

Expeditor

UF4138

Job Overview:

The Expeditor supports food service operations by coordinating the flow of food from the kitchen to service teams, ensuring orders are accurate, complete, and delivered in a timely manner. This role acts as a key link between culinary teams and front-of-house service staff, helping maintain service timing, quality standards, and communication during high-volume operations.

Expeditors work in fast-paced environments supporting concessions, banquets, premium service, and special events. This role focuses on organization, communication, and attention to detail to ensure food leaves the kitchen correctly and on schedule. Responsibilities may vary based on service model, venue type, and event needs.

General Responsibilities:

- Coordinate the timely and accurate release of food orders from the kitchen to service teams.
- Verify orders for accuracy, presentation, portioning, and completeness prior to service.
- Communicate clearly with culinary staff regarding order status, timing, and priorities.
- Communicate with service teams to coordinate pickup, delivery, and service flow.
- Organize tickets, screens, or order systems to manage service priorities during peak periods.
- Monitor food quality and presentation standards before items leave the kitchen.
- Support smooth service execution by identifying and addressing bottlenecks or delays.
- Assist with maintaining cleanliness and organization of the expediting area.
- Follow food safety, sanitation, and HACCP (Hazard Analysis Critical Control Point) guidelines at all times.
- Attend pre-shift or pre-event briefings and follow directions from supervisors or managers.
- Support special service needs for banquets, premium events, or high-volume concessions as assigned.
- Report operational issues, safety concerns, or quality issues to leadership promptly.
- Comply with all Sodexo safety, risk management, and operational policies and procedures.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience preferred.
- Previous experience in food service, kitchen operations, or hospitality preferred.
- Previous experience in high-volume food service environments preferred.

Skills/Aptitude:

- Strong communication and coordination skills.
- Ability to stay organized and focused in fast-paced environments.
- Strong attention to detail and food quality standards.
- Ability to multitask and manage competing priorities.
- Ability to work collaboratively with both culinary and service teams.
- Ability to follow written and verbal instructions accurately.

License/Qualifications

Certifications

- May require a valid TIPS (Training for Intervention Procedures), TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and must comply with all state-specific alcohol training requirements.
- A Food Handler certification may be required based on state or local regulations.

General Qualifications:

- Willingness to learn and adapt to different service models.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, organization, and food quality.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code requirements.

Physical Requirements:

- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to frequently move within kitchen and service areas.
- Ability to reach, bend, stoop, and perform repetitive motions.
- Ability to lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.

- Close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus, with or without corrective lenses
- Ability to monitor detailed food presentation and order accuracy.

Working Conditions (may add additional conditions specific to defined work location):

- Works primarily in the kitchen and food preparation areas exposed to hot and cold temperatures.
- Exposure to fast-paced service environments, heat, noise, and kitchen equipment.
- May support multiple service formats, including banquets, concessions, and premium events.
- Noise level is typically moderate to loud.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ Date _____
Manager _____ Date _____