

ROBERT DALES CATERING STAFF REQUIREMENTS AND GENERAL INFORMATION

OVERVIEW

Robert Dales Catering was established in 1991 in London Ontario, we take pride in creating quality food service and presentation for our clients.

Robert Dales is a fully insured company; we have our Food Handlers Training Course as issued by The Ministry of Health. We have professional bartenders and staff available who are smart serve certified. Our head Chef is a graduate of Culinary Arts College and is well known for his creations at the former fine dining restaurant, The Bodega in Baldwin Village Toronto.

Robert Dales specializes in all types of event planning. We customize our services to suit the needs of our clients, from food service to researching venues, arranging rental needs, we assist in picking out everything needed for their event, we do what it takes to help our clients to arrange a stress-free event.

It is of utmost importance that our staff is happy at their work and is well paid for their efforts.

STAFF REQUIREMENTS

If you are considering joining our staff, it is important to know that you are valued and that you will be happy to be a part of our team. In catering you will work on a call-in basis. In most cases you will have ample notice of an upcoming event, it is your choice as to which events you would like to work, and all staffing is on a first come first serve basis. It is important to note that when you receive notification of an event you should respond quickly to secure your position or turn down the event so the spot can be filled by the next in line who has responded.

DRESS CODE AND APPEARANCE

Staff are required to wear black pants or skirt with a white top for catering events, wear comfortable shoes.

Long hair should be tied back in a ponytail, fingernails should be clean, if you have false fingernails, please ensure that they will not break or fall off. Gloves can be worn while serving at your discretion, if you wear a hat it should be black and have no logos on it.

Hand washing: It is important to wash your hands numerous times during your shift, hand soap and sanitizer is supplied.

GENERAL DUTIES

Buffet serving: When serving the buffet, it is important to be upbeat, smile a lot, it is also important to monitor the amounts given to each guest to ensure all guests are served. Our buffets are served by our staff until all guests are served and then we open the buffet for those who wish to come up again, this is self serve. Keep in mind our buffet service is not all you can eat like The Mandarin as we only have limited cooking space in most venues. For example, some menu items are portioned per guest. ¼ chicken would be one per guest but if some one wants 2 this could be a problem, your response would be for them to check after everyone is served, if there is some left, they are welcomed to have seconds. We always have more then we are booked for so usually we have some left.

Plated table service: The chefs are responsible for plating the dishes, although you may be asked to assist them should that be required. Serving the tables should be done promptly and in a very friendly manner.

Clean up and set up: It is everyone's responsibility to assist in all aspects of cleaning up, cleaning off tables, doing dishes, set up and tear down. You are part of a team; it takes a team effort to ensure the event runs smoothly.

Wages: All general catering staff is paid the same, from dishwashing to serving, wages are paid by event, some events are 20\$ an hour some are 25\$ an hour. Each event carries a minimum of 4 hours to a maximum of 8 hours. All wages are paid in cash at time of event.

Bartenders and Chefs are paid a flat rate as they are considered professional services.

