

Food & Beverage

Position: Banquet Server
Reports to: Banquet Captain / Director of Catering
FLSA Status: Hourly
Prepared by: Director of Catering
Approved by:

Essential Functions:

Serve food and beverage to all members and guests while delivering high quality service and products. The employee must be friendly, attentive, efficient and timely while serving banquets and private events.

1. **General Responsibilities:**

- Complete all necessary opening & closing duties in a timely manner. Refer to posted duties each and every shift.
- Greet guests by **name** and inform them of menu selection.
- Acquire accurate beverage orders and see to the delivery in a timely manner.
- Offer additional items through the use of effective suggestive “personal recommendations” techniques.
- Maintain efficient table maintenance (pre-bussing) for the every guest and attend to all other requested guest needs.
- Accurately enter all chit orders into the POS system in a timely manner.
- Maintain refills for all guest beverages while continually doing quality checks at each table you visit.
- Always be available to your guests.
- Deliver accurate guest’s checks (complete with member number) in a timely manner, when required.
- Settle guest checks and deliver receipts quickly, when required.
- Assist all other service team members in any capacity as needed or directed.
- Maintain, clean, well stocked and presentable service areas and guest areas at all times.
- Assist dishwasher by maintaining organization of dirty and clean service-ware.
- Complete specified closing duties and reset banquet room for next event.
- Polish glassware and silverware. To include resetting table and folding napkins.
- Sanitize all work stations and banquet room prior to and after each shift.
- Monitor usage of linens for assigned events

2. **Physical and operational requirements:**

- Be able to lift up to 50 lbs. i.e. moving tables and chairs etc.
- Able to carry service trays for all food and beverage presenting.
- Be able to communicate effectively, positively and professionally with guests, supervisors and co-workers.
- Operate computerized POS system and time clock accurately and effectively.
- Stand for long periods of time.
- Perform multiple tasks in an organized, efficient and accurate fashion while in a fast paced stressful environment.
- Maintain a clean, complete and appropriate uniform for every shift. Must enter and exit the facilities in complete uniform.
- Maintain a positive and upbeat attitude and demeanor while working.
- Upon hiring, you are required to provide a current Maricopa County Food Handler’s Card.

3. Authority refers to the power vested in the individual by management. Ability to do whatever is necessary to provide our members with 100% guest satisfaction with manager/supervisor's approval

- Ability to use chits when necessary
- Ability to ring items on others' checks to ensure great service
- Do NOT have the authority to delete/void/comp any item without manager approval
- Do NOT have the authority to give away or swap tables/sections without manager approval

This job description is not "all inclusive" and may be modified as needed. Additional responsibilities may be added at the discretion of Food and Beverage Management, Supervisor or the General Manager.