

BANQUET SERVER

Job Code:	BSV	Division:	
Branch:		Department:	BANQUET SERVERS
Reports To:	BANQUET MANAGER	Pay Grade:	
FLSA Status:	Non-Exempt	Employee Type:	PART TIME
Prepared By:	DAN WALLER	Date Prepared:	07/24/2013
Approved By:	DAN WALLER	Date Approved:	07/24/2013

Summary

At Schahet Hotels we want our guests to relax and be themselves which means we need you to:

Be you by being natural, professional and personable in the way you are with people

Get ready by taking notice and using your knowledge so that you are prepared for anything

Show you care by being thoughtful in the way you welcome and connect with guests

Take action by showing initiative, taking ownership and going the extra mile

Treat all others with Respect, treating guests and fellow associates the way you want to be treated

Demonstrate Integrity in all you do. Seek to always do the right thing, whether working in a group, team, or alone.

Always be at the Service of our guest as well as fellow associates or managers. We believe that Service is making the reach to help or be of Service to all.

Celebrate successes. Show Excitement in your work, the way you smile and greet others, the good news of others successes or awards. Participate in group and team activities either by your active support and participation or by your presence in the group.

Essential Duties & Responsibilities

- Be able to read a BEO and know how to complete a setup based on information contained therein.
- Assist Kitchen in setting up buffet and other special food service as needed.
- Greet and serve guests.
- Serves menu items to guest in a prompt and courteous manner and according to the banquet event order; times the service of courses to correspond with the dining pace of the guest.
- Performs pre- and post-shift side work; set-up, condiments, etc.
- Clears tables after service. Removes trays of dirty dishes, silverware and glassware to kitchen for cleaning.
- Responds to guest inquiries and reports special requests promptly to ensure guest satisfaction; notifies supervisor of guest complaints or unusual situations.
- Always notify the Captain or Supervisor before leaving the floor or banquet service area.
- Set-up and breakdown banquet functions, as assigned according to standard policies and procedures.

Other Duties

As assigned.

Qualifications

Basic reading, writing and math skills and specialized knowledge of bartending and mixing drinks. Certification as required by state or local laws. Must meet legal age requirements of state.

Supervisory Responsibilities

none

Physical Demands

Customer service aptitude, interpersonal communications. Carrying and lifting items (i.e. plates, utensils, trays, and tables) occurs frequently. Speaking, listening, and moving about, usually while standing up for a significant portion of

the work shift.

Training

Must complete all training requirements of Federal, State, Local agencies, Company, Brand, or property on time and within standards.

Decision Making

Follows all Federal, State, and Local Laws that pertains to the service of alcoholic beverages. Follows all company as well as common sense guidelines in the service of alcoholic beverages. Makes necessary decisions pertaining to when someone should not be served.

Financial Responsibilities

Accurately receive, secure, and deposit all money collected during shift. Receive, secure, and return all assets of company and property at the end of the shift.

Communication

Must be able to write, speak and communicate professionally in English.

Results of Action

Great Customer service. Returning guest. Clean Safe work environment.

Equipment Used

Must wear a uniform provided by the hotel and a nametag. A neat and clean appearance must be maintained at all times. Must use any cash accounting system or other devices necessary and provided the company.

Work Environment

Professional, Clean, Respectful at all times.

The aforementioned general function outline is not to be considered by the employee as all-inclusive. The employee may be required from time to time to execute tasks other than those duties specifically defined above. Should the employee be asked to perform such a job, the employee will comply with the request and do so to the best of his/her abilities. The employee hereby understands and agrees he/she will be responsible for performing the duties described above as well as any tasks so required of him/her.

Employee's Signature

Date

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