

JOB DESCRIPTION – PART TIME BANQUET SERVER (FOOD & BEVERAGE)



Facility Name:	CHESAPEAKE CONFERENCE CENTER
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JOB INFORMATION

Job Title:	Banquet Server	Department:	Food & Beverage
Reports To:	Banquet Manager	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Jolona Oliver	Date Prepared:	1/29/2015
Approved By:	Troy Thorn	Approved Date:	1/29/2015

SUMMARY

The Banquet Server is responsible providing food and beverage service to event patrons.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Ability to answer patron questions regarding food and service.
2. Responds to guests with sensitivity with regard to their needs and requests.
3. Checks identification on all guests ordering alcohol.
4. Responds to guests in a professional manner if alcohol service is denied due to patron intoxication or lack of proper identification.
5. Assures that all food and beverages are served in a timely manner.
6. Assures that all serviceware and equipment is stored clean, sanitary, and organized in the proper locations.
7. Executes proper and timely set up and complete clean up of all banquets.
8. Reports maintenance problems or other problems to the supervisor.
9. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Must be available to work primarily nights and weekends, and occasionally holidays.
3. Must have a positive and friendly demeanor.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Customer service experience desired.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must be able to obtain all State and local required certificates and licenses necessary to serve food and alcohol.

LANGUAGE SKILLS

1. Ability to speak and understand English.

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- 2. Ability to deal effectively and courteously with venue staff and the general public.

COGNITIVE SKILLS/REASONING ABILITY

- 1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
- 2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- 3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
- 4. Ability to put parts together to form a new whole or proposed set of operations.
- 5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

- 1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
- 2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
- 3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- 4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
- 5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.
- 2. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.
- 3. The noise level in the work environment is usually moderate.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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