



**Ardenwood**  
HISTORIC FARM

## Catering / Venue Staff Job Description:

**Responsible to:** Catering Manager & Operations Manager

**Duration:** April - October

**Hourly Rate:** \$16.00/ hour + bonuses and raises (*dependant on performance*)

**Main Objective:** To ensure all guests attending private events at Ardenwood Historic Farm are catered to effectively and professionally, receiving excellent customer service. To ensure exemplary standards of food hygiene and presentation are demonstrated at all times. Adhere to instructions issued by the Catering Manager or Supervisor at all times. Ensure all eating areas and back of house are kept clean and tidy at all times and are compliant with the area standards and protocols.

**Requirements:** Employees under 18 years of age must have a work permit. Must be 18 or older to serve alcohol.

### **Mandatory Requirements:**

- Must present two forms of ID (copy of Drivers License and Social Security Card *or* a Passport) and an I-9 before or on first day of work. All employees required to set up and complete personal profile on our Payroll system (Gusto) prior to first shift.
- Must be able to walk moderate distances and carry at least 20lbs.
- Must follow instructions and work according to a timeline.

### **Duties and Responsibilities:**

- Set up table settings, buffet and other tables needed for weddings and events according to manager's instructions based on proper etiquette.
- Duties will involve food service, customer service, setting and clearing tables, dishwasher operation, putting away tables and chairs, packing supplies and returning them to where they belong, maintain the food prep area, shelves, sheds, reception areas, tables and all other catering related areas, to the highest standard of cleanliness.
- To report to the Catering Manager/Catering Supervisor any matters of concern.
- To communicate efficiently and effectively in a friendly and positive manner with visitors and other members of staff and management to create a pleasant and professional atmosphere at all times.
- To ensure a clean, pressed, and professional appearance at all times.
- To undertake staff training throughout the wedding/ event season.
- To promote services and events at Ardenwood Historic Farm whenever appropriate.

- To treat every guest as a friend, greet with a smile and go beyond the call of duty graciously.

### **Candidate:**

- Able to work under pressure and on a tight schedule.
- Excellent interpersonal skills.
- Must be a team player with the ability to multitask.
- Ability to communicate effectively at all levels and follow direction
- Must be flexible and able to work during our peak times including weekends, Holidays and evenings.
- Excellent customer service skills.

### **Uniforms:**

- *Fitted* black slacks (not baggy, not too tight, ankles covered), black socks *comfortable* black shoes.
- Short or Long sleeve shirt. Modesty is key. Black or dark gray only. No writing, imagery or logos.
- Apron provided by Palmdale Estates Events.

### **Expectations:**

- *Palmdale Estates Events* holds their staff and everyone who represents Ardenwood and the Concessionaire to high standards.
- All staff are expected to arrive to their scheduled shifts in a punctual manner prepared to start at time of shift which includes clocking in and putting away personal belongings, with uniforms pressed (not wrinkled), well groomed, and ready to work diligently and with integrity. Arrival to venue should be 10 mins. before shift starts to allow time to park, walk in, sign in, walkie talkie set up etc.
- All guests, fellow staff, and managers shall be treated with respect and kindness at all times.
- Staff may be asked to work overtime.
- Most shifts will be 8 hours, but this will vary based on client contracts.

### About Palmdale Estates Events Inc:

*We are a full service event, catering and hospitality company operating out of the beautiful Ardenwood Historic Farm. The bulk of our business is weddings, but we also offer other special events and company picnics. We are looking for hard working, motivated, professional and friendly staff to help contribute to making our events successful in every way. Job duties included, but are not limited to, food service, set up of tables chairs, beverage serving, set up and clean up. We provide exemplary service to our clients and have a 5 star rating on our review page. We have high standards, but are happy and willing to teach along the way. Our business philosophy is to treat all guests, team members, vendors, park staff and the environment with the*

*utmost respect and kindness. We are a very green company and do everything we can to create a sustainable and gorgeous environment for our visitors and guests.*