



DESERT HIGHLANDS

Job Description

Job Title: A la Carte/Banquet Server **Department:** Food and Beverage
Reports To: Food and Beverage Managers **FLSA Status:** Non-Exempt
Revised: September 2013

Primary Purpose:

The A la Carte/Banquet Server ensures prompt and polite service to the members and their guests. They are responsible for preparing service stations; greeting, receiving orders, serving and presenting the check to members and their guests; cleaning and resetting tables; cleaning and closing service stations.

Essential Functions:

1. Greet all arriving guests at assigned stations in a pleasant manner, making them feel welcome and at ease.
2. Assume responsibility for proper set-up of your dining room section and help with all work stations. Leave these areas cleaner than you found them.
3. Understand and describe all menu items in detail to member and guests.
4. Be proud of what you serve. Serve only food and beverage items that meet quality and presentation standards.
5. Distributes menus, if applicable.
6. Sets up side station and performs side work.
7. Takes members/guests orders.
8. Place orders with kitchen; informs expeditors about any special cooking instructions.
9. Assembles food on tray; procures items from each station as necessary.
10. Serves meal; places dishes by courses in front of each person.
11. Checks back to ensure member/guest satisfaction; replenishes water and butter as necessary.
12. Verifies accuracy of prices, tips and other charges on all checks.
13. Ensures that members sign their checks accordingly.
14. Removes spoiled dishes.
15. Suggests and serves dessert, coffee and after dinner drinks.
16. Presents the bill.
17. Keeps tables, dining room and bus station areas clean.
18. Place ice water glasses, add garnishes or other ingredients.
19. Advise the Manager of any comments from members or their guests so they can be addressed immediately.

20. Carry the proper tools to perform all job functions. (wine opener, pens, etc.)
21. Advise the Supervisor with supply requests such as mints, coffee, express o, water, bar liquors and sodas, etc... so we can reorder in good time.
22. Recommends wines to members and guests.
23. Takes beverage orders.
24. Places order with the Bartender.
25. Keeps assigned tables, lounge, bus station and other areas clean.
26. Attends pre-shift meetings as requested by the Food and Beverage Managers.
27. Consistently complies with all state, local and club laws/policies relating to the service of alcohol.
28. Performs cleanup and closing duties as assigned by manager.
29. Attends staff meetings as required.
30. Have knowledge of local area and club-related information.
31. Strictly follow the club employee policies with regard to consumption of alcoholic beverages and smoking: No Drinking of alcoholic beverages at any time on property, sodas and other beverages must be consumed and kept in areas not visible to the members, and smoking permitted only in the designated area with permission of Manager.
32. Maintain responsibility for closing all P.O.S. tickets and server reports.
33. Always wear proper uniform and name badge. Must be well-groomed and personally neat and clean at all times.
34. Participate in the continuous cleaning and upkeep of the dining area and clubhouse.
35. Complete closing work at the end of your shift.
<u>When there are special events:</u>
36. All meeting rooms and function areas are to be opened one half hour prior to the schedule of the meetings and functions.
37. Emptying trash from meeting rooms and function areas.
38. Verify that all scheduled functions are exactly set according to Banquet Event Order specifications.
39. Be responsible that all public areas adjacent to banquet functions are clean and presentable.
40. Storing equipment and materials properly and in the correct areas.
41. Ensure that all storerooms and equipment storage areas are orderly and clean. Setting up meeting indoor and outdoor banquet function areas with the appropriate equipment and materials including tables up to 50 lbs, chairs, glasses, china and any other items requested.
42. Inspect equipment for defects, cleanliness, or any maintenance that needs to be completed and report to supervisor.
43. Setting lighting, props, floral arrangement, decoration, etc., to support the needs of the Banquet Event Orders.
44. Be responsible for setting coffee breaks, according to Food and Beverage standards.
45. Picking up and returning related function linens to proper locations.

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| 46. Make sure that meeting, reception, lunch and dinner function requirements are handled according to time schedule. |
| 47. Prepare all banquet functions for the following day according to the supervisor's directions and Banquet Event Order. |
| 48. Perform other duties as assigned. |

Required Qualifications:

- High school Diploma or General Education Degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Must be Nineteen Years of Age (To serve alcohol).
- Food Handlers Permit
- Present a positive, professional image.
- Must be self-motivated and customer service oriented.
- Strong interpersonal as well as written and oral communication skills.
- Reliable and predictable attendance.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.

Physical Demands & Work Environment:

- Position is in busy, non-smoking restaurant in a private residential community in N. Scottsdale.
- Must be able to frequently sit, stand, bend, use hands to finger, handle, or feel; and talk or hear, stoop, kneel, crouch, taste and smell, specific vision, close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus, crawl, and walk.
- Ability to lift up to 50 lbs., and to lift overhead and push/pull, move lighter objects.
- The employee is occasionally exposed to wet and/or humid conditions, outside weather conditions, and risk of electrical shock.
- The noise level in the work environment is usually moderate.

This job description serves as a general overview of the job duties that this position requires. I acknowledge all of the duties that my job entails and that I may be assigned others at the discretion of the Desert Highlands Management. I do understand that although these are my direct responsibilities, I am a team player and will help others.

Employee Printed Name

Employee Signature

Date