dealing with guest situations and complaints.

Supervise and evaluate the performance of assigned staff.

Meet district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:**SAMPLE ENVIRONMENT:**

Restaurant environment; subject to heat from ovens, cold from walk-in refrigerators and freezers, intermittent excessive noise.

SAMPLE PHYSICAL ABILITIES:

Hearing and speaking to exchange information in person and on the telephone; lifting, carrying, pushing, or pulling moderately heavy objects; standing and walking for extended periods of time; dexterity of hands and fingers to operate kitchen equipment and a computer terminal; carrying, pushing, or pulling food trays, carts, materials, and supplies; reaching overhead, above the shoulders and horizontally; seeing to assure proper quantities of food; bending at the waist.

SAMPLE HAZARDS:

Exposure to very hot foods, equipment, and metal objects; exposure to sharp knives and slicers; exposure to cleaning agents and pesticides.

APPROVALS:

Carol M. Mignone, Associate Superintendent, Human Resource Services

Date

M. Magdalena Carrillo Mejia, Ph.D., Superintendent

Date