



Fresh City Kitchen Catering Liaison

Job Description:

The Catering Liaison is a very important role at Fresh City Kitchen (FCK). This individual serves as the right hand to the Kitchen Manager and COO. Communication is super important.

This individual will be the main connection between the catering clients, Kitchen Manager / Operations. They are responsible for answering all catering lines, taking catering orders, implementing them into Monkey Media Software and communicating orders to the kitchen. As the “Voice of Fresh City Kitchen”, this individual must have hospitality skills and always wear a smile. It is important to maintain a positive attitude on a daily basis. The Fresh City Kitchen Catering Liaison must be able to handle any problems that may arise with catering orders. Crisis management skills and a sense of urgency are both necessary and very important.

Responsibilities:

- Check voicemail/email multiple times a day
- Answer phones/take catering orders/enter into Monkey Media Software
- Communicate with Kitchen manager all customer feedback/issues on a DAILY basis
- Email receipts to all clients
- Daily follow-up for all catering orders to ensure guest satisfaction
- Meets with COO/Kitchen Manager weekly to review status of catering/upcoming events
- Manage/Update catering database in Monkey Media
- Manage Client relations; to include follow up with sleepy-clients
- Field donation requests
- Responsible for monitoring and managing quarterly catering manuals & training documents. These documents will be updated in kitchen binders and online as well
- Communicate on daily basis with Kitchen Manager
- Print out all pack - slips/catering orders for Kitchen Team
- Additional responsibilities include but are not limited to; assisting with filing and performing other office tasks when available

Compensation: \$18-22 per hour

Requirements:

- Proficiency in Google Docs as well as Microsoft Office
- Familiarity with catering/restaurant industry a plus
- Basic math skills
- Spanish Speaking a plus, not a requirement
- Must have excellent communication skills and be self-motivated, organized, detail-oriented, customer service oriented, confident and most importantly have a sense of humor.

Hours:

8:30am - 5:00pm Monday - Friday (occasionally longer/shorter days depending on business and time of year).

What else you might wonder? We like people who care, empathize, who have energy, who are positive, confident and communicate openly. If you're looking for a great opportunity to have fun, learn and grow, we can't wait to have you on our team!