

Alerus Center
Grand Forks, North Dakota
JOB DESCRIPTION

Job Title: Banquet Server
Department: Alerus Center
Reports To: Banquet and Catering Manager
FLSA Status: Non-Exempt

SUMMARY

The Banquet Server will provide a high level of customer service to our clients. In addition to providing great customer service, banquet servers are responsible for all operating functions for the assigned event.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties and responsibilities may be assigned.

1. Ability to answer questions regarding food and service
2. Observes guests with sensitivity to their needs and respond to additional requests
3. Responsible for timely and accurate completion of all administrative paperwork
4. Ability to check I.D. on any guest ordering alcohol who looks 35 years or younger
5. Responds to guest in a professional manner if you are unable to serve them alcohol when you judge that they are intoxicated or unable to obtain alcohol purchase
6. Assures that all food and beverage orders are delivered in a timely manner
7. Assures that all serviceware and equipment is stored clean, sanitary, and organized in the proper locations
8. Executes proper and timely set up and complete clean up of all banquets
9. Executes proper and timely service of foods and beverages
10. Assures that service areas are kept clean during entire event and that the highest levels of sanitation are adhered to at all times
11. Ability to interact positively with guests to assure guest satisfaction
12. Ability to interact positively with coworkers and management
13. Reports maintenance problems or other problems to the supervisor

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. Must have interpersonal communication and problem solving skills. Must possess dedication to providing the highest level of customer service to our guests. Must have a positive and friendly demeanor.

LANGUAGE SKILLS

Must possess full ability to read, write, speak and understand English.

MATHEMATICAL AND REASONING SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Reasoning skills include the ability to foresee and plan for service and needs for service to assigned tables and/or areas.

PHYSICAL DEMANDS

The physical strength and balance to perform assigned tasks is required. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hand and arms. The employee is occasionally required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must

frequently lift and/or move up to 50 pounds; primarily trays of 10 plated meals and bus tubs properly filled with dirty dishes.

WORK DEMAND

Able to work flexible schedule including days, evenings, weekends, and holidays. Must be available to work part time on a regular basis.

CERTIFICATES, LICENSES, REGISTRATIONS

Must be able to successfully complete any certification training through the Responsible Alcohol Server Training provided by the City of Grand Forks.

WORK ENVIROMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.