

JOB DESCRIPTION FOR: BANQUET SERVER

Department: 43 - Banquets

Reports to: Banquet Coordinator

Position Summary: This position is responsible for the service of all banquets and banquet-related food and beverage operations for The Center.

Essential Duties and Responsibilities:

- Maintain a commitment to guest service and guest satisfaction.
- Perform all guest contact activities such as serving food and beverages, answering guest questions, etc. in a cordial, efficient and professional manner.
- Ensure that the food and beverage is served while maintaining a consistent presentation and proper temperature.
- Assist in food, beverage, equipment, meeting supplies, and china, glass, and silverware inventories on a predetermined basis.
- Maintain a cooperative, team-like attitude in working with supervisors and fellow employees (including other departments).
- Set-up tables before and break down tables after functions and events
- Follow all sanitation procedures and safety guidelines.
- Organizing equipment for a function as well as cleaning, maintaining, and looking after equipment during and after functions.
- Make sure all storerooms are clean, organized and secured.
- Immediate communication of special requests, guest problems or concerns to Banquet Coordinator or Banquet Captain
- Follow all designated opening and closing procedures to ensure areas are secure and energy efficient.
- Ensure the proper handling and cleaning of all equipment, china, glass, and silver.
- Use guest service skills as identified in the Wild Rose Recognition Program
- Adheres to all safety requirements
- Meets company attendance requirements

Qualifications and Requirements: Must be able to obtain and retain a gaming license. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodation.

Special Attendance Requirements: The Wild Rose Casino and Resort is in operation seven days a week, 365 days a year. Weekly hours may vary. Employees will be required to work days, evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

Education and/or Experience: Prefer minimum one-year formal experiences as Banquet Server for a conference center banquet facility or full service hotel operation. Food handler certificate required from health department. Friendly and outgoing with excellent communication and guest service skills is a must. National Career Readiness Certificate (NCRC) is desirable.

Work environment/Physical Demands: While performing the duties of this job, the employee is frequently required to stand, walk and sit. This employee may move and/or set-up table and chairs, carry and/or move dishes, glassware and silver that may weigh up to 30 pounds. During functions in The Center, this employee will be moving constantly while serving at the event. The noise level in the work environment is moderate.

Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at anytime.

After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.

Print Name

Signature and Date