

SERVER/BARTENDER JOB DESCRIPTION

POSITION SUMMARY

Reports to the Assistant Event Services Manager and/or Event Services Supervisors. Ensures friendly and effective set-up and service of food and beverage functions to meet client requirements and standards set by the London Convention Centre.

MAIN DUTIES - NATURE & SCOPE

SET-UP/CLEAN UP

- Read over the EO (Event Order) and follow general instructions for set-up, room assignment, menu, bar service etc.
- Physical set-up/clean up of all food and beverage functions such as meals, coffee breaks and receptions (room and equipment)
- Attend roll calls (pre & post function meetings) and take notes on order of service, station assignments, set-up requirements and other important information
- Proper set-up of china, glassware, silverware on meal tables, buffets, coffee breaks and bars
- Set-up of back-of-house for functions
- Clean-up of back-of-house after functions
- Maintain neat and tidy bars
- Assist with putting away various inventory items (linen, F&B)
- Set-up and servicing of food and beverage concessions
- Always ask supervisor if unsure of duties (remember cell phone)

MEAL FUNCTION / RECEPTION / COFFEE BREAK SERVICE

- Follow Supervisor's instructions for proper order of service during a function
- Communicate with partner at all times during set-up and service of functions
- Remember and follow LCC serving standards
- Ensure all food and beverage served meets LCC standards – inform Supervisor if in question
- Answer questions from clients, guests and staff regarding the menu for food and beverage service
- Monitor guest needs and refer problems that arise to supervisor
- Follow set standards for service to LCC guests/clients
- Work safely and professionally at all times

TEAMWORK / FOLLOW-UP / PRIDE IN SERVICE / POLICIES AND PROCEDURES

- Work in a team approach – helping out others during set-up or service including all areas of Event Services

- Maintain good communication with your partner, Supervisor and LCC guests/clients
- Be on the floor at scheduled time with proper uniform (including corkscrew, nametag and pen)
- Let pride show in your work with guests and your peers
- Know fire alarm procedures and what you are to do
- Understand the 'LCC' policies for serving alcohol responsibly

Other duties as assigned

Note: Job requires irregular hours, evenings, late nights and weekends

Cross training available for all area's in Event Services

May be required to carry radio for communication purposes at direction of Supervisor

QUALIFICATIONS/SKILLS REQUIRED

- Minimum 1-2 years hospitality/food & beverage experience required
- General knowledge of all aspects of service style (French/Plated/Buffer)
- General knowledge of high standards for an up scale food and beverage establishment
- Possess strong interpersonal and communication skills
- This position requires the incumbent to be medically capable of performing the following functions (but not limited to): back, leg and body motions in order to lift, carry, move supplies/equipment
- Smart Serve Training required
- Strong organizational skills a necessity