



BANQUET SERVER

SUMMARY:

To assure the standards that have been determined for the department as outlined in the Standard Operating Procedures are utilized throughout the daily routine. Effectively communicate with managers and associates. Practice active listening and communication in a timely manner to managers and captains, providing prompt and thorough follow-through. Maintain fiscal responsibility by reducing waste and working safely. Will practice and promote empowerment to resolve guest challenges. Will be proactive in increasing the customer service scores for the department, measured through comment cards.

DUTIES & RESPONSIBILITIES

- Report to Banquet Captain at scheduled time and in proper uniform.
- Locate required equipment for table setting.
- Completes all assigned set ups on a timely manner.
- Execute banquet meal service as instructed by the Banquet Captain during pre-shift meeting.
- Meal and beverage service is performed on time and in an efficient manner, following correct procedures as outlined in the Server Training Manual.
- Completes the breakdown after each function as assigned, ensuring the return of equipment to proper storage area.
- Assists fellow servers and house person in their duties as required.
- Communication: Responsible for communicating all necessary information to supervisor and manager in a timely manner. Communicate with Banquet Captain any/all challenges pertaining to customer service, to include safety issues.
- Maintains care and cleanliness of all banquet equipment.
- Ensure that all equipment and products are all properly stored after function.
- Reports all damage to equipment and assists in requesting its appropriate repair and replacement.
- Maintains cleanliness and care of work areas or back of the house areas.
- Handles guest request and questions professionally and in a timely manner.
- Remains courteous to guests and fellow associates.
- Always uses good language and exhibit a positive attitude and smile.
- Adheres to all hotel and Banquet Department policies as set in the Employee Handbook.
- Adheres to all local liquor laws and fire regulations.

- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by supervisor.

QUALIFICATIONS:

- Previous banquet experience.
- Basic knowledge of food and beverage.

- Knowledge of spirits/beer selection.
- Ability to multi-task and handle high pressure situations.
- Personable and great people skills.
- Awareness of guest consumption.
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

EDUCATION/EXPERIENCE:

- Previous banquet or food server experience.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs. Occasional lifting of 45 lbs. or more (tables, kegs, chairs)
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Food Handler Certificate
- TIPs certificate

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.