

# CATERING SUPERVISOR

The role of the catering volunteer team is to service the various lounges in both the main rink and the practice rink in coordination with the venue's catering company. The goal of the catering volunteer team is to provide a welcoming environment in the lounges, as these are a place for athletes, team members and other accredited individuals at the event to relax and have a snack.

As the Catering Supervisor, it is best if you do not assign yourself a specific role in the volunteer schedule, as your role will be to manage, oversee plans, delegate and assist when required. You should plan to be onsite and available starting with the first day of set-up (date to be confirmed with Skate Canada staff contact).

*The Catering Supervisor will select an individual to be designated and act as an assistant to relieve you from your post and to share the workload to ensure reasonable hours throughout the event.*

## Principle Duties

- ◆ Lead the catering volunteer team.
- ◆ Act as the primary point of contact with the Skate Canada staff contact for catering.
- ◆ Must attend LOC conference calls and trainings, and volunteer training sessions.
- ◆ Ensure that catering volunteers are dressed in the appropriate uniform.
- ◆ Schedule meal breaks (30-60 mins) and 1 to 2 other breaks as needed.
- ◆ Recruit, schedule and supervise catering volunteers for all lounges at the arena.
- ◆ The Skate Canada staff contact will provide a volunteer schedule template to assist with scheduling volunteers.
- ◆ Coordinate the catering for all assigned areas listed below, including
  - ◆ Parameters, guidelines (i.e. menus, grocery list etc.), budgets and deadlines will be provided for all the catering areas in advance by Skate Canada staff contact for catering
  - ◆ Areas / Lounges (as required):
    - Volunteer Lounge
    - Skating Lounge
    - Judges & Tech Panel Rooms
    - ISU & ST SportService Offices
    - Media Centre
    - Practice rink (skaters lounge, volunteer lounge, tech panel room)
- ◆ Coordinate, manage, prepare and serve food/snacks to various lounges as listed above.
- ◆ Monitor catering budgets and requirements with Skate Canada staff contact for catering; informing them of any shortages/issues. Connect with Skate Canada staff contact on shortages/issues.
- ◆ Monitor, number and track the submission of meal tickets with proper date and meal time for each meal to compare with volunteer meal ticket count spreadsheet.
- ◆ Shop for groceries as required based on grocery list and existing supplies (some travel is required; coordinate with Skate Canada staff contact for catering regarding cash advance/reimbursement of credit card charges).
- ◆ Track the replenishment of lounges to ensure full supplies and assortment of food.
- ◆ Work with LOC to arrange snacks/meals for volunteers unable to leave posts during designated meal times.
- ◆ The VIP Lounge and ISU lounge will be the responsibility of the VIP team.

## Additional Information

- ◆ Accreditation must be checked in all lounges (volunteer lounge, skating lounge) – as applicable per event
  - ◆ Access to Skating Lounge requires the “skater” icon at the bottom of the accreditation
  - ◆ Access to the Volunteer Lounge requires a volunteer/medical volunteer accreditation (grey) during a working shift, and for access to meals, a volunteer meal ticket with proper date and meal time
- ◆ Volunteer meal tickets will be provided to volunteers who have worked a six-hour shift over a meal period
  - ◆ The tickets will be given out by the Supervisor of each area and collected in the Volunteer Lounge
- ◆ All room set up and logistics will be planned for and communicated by the Skate Canada staff contact for catering, including existing inventory.

## Supporting Documents

The following documents will be provided in the planning process to assist with volunteer scheduling and duties:

- ◆ All-Venue Catering Requirements (times and quantities per room)
- ◆ Suggested Grocery List (including Local sponsor provisions)
- ◆ Caterer Menu Samples

## Volunteer Requirements

It is the responsibility of the Catering Supervisor to schedule volunteers according to the event schedule at both the main rink and the practice rink (final to be provided one week prior to the event) and requirements below.

### Set-Up

The Supervisor and two other people will be required to set-up the various lounges. The volunteer lounge will need to be set-up first as meals will be catered to volunteers earlier in the week. The other lounges and rooms can be set-up later in the day or on the second set-up day.

### Skating Lounge

One person starting 90 minutes prior to the first practice until the end of the last practice/competition of each day.

**Main Duties:** Ensure that small healthy snacks (bagels, muffin, toast, fruit, yogurt, granola bars) and beverages (water, juices, coffee, and tea) are available throughout the day. Replenish and prepare as required, and ensuring proper accreditation of those who are in the lounge. Rule of thumb, coffee should be ready when the first bus arrives in the morning. All drinks in skating lounge must be provided in sealed bottles (per doping control requirements).

### Volunteer Lounge

One person starting 90 minutes prior to the first practice until the end of the last practice/competition of each day.

**Main Duties:** Ensure that small snacks (bagels, muffin, toast, fruit, yogurt, granola bars) and beverages (water, juices, coffee, and tea) are available throughout the day. Replenish and prepare as required, and ensuring proper accreditation of those who are in the lounge. Ensuring that meals arrive at the scheduled time for the scheduled quantity from venue caterer and meal tickets are presented.

### Floater: Judges Room, Technical Panel Room, ISU Office, ST Sportservice Office, Media Centre

Starting one hour prior to the first practice until 30 minutes following the end of the last practice/competition of each day. Volunteers should not be present in the room when Judges and Technical Panel members are in the rooms. Schedule replenishments using the flood schedule for proper flow.

**Main Duties:** Ensure that small snacks (bagels, muffin, toast, fruit, yogurt, granola bars) and beverages (water, juices, coffee, and tea) are available throughout the day. Replenish and prepare as required, and ensuring proper accreditation of those who are in the rooms.

### **Runner**

One or two people starting 30 minutes prior to the first practice until 30 minutes following the end of the last practice/competition of each day (Quantity to be determined between Catering Supervisor and Skate Canada staff contact for catering).

**Main Duties:** To “run” food items and beverages from preparation area to other lounges and rooms.

### **Daily Checklist for Lounges**

- ☐ Follow-up with Skate Canada staff contact for catering each day to touch base on status and any issues.
- ☐ Number and keep all volunteer meal tickets handed-in (by day and meal) and provide final meal count per day to the Skate Canada staff contact for catering at the end of the event.
- ☐ Ensure that small snacks (bagels, muffin, toast, fruit, yogurt, granola bars) and beverages (water, milk, juices, coffee, tea) are available commencing one hour prior to the first practice in the morning until the last event in the evening in the skating lounge and volunteer lounge.
- ☐ Monitor usage of lounges and control consumption levels appropriately
- ☐ Hand-in all receipts for approved purchases to Skate Canada staff contact for catering

### **Skate Canada Staff Contact:**

Skate Canada staff contact information will be provided to you in the planning process.