



Banquet Department

I. **Position**

Banquet Server

II. **Reports to:**

Assistant Banquet Manager, Banquet Manager, Director of Banquets and Food & Beverage Director

III. **Essential Functions**

Set up & breakdown of events in a pre-determined timely manner which is based off the BEO.

IV. **Additional Responsibilities**

- Establishes a warm welcome with a smile and professional atmosphere for guests by following F&B policies & standard operating procedures (SOP's) that are established or implemented in the department.
- Works as part of a team to setup, serve and breakdown banquet events using correct F&B techniques to include serving food from the left with the left hand & clearing from the right in addition to serving beverages from the right with the right hand & clearing from the right.
- Is competent with the know-how of executing different banquet functions including meetings, tastings, receptions, breakfast, lunch, brunch and dinner. This also includes setting of chafers, urns, glassware, flatware or any other materials or props that must be used to display food product elegantly.
- Actively responds to supervisor's requests regarding special guests or last minute details of an event.
- Promptly respond to a guest's request, through the captain.
- Insures that room is completely set 15 minutes prior to the start of a function.
- Assist in the seating of guests at their tables, to include pulling chairs out.
- Provide immediate attention to guest upon seating and there after remain at each individual station in the dining room providing attentive service.
- Must be in full uniform (including nametags) when clocked in and in full uniform prior to clocking out.

Uniform includes:

Breakfast & Lunch: 7 days a week: Clean black vest, bowtie, clean pressed white tuxedo shirt, black tuxedo pants, employees with long hair, hair must be pulled back, proper grooming to include a clean shaved face, (for men), excellent body & dental hygiene, conservative cosmetic (for women), earrings can not be more than a quarter in size (for women), neutral color nail polish, black non-slip shoes, black socks & a clean pair of white gloves

Dinner or events after 2 pm: same as above except instead of a vest the tuxedo jacket is required

- Takes any appropriate food orders in specific manner at each station.
- Refills all beverages served with and after the meal, as a request or as per instructions.
- Uses as many props & appropriate linens to accent food.
- Retrieving of props & storing them back in the appropriate places upon completion of use.
- Clearing of soiled glasses, flatware & chinaware in all areas as well as racking them into appropriate racks/bins in the pantries.
- Completes all side work that has been assigned or has been instructed, at the end of every shift.

- Breaking down of all soiled flatware, chinaware & glassware into its appropriate racks or containers.
- Advises supervisor of any member/guest complaints as soon as they occur.

- Continually strives to improve skills in working events to the extent of executing an event without any supervision should the emergency arise.
- Attend all regularly scheduled meetings, training sessions, and employee evaluations.
- Abide by and enforce all policies and procedures set forth by the Executive Committee of the Union League of Philadelphia.
 - Picking up food from the kitchen when it is required.
- All counter tops to be wiped & sanitized at the end of every shift.
- All linens must be taken to the appropriate pre designated areas in clear plastic bags keeping whites & ivories in separate bags than colors.
- Stocking of pantries with dry or wet supplies as required by the par list.
- Performs all other functions as required by management.

V. Physical requirements

- Must be able to lift up to 25 lbs
- Bend and lifting required
- Standing on feet for long period of time