



BEAR VALLEY SPRINGS ASSOCIATION JOB DESCRIPTION

JOB TITLE: Banquet Server

DEPARTMENT: OTCC #24

CLASSIFICATION: Seasonal, Hourly, Non-Exempt (1-19 Hrs/week)

SALARY RANGE: \$11.00 per hr. (plus tips)

JOB PURPOSE OUTLINE:

The Banquet Server provides outstanding customer service to all members and guests attending BVSA catered events. Performs setup and clean-up for catered events. Hospitably and efficiently serves food and beverage, clears dining tables to provide a clean tables for event attendees. Maintains the tools, supplies and equipment used for catered event use.

REPORTS TO: Under the direction of the Special Event Coordinator and/or the Food and Beverage Manager.

SUPERVISES: Member/guest food orders, server station resources, service supplies.

WORK ENVIRONMENT: Bear Valley Springs Association kitchens, restaurants, bars, food service areas, waste areas and storage areas.

ESSENTIAL JOB FUNCTIONS / KEY RESPONSIBILITIES

- Greet and welcome all patrons entering the Amenity.
- Maintain a proficient knowledge of Amenity hours of operation.
- Works the hours and shifts required according to business demands and departmental staffing needs.
- Provide professional and courteous service to all customers.
- Setup tools, equipment and supplies needed for catered event service.
- Monitor plated presentation and consistency of food portions being served and report deficiencies or variances to Chef or Special Event Coordinator.
- Perform post-event cleanup including; cleaning all tools and equipment and returning to proper storage locations, cleaning floors with floor sweepers, alert Special Event Coordinator to any spills/stains requiring special attention.
- Read and interpret documents such as event orders, recipes, safety rules, operating and maintenance instructions, and procedure manuals.
- Ensure responsible alcohol service to all members/guests.
- Report all incidents of customer dissatisfaction to Supervisor or Manager.
- Maintain a neatly groomed and uniformed appearance at all times.
- Ensure that member dining area, work areas and storage areas are clean, safe and sanitary during and at the conclusion of shift.
- Ensure proper labeling, storage and rotation of perishable items.
- Perform all reasonable requests of coworkers, Lead, Supervisor or Manager.
- Maintains a professional working relationship with all employees.
- Follows BVSA Employee Handbook and policies.

- Follows departmental policies and standard operating procedures.
- Participate in all training required for position.

KEY RELATIONSHIPS: Members and member guests, Special Event Coordinator, Manager, Servers, Server Assistants, Chef, Culinary Employees, Maintenance Department, and Janitorial department.

QUALIFICATIONS:

- Must possess and maintain a CA Food Handler’s Certificate within 30 days of hire.
- Previous restaurant experience and customer service experience preferred.
- Must be at least 18 years of age or older.
- Basic math skills.
- Ability to write basic reports and correspondence.
- Ability to speak effectively with customers or employees of the organization. Must be able to communicate orally, read and write in English.
- Must be able to work a flexible work schedule to include Days and Swing shifts.
- While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to feel or handle, reach with hands and arms, see, talk, hear, and taste or smell. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds and frequently lift and/or move up to 30 pounds.

STANDARD SPECIFICATIONS / DISCLAIMER

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Signature of Employee

Date:

Signature of Department Mngr.

Date: