



# CATERING

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Chapter 5

Staffing

# Learning Objectives

- Determine staffing needs for a catering operation including both the back and front of the house
- Write job descriptions for multiple positions within a catering operation
- Identify several effective ways for advertising for a catering staff
- List the steps needed to hire someone for a catering position
- List the components needed for effective staff training
- Identify the forms needed to be filed when hiring a full or part time worker
- List the advantages and disadvantages of working with staffing agencies



# Starting Out

- How many employees to hire
- Characteristics of a model employee

# Defining Staffing Needs

- Back of the house
- Front of the house
- Job description and requirements
- Interviewing



# Advertising for Staff

- Networking/word-of-mouth
- Advertising in media outlets
- College/high school part-time workers
- State employment services



# Part-Time Help

- Creating a database
- Securing help in advance



# Working with a Staffing Agency

- Services provided
- Pros and cons
- How to find one to work with

# How to Hire Employees

- Collect applications and resumes
- Schedule interviews
- Reviewing resumes
- Interviewing applicants
  - Questions to ask
  - Screening: drug and alcohol testing



## Top 12 Characteristics of a Model Employee

1. **Punctual:** Ready to work at the assigned time, not merely arriving at that time
2. **Even-tempered:** Able to work well with other employees
3. **Clean:** Exhibiting good personal hygiene
4. **Flexible:** Able to switch gears when the job demands it
5. **Proactive:** Not reactive to change of procedures or policies
6. **Communicative:** Able to express and articulate ideas and feelings well
7. **Trustworthy:** Honest
8. **Ambitious:** Hungry for a challenge, ready to be promoted to positions slightly beyond current capabilities
9. **Organized:** Able to maintain a neat and clean workstation
10. **Compassionate:** Nonjudgmental of others before getting all of the facts
11. **Innovative:** Demonstrates good problem-solving skills
12. **Creative:** Able to find new and valuable ways to implement the business's mission and vision



# Tax Issues and Hiring

- Employees versus independent contractors
- IRS forms
- Payroll services



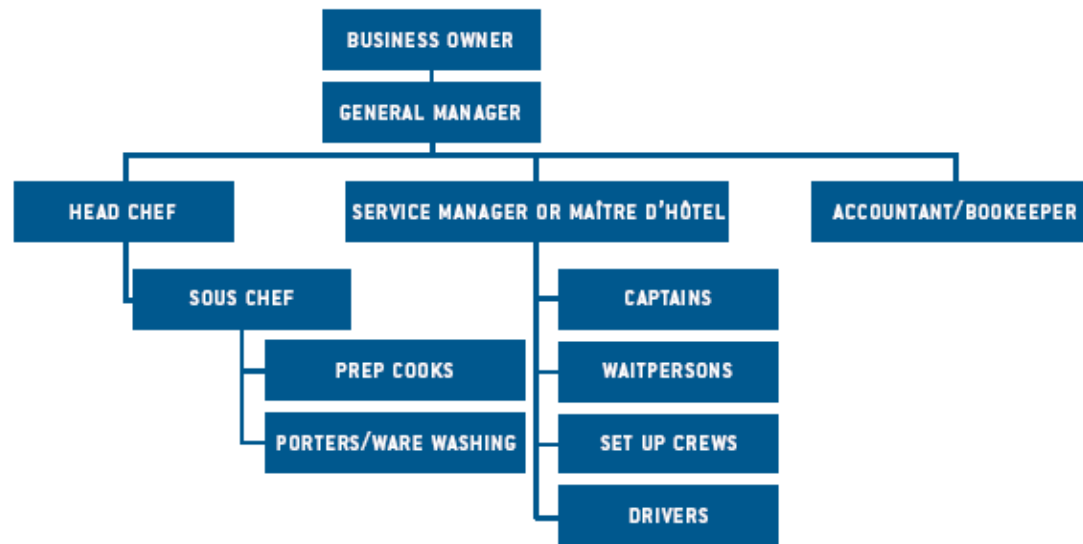
# Undocumented Workers

- Legal versus illegal status
- Immigration and Naturalization Service
- Penalties for hiring

# Staff Training

- Orientation
- Employee handbook
- Sexual harassment
- Formal versus on-the-job training and who needs either
- Creating clear training objectives for all positions

# Small Off-Premise Catering Business Organizational Chart



# Managing Staff

- Noncompliance with company rules
- Terminating employees
- Progressive discipline policy
- Importance of documenting behaviors
- Getting the best from your staff
- Probationary periods
- Performance reviews



# Retaining Staff

- Salary and benefits
- Incentives
- How to research and set salaries