



BANQUET SERVER JOB DESCRIPTION

REPORTS TO: Food & Beverage Manager

A Banquet Server is responsible for the set up and the service of all assigned banquet functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Approach all encounters with guests and employees in a friendly, service-oriented manner.
- Maintain regular attendance in compliance with standards, as required by scheduling which will vary according to the needs of the hotel.
- Maintain high standards of personal appearance and grooming, which include wearing the proper uniform and name tag when working.
- Comply at all times with standards and regulations to encourage safe and efficient hotel operations.
- Maintain a friendly and warm demeanor at all times.
- Perform preparatory tasks and side work duties to ensure that guests are served promptly and efficiently.
- Know how to read the Banquet Event Order and be familiar with the menu of the assigned function.
- Serve guests according to the hotel's standards in a friendly, courteous, and professional manner.
- Respond to guest problems, complaints and accidents. Refer to management, if necessary.
- Be informed of all current hotel policies.
- Be familiar with fire exits, fire extinguisher locations and safety rules.
- Maintain the banquet store room in a neat and organized manner, stocked with any and all appropriate supplies necessary for food service functions.
- Clear banquet space after the completion of functions and ensure that all equipment and supplies are stored and re-stocked properly.
- Employees must at all times be attentive, friendly, helpful and courteous to guests, managers and all of their fellow employees.
- Be familiar with the organization of the hotel and know the function of each department.
- Handle items for "Lost and Found" according to the standards.
- Perform other tasks/jobs as assigned by supervisor or manager.
- Attend meetings as required by management.

KNOWLEDGE, SKILLS, & RESPONSIBILITIES REQUIRED:

- High School diploma or equivalent and/or experience in a hotel or a related field preferred.
- Long hours sometimes required.
- Medium work - Exerting up to 50 pounds of force occasionally, and/or 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects.



- Ability to stand during entire shift.
- Must be able to convey information and ideas clearly.
- Must be able to evaluate and select among alternative courses of action quickly and accurately.
- Must work well in stressful, high pressure situations.
- Must be effective at listening to, understanding and clarifying the concerns and issues raised by co-workers and guests.
- Must be able to work with and understand financial information and data, and basic arithmetic functions.
- Must maintain composure and objectivity under pressure.

ACKNOWLEDGMENT:

I have reviewed and I understand the expectations of this job description. It is understood that I will be required to meet the expectations outlined above within work hours that comply with all Wage and Hour Federal and State laws, and company policy.

Employee Signature

Date