

**Position:****Banquet Server****FLSA:****Non Exempt****Reports to:****General Manager****POSITION DESCRIPTION:**

Provides guests in the catering department with the highest standards of food and beverage service on all functions. In doing so, it is expected that all efforts be directed toward guest satisfaction, the achievement/maintenance at division standards and profit maximization.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

NOTE: Traditions Spirits, Inc. ® may change the requirements of this job description at any time. These include, but are not limited to the following:

- Punch and/or sign-in (ready for work) and immediately check for work assignment.
- Complete any assigned work duties
- Attend pre-function briefing
- Be able to read a BEO and know how to complete a setup and "mise en place" based on the information contained therein
- Set tables in your assigned area (or check to see they have been set) correctly and uniformly, using: clean, pressed linen (without rips, stains or tears); clean, unspotted silverware, clean china with no chips or cracks; clean unspotted glassware. Table complements (salt and pepper, sugar, bread baskets, etc.) should be clean and filled properly
- Assist manager/supervisor in setting up buffet and other special food services tables/stations.
- Check guest's identification in order to ensure they meet the minimum age requirements for alcohol consumption

SERVICE:

- Know the menu for each function served, and be able to knowledgeably explain the major ingredients and preparation methods for each item to be served.
- Follow timing procedures for setting each course.
- Greet and serve guests, following guidelines for "Aggressive Hospitality" and all other details of our policies and procedures regarding the service of food and beverage.
- Acknowledge and respond to all guest requests, bringing them to the attention of (or turning them over to) the manager/supervisor, as appropriate.
- Keep station neat and clean during the service. Constantly patrol assigned station, exchanging ashtrays, refilling water and coffee, removing service items and condiments per established policies and procedures.
- Know and use "suggestive selling" techniques when possible, e.g., selling a la carte wine, mixed drinks, after dinner cordials, coffees, etc.
- Follow all guest check and money-handling procedures when serving a la carte beverage orders.
- Always notify the manager/supervisor before leaving the floor or banquet service area.

BREAK-DOWN/CLEAN-UP:

- Use proper in-room clearing and aisle tray break-down procedures.
- Return all re-usable table complements and condiments to be cleaned and refilled
- Return all food to the kitchen

- Retain all service equipment in the banquet area for cleaning and proper storage.
- Complete any assigned side work, such as refilling condiments, sorting linen, hanging/sorting drapes, cleaning/storing serving equipment, etc.
- Assist the manager/supervisor in breaking down buffet or other special food service table and equipment.
- Clean and replace tray stands in proper storage area.
- Return clean serving equipment to proper storage area.
- Help keep all banquet aisle and storage areas clean and organized.
- Inform management of any lost or damaged equipment, linen, etc.
- Check with manager/supervisor before leaving. (Always check schedule for up-coming week.
- Sign or punch out

OTHER DUTIES AND RESPONSIBILITIES:

NOTE: These include, but are not limited to the following (additional responsibilities may be assigned as necessary):

- Adhering to organizations policies and procedures.
- Performing all guest contact activities in a cordial, efficient and professional manner, at all times maintaining a commitment to guest satisfaction.
- Maintaining a cooperative, team-like attitude in working with supervisors and fellow associates, to help achieve our common goals of maximizing guest satisfaction and profit margins.
- Maintaining a positive attitude toward the guest and the job being performed.
- Reporting to work on time (as scheduled) and in proper uniform/attire.
- Set-up, serve and/or break-down coffee breaks, receptions, other special functions, as assigned and following standard policies and procedures.
- Set-up, tend, and break-down banquet bars, as assigned and according to standard policies and procedures.
- Attend department meetings, as scheduled.
- Follow "clean as you go" policy in all work performed.
- Comply with all local/division energy conservation and accident/loss prevention guidelines.
- Maintain a good record of attendance. (Follow procedures for notifying management, if unable to work.
- Present a neat, polished appearance to our guests by following established grooming and uniform standards.
- Reports any guest or associate accidents/injuries to the most easily accessible manager, immediately.
- Perform all other duties as assigned by supervisors/management.

REQUIRED QUALIFICATIONS (INCLUDES EDUCATION, SKILLS AND EXPERIENCE):

- High school diploma or equivalent with a minimum of 1 year relevant experience is desired.
- Knowledge of principle and processes for providing guest and personal services; this includes guest needs assessment, meeting quality standards for services, and evaluation of guest satisfaction.
- Performing for people or dealing directly with the public. This includes serving guests in restaurants and receiving guests.
- Good oral and written communication skills.
- Mature judgment and professionalism in handling all matters.
- Ability to read, write, and understand orders.
- Good computer skills.
- Ability to read and understand information and ideas presented in writing.
- Ability to handle cash, give change, and balance receipts at the end of shift.
- Organization and problem solving skills.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Stands during entire shift.
- Reaches, bends, stoops, lifts, shakes, stirs, pours, carries and pushes.

- Lifts and carries supplies, tubs, and cases, weighing up to 30 lbs.
- Essential hand/eye coordination.
- Noise level is moderate to high.
- Moderate or high exposure to cigarette smoke when on property.
- Limited exposure to physical risk.
- Moderate physical effort required.

I have read the above position description and can perform the duties and responsibilities described.

Employee Signature

Date

Employee Name Printed