

BANQUET SERVER

Job Code:	RGYA	Reports To:	Banquet Captain and Operations Managers
Pay Rate:	\$9.30 per hour plus gratuities		
Department:	Operations	Date Posted:	November 30 th , 2011
Status:	20 Casual Positions		

Essential Functions:	<ul style="list-style-type: none"> • Know and comply with all ARAMARK and client policies and procedures regarding safety, security, and emergencies. • Assist in preparing banquet room for the function as required displaying excellent customer service and a well-groomed, neat appearance. • Serve meals and beverage by course and remove dishes when appropriate in accordance with standard serving and clearing protocol. • Properly sets tables and related furniture for special functions. • Wipes and polish silverware. • Set up, deliver and retrieve breaks. • Cleans all areas that were used for special function upon completion and perform any additional areas as necessary. • Performs opening and closing side work as needed. • Maintains storage room of supplies in an orderly fashion. • Ensure cleanliness and a pleasant atmosphere of banquet at all times. Maintain cleanliness and product standards and ensure all trash is correctly disposed of. • Ensure guest satisfaction. • Diplomatically handles guest complaints – always be polite and maintain a professional manner. • May be required to train other employees, educating them on menu items and other aspects of the role. • May be required to serve food in the bar area. • Must be flexible and willing to work a varied schedule • Incumbent will adhere to the collective agreements in effect,
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Required Training:	<ul style="list-style-type: none"> • Orientation to include: AODA Training, Anti Harassment/Violence Training, Cultural Awareness • Health and Safety Training • Safe STEP • TEAM Alcohol Training • Smart Serve • FOCUS on Customer Service
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Nothing restricts management's right to assign or reassign duties and responsibilities to this job description at any time, except for the Collective Bargaining Agreement in effect.

