

DIRECTOR OF CATERING OPERATIONS

Context:

Campus Dining Services will be established as Northern Illinois University merges all food service programs on the campus to create a comprehensive campus dining operation. With this transition, the leadership team of Campus Dining Services will have the opportunity to shape the vision for the newly configured dining services as it focuses on providing an outstanding culinary experience to the campus community. Additionally, NIU is moving to the design phase for the renovation of Holmes Student Center, the student union. The leadership team will be a critical partner in this design and renovation process.

Under the supervision of the Executive Director for Campus Dining Services, the Director of Catering Operations plays a critical role in re-envisioning catering services within the campus community. The Director of Catering Operations will also be a significant partner with NIU's conference and event services, an office that is expanding its mission and growing its client base in and outside of the University.

Position Summary:

The Director of Catering Operations provides primary leadership within the catering operations, specifically in the areas of staff supervision, food and beverage operations, and the planning and successful execution of event catering. In alignment with other directors in Campus Dining Services, the Director of Catering Operations will facilitate training, ensure menu cohesiveness, and promote standardization of service and product quality across all areas of the department. The selected candidate will be responsible for the following:

- Responsible for the overall direction, coordination, and evaluation of the department including the development and implementation of the catering portion of the campus dining master plan.
- Maintain awareness of current trends, best and next practices within the industry, as well as stay abreast of all relevant regulations and procedures.
- Creative menu planning, regularly introducing new and seasonal items, while maintaining menu cohesiveness and maintaining portion control.
- Provide clients with guidance and culinary expertise in regard to event planning, menu selection, and pricing. Deliver effective event planning and implementation, including the coordination of multiple departments and outside vendors critical to the success of the event.
- Oversee the ordering of alcohol and the distribution of alcoholic beverages for approved events. Must uphold the institutional obligations as outlined in the Campus Dining Liquor License and all government legislation, regulations and rules in regards to licensing procedures. Responsible for the training of staff on TIPS (Training for Intervention ProcedureS) standards of alcohol service.
- Budget development and management, including the construction of an effective price structure.
- Accountable for meeting all regulatory standards for cleanliness and sanitation.
- Responsible for the recruitment, selection, training, development and evaluation of catering staff who will maintain high standards of food quality from point of purchase to meal presentation and service.

- Formulate catering policies and procedures to ensure a uniform standard of excellence in presentation, customer service, and catering practices.
- Oversight of equipment maintenance and replacement rotations.
- Working with the leadership team of Campus Dining Services, develop and execute a departmental strategic plan and provide data-informed policy development and assessment.

Required Qualifications:

- Bachelor of Arts/Science in Hotel-Restaurant Management, Institutional Management, Business Administration, Hospitality Management, Tourism, or other related field.
- Minimum of eight years of increasing responsibility and leadership experience in food and beverage operations management, including event planning within a catering environment. Minimum of four years of responsibility and accountability at the senior administrative level.
- Demonstrated success in the effective and efficient management of facilities, budget and financial processes, human resources, and business operations within the food service setting.
- Working knowledge of current trends in specialty menus and event coordination.
- Ability to establish and sustain successful supervisory and collaborative relationships, as well as build an effective team of diverse staff.
- Direct professional experience working within a diverse community.
- Excellent interpersonal, verbal, and written communication skills; strategic decision-making and problem-solving capabilities are critical to success.

Preferred Qualifications:

- Master's Degree in Hotel-Restaurant Management, Institutional Management, Business Administration, Hospitality Management, Tourism, or other related field.
- Demonstrated experience and success with the growth and expansion of a catering operation.



Director of Catering Operations – Evaluation Notes

Candidate Name: _____

Date: _____

Check one: Search Committee _____ Faculty/Staff _____ HSC Dept. Staff _____ Campus Dining Services Staff _____
Student _____

Required qualifications	Strong	Average	Weak	Don't Know	Comments
1. Demonstrated experience and success with the growth and expansion of a catering operation					
2. Demonstrated excellence in presentation, customer service, and catering service					
3. Event planning experience within a catering environment					
4. Demonstrated responsibility and accountability at the senior administrative level					
5. Direct professional experience working with diverse communities and staff					
6. Did the candidate provide evidence of experience in strategic decision-making and problem-solving capabilities?					
7. Did the candidate exhibit excellent interpersonal, verbal, and written communication skills?					
8. Demonstrated success in effective management of facilities, budget and financial processes, human resources, and business operations within the food service setting					
9. Does the candidate demonstrate working knowledge of current trends, best and next practices in food and beverage operations?					

Do you recommend hiring this candidate for the position? _____ Yes _____ Yes with Reservations _____ No