

**SMG**  
**Job Description**

**Job Title:** Banquet Server  
**Department:** Food and Beverage  
**Reports To:** Banquet Manager  
**FLSA Status:** Non-Exempt

**Summary:**

Prepare for, serve, maintain and clear various functions including, but not limited to; buffets, receptions, plated meals and refreshment breaks. Follow directives to ensure all expectations of the function are met. Ensure client and guest satisfaction. All duties are to be performed in accordance with New York State laws and regulations as well as Company policies, practices and procedures. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide total guest satisfaction through skilled and capable service in accordance with Oncenter standards
- Assist in setting up designated rooms
- Demonstrate full knowledge of menus, key ingredients and preparation methods
- Greet all guests with enthusiasm and friendliness
- Serve and clear assigned station while acting as a team member to assist other servers
- Answer guest questions about food, beverages and facilities accurately and in a friendly manner
- Complete side-work during non-busy hours
- Return all equipment to its proper storage location
- Maintain a professional appearance at all times
- Maintain a safe, clean, organized and stocked work area following sanitation standards
- Maintain professional relationship with all coworkers

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience**

- 1-2 years serving experience in banquet or fine dining setting preferred
- Tray service for delivery of food and beverage offerings preferred
- High School Diploma or equivalent desired

**Skills and Abilities**

- Good oral communication skills and the ability to read, write and communicate effectively in English.
- Excellent hospitality and customer service skills, knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Ability to understand directives.

**Certificates, Licenses, Registrations**

- ServSafe certification a plus.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Lift and carry up to 50 pounds at a time, perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting.
- Ability to work in a noisy environment.

**Hours of Work**

- Flexible part-time schedule including some long shifts, nights, weekends and holidays on an on-call basis.

**NOTE:** The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.