

Second Harvest Food Bank of Central Florida Job Description

Title: **Banquet Server/Setup**
Unit: **Community Kitchen**
Reports to: **Catering Event Coordinator**

Job Group Category: **Catering**
Direct Reports: **NA**

Labor Grade: **NE-1**
Date of last revision: **2/1/2018**

Position Summary:

The Banquet Server must demonstrate a passion for impeccable customer service. Responsibilities include setup, serve and tear down of most catering events. The Banquet server works on a business-need based schedule. Must enjoy being part of a team that works together wherever they are needed. Must assume the responsibility of providing guest with an attentive and friendly manner ensuring that their needs are attended to.

Principal Duties and Responsibilities: Includes all onsite & offsite events

1. Thoroughly review details of the event orders
2. Supervise and assist with set up, service and breakdown of room, food and beverage
3. Assist in setting up Buffets and other food stations
4. Know the menu for each function served, and be able to knowledgeably explain ingredients
5. Keep stations neat & clean during service
6. Keep all banquet aisles and storage areas cleaned and organized
7. Check with supervisor before making changes or leaving property
8. Respond quickly to last minute changes or special requests that may occur during the event
9. Work effectively with the kitchen staff and banquet team to ensure that events are successful

Job Specifications

1. Minimum two years of experience as a banquet server in a banquet or catering facility
2. Some post-secondary education preferred
3. Attention to detail and strong ability to multi-task in a fast-paced environment
4. Must be able to work with minimal supervision
5. Excellent interpersonal and communication skills with a proven ability to work in a team environment and deal effectively with various levels of internal and external clients
6. Demonstrated ability to meet tight deadlines and changing priorities, while maintaining the highest levels of customer service
7. High degree of professionalism
8. Flexibility with business demands including evenings and weekends

Working Conditions:

- Ability to continuously stand or walk for majority of 8-hour shift or longer
- Ability to bend, climb stairs and lift frequently.
- Ability to lift up to 50 pounds frequently.
- Ability to squat occasionally.

Competencies

Attention to Detail

- Double checks work for accuracy

- Verifies data or information before presenting it
- Carefully reviews their written work for any mistakes

Creativity/Innovation

- Brings creative approaches to decision-making
- Can think laterally
- Extrapolates from experience when facing new challenges

Customer Focus

- Continually improves processes in order to meet and exceed customer expectations
- Actively identifies internal and external customer needs
- Tries to improve processes by carefully listening to customers

Decision-Making Ability

- Establishes priorities decisively for themselves and others
- Works positively and effectively in highly confused or ambiguous circumstances
- Quantifies the influence that major decisions are likely to have

Dependability

- Maintains “heart” and the courage of their convictions, even when the going is difficult
- Takes responsibility for their own actions
- Meets objectives, targets and deadlines

Persistence/Perseverance

- Does not lose “heart” along the way, even when things get difficult
- Has the courage of their convictions
- Is assertive

Results Focus

- Is quick to identify and put a stop to wasted effort or effort that does not produce valuable results
- Encourages people to think about whether all of their efforts are adding value
- Demonstrates consistent enthusiasm for achieving results

Stress Management

- Does a lot of their best work under pressure
- Can easily focus on two or more critical things at the same time
- Is a calm head in a storm

Disclaimer:

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Review/Approvals:

Name: _____ Staff Management Date: _____

Name: _____ Human Resources Date: _____