

FOCUS: BANQUET OPERATIONS

Agenda: Banquet Structure

Topic: Job Focus, Banquet Server

POSITION TITLE: Banquet Server

ACCOUNTIBILITY: Banquet Manager and Banquet Captain

POSITION SUMMARY: To provide prompt and courteous service to all guests, encouraging the guests to return again which will generate repeat business.

JOB RESPONSIBILITIES: To provide guests with efficient and attentive service which will present a positive image of The Forum while exceeding the guest's expectations. All functions are to be carried out in an environment of teamwork, as follows:

- Attentively listen to pre-shift meeting conducted by banquet captain
- Prepare and serve meal accompaniments to guests.
- Perform side work.
- Open bottled wine for guests.
- Bus and set tables.
- Perform set up and breakdown of various stations (i.e., deli, dessert, coffee, espresso).
- Seat guests as business demands.
- Communicate with support crew and management
- Set up banquet room as instructed by Banquet Captain to include linen, service-ware and glassware.
- Attend roll call /line-up meetings before events to learn function particulars, including guest expectations.
- Maintain complete knowledge of and comply with all departmental policies/service procedures/standards.
- Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended.
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.
- Maintain positive guest relations at all times.
- Be familiar with all The Forum's services/features and local attractions/activities to respond to guest inquiries accurately
- Resolve guest complaints, ensuring guest satisfaction.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Practice "Clean as you go" policies.
- Perform other duties as assigned.

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JOB RESPONSIBILITIES (cont'd)

- Maintain complete knowledge of service requirements for assigned function: a) Pre-function side-work; b) Detailed menu selections, major ingredients, appearance, texture, quality standards, garnish and method of presentation; c) Particular characteristics/description of wines/champagne ordered; d) Prices for specified bar selections on cash bars; e) Station assignment and table set-up; f) Group name, type of function and expected attendance; g) Scheduled hours of service; h) Special requests/arrangements; i) Order of service, traffic flow in room; VIPs'
- Maintain complete knowledge of and strictly abide by state liquor regulations, particularly those prohibiting service to minors, intoxicated persons and drunk driving
- Complete pre-function side-work: a) check quality and amount of all stock and supplies using checklist; b) transport necessary supplies from storage areas to service area; c) Fold napkins, set linen/skirting on tables; d) Set tables according to service standards; e) Set up all condiments (butter, jellies, cream, juices) and beverages (non-alcoholic); f) ensure a sufficient supply of all silverware, glassware and chinaware for service; g) Prepare all cold food items (cereals, fruits and salads) as assigned by the Supervisor; h) Check cleanliness and condition of assigned station and service areas; rectify any inefficiencies. Set up side station as assigned by supervisor.
- Greet guests as they arrive and assist them with seating at tables
- Retrieve alcoholic beverage items from bar and serve to guests
- Open and serve wine/champagne bottles
- Make all varieties of coffee
- Serve all food courses and non-alcoholic beverage items to the guest in accordance with function requirements
- Clear each course following procedures
- Serve the food and/or beverage in the order and to the expectation of the Banquet Captain to ensure consistency in the order throughout the banquet.
- Promptly bus dishes as guests complete each course and/or meal at the end of the meal or function
- Once banquet is complete, reset banquet room according to Captain's specifications to ensure the readiness of the room for the following function as well as sanitation of banquet areas
- Remove all tabletop items, linen and equipment from the function room as designated by function requirements
- Set up, monitor, refresh and breakdown coffee breaks, receptions and buffet tables for specified functions according to group requirements
- Complete closing side duties: a) Breakdown all goods as specified. b) Clean all equipment as assigned.
- Complete other duties as assigned by the Banquet Captain or Management

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SKILLS REQUIRED

- Ability to provide excellent customer service and maintain a professional demeanor
- Ability to compute basic arithmetic
- Ability to prioritize and organize
- Ability to be a clear thinker, remaining calm and resolving problems using good judgment
- Ability to understand guest's service needs
- Ability to follow directions thoroughly
- Ability to work cohesively with co-workers as part of a team
- Ability to operate beverage equipment, eg., coffee maker.

QUALIFICATIONS

- High school graduate or equivalent vocational training certificate
- Minimum of 21 years of age to serve alcoholic beverages
- Must have good understanding of the English language
- Knowledge of various food service styles (i.e., French service, Russian service, Family style service, Butler style service)
- Previous training in liquor, wine and food service
- Knowledge of specific room set-up styles
- Certification in CPR
- Certification in an alcoholic awareness program
- Ability to suggestively sell
- ServeSafe Certification
- Previous guest/customer relations training

PHYSICAL DEMANDS

- Exert physical effort in lifting/transporting at least 50 pounds
- Push/pull cart and other equipment up to 250 pounds
- Must be able to stand and exert well paced mobility for up to 8-hours in length
- Endure various physical movements throughout the work areas

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).