



6 W. Rose Street
Walla Walla, WA
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Banquet Server

POSITION SUMMARY:

Banquets Server is responsible for the establishment of, and the smooth, efficient, ongoing service of all banquet and meeting functions. This position requires hands on activity and attention to detail.

ESSENTIAL JOB FUNCTIONS:

1. Knowledge of the Hotel and the surrounding area.
2. Knowledge of banquet set-ups, policies and procedures
3. Ensures proper service to clients during the function.
4. Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy in order to defuse anger, collect accurate information and resolve conflicts.
5. Ensures proper cleaning and storage of all equipment after function is completed.
6. Participates in solving problems with other departments as required.
7. Ability to communicate effectively with co-workers and patrons in an English speaking environment
8. Other duties as assigned by management.
9. Excellent communications with FO, Catering, and Sales.

GROOMING

1. All employees must maintain a neat, clean and well-groomed appearance.
2. Uniforms for this position will be provided

PHYSICAL REQUIREMENTS

1. Sitting occasionally, backed chair, complete paper work
2. Standing, walking constantly on various surfaces
3. Crouching occasionally, lifting trays, cleaning shelves
4. Kneeing, crawling occasionally, cleaning or picking up debris
5. Stopping frequently, loading carts and trays while serving food and beverages
6. Twisting constantly, serving guest, monitoring banquet room activity, maneuvering through crowds and staff
7. Climbing occasionally on stairs or stepladders
8. Reaching overhead, (extension frequently) stocking supplies, carrying trays, serve at arms length extension, set up banquet tables
9. Handling, grasping frequently serving food
10. Will be required to lift 50lbs

ENVIRONMENTAL SETTINGS

1. Safety requirements adhere to company property and department safety standards and procedures
2. Exposures to cleaning chemicals
3. Operation of equipment, tools, vehicles. Chair carts, dance floor, staging

OTHER

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the Hotel.

SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

