

**Position Title:** Banquet Server

**Reports To:** Banquet Manager/Executive Chef

**Summary of Position:** To provide prompt and courteous service to all guests, encouraging the guests to return again which will generate repeat business.

## **JOB RESPONSIBILITIES:**

Include but are not limited to:

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

- Direct guests to assigned seating as business demands
- Communicate with BOH support crew and management
- Attend roll call/lineup meetings before events to learn function particulars, including guest expectations conducted by banquet manager and to be inspected for proper grooming
- Maintain complete knowledge of and comply with all departmental policies/service procedures/standards
- Anticipate guests' needs, respond promptly and acknowledge all guests
- Maintain positive attitude toward guests and staff at all times
- Be familiar with activities sponsored by Blue Mountain Resort to respond to guest inquiries accurately (i.e., Slopeside, Adventure Park, festivals)
- Resolve guest complaints, ensuring guest satisfaction
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas – practice “clean as you go” policies
- Maintain complete knowledge of service requirements for assigned function:
  - Detailed menu selections
  - Major ingredients, appearance, texture, garnish, and method of presentation
  - Station assignment and setup
  - Group name, type of function and expected attendance
  - Scheduled hours of service
  - Special requests/arrangements
  - Order of service, traffic flow, VIPs
- Serve all food courses and non-alcoholic beverage items to the guest in accordance with the function requirements
- Promptly bus dishes as guests complete each course and/or at the end of the meal
- Set up, monitor, refresh and break down various stations i.e., hors d'oeuvres stations, dessert tables and buffet tables, in a timely manner
- Ability to work nights and weekends
- Complete other duties as assigned by the Banquet Manager

**SKILLS REQUIRED**

Include but are not limited to:

- 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
- Ability to work cohesively with coworkers as part of a team

**PHYSICAL DEMANDS**

- Exert physical effort in lifting/transporting at least 45 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
- Push/pull cart and other equipment up to 100 pounds