



**Westerner Park is Western Canada's Event Centre... Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing.**

**With Westerner Park's recent expansion, we are looking for multiple Catering and Banquet Servers who are passionate for providing exceptional guest experiences.**

**Under the direction of the Catering and Banquet Manager, the Catering & Banquet Server is responsible to provide the highest level of service to our guests. At Westerner Park our guest experience is a top priority. Our team of servers have a passion for service, a high standard of professionalism and a commitment creating an exceptional guest experience.**

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## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Catering and Banquet Manager, the Catering and Banquet Server is responsible for but not limited to, the following duties:

- Responsible for enriching the guest experience by ensuring that all client expectations as specified for the catering and banquet event or as given by management including room set-up and food and beverage services are precisely executed.
- Client loyalty is obtained by building connections with the guests through the provision of outstanding service by attending pre-shift meetings, staff meetings, shift preparation to ensure all aspects of the events or functions are executed
- Ensures all rooms are "refreshed" to maintain professional presentation of the room during meeting breaks with non-interference of presentation material.
- Replaces dirty glasses and dishware, replenishes supplies and tidies up the room.
- Assists with the set-up, maintenance and tear down of the function room
- Maintains the inventory, cleanliness and neatness of the function rooms, server and storage areas.
- Maintains inventory ensuring adequate supply of various items (e.g. linens, candies, water, plates, etc.) Communicate with Lead what has been filled as well what is needed to be filled.
- Performs general cleaning of function rooms and back of the house areas, as well as completing assigned cleaning projects in a timely fashion.
- Maintains exemplary product knowledge.
- Sets up facilities for events including dishware, glassware, silverware, linens and other amenities.
- Polishes glassware and silverware and maintain clean tables and banquet area
- Serves courses in a timely manner.
- Know the menu for each function served and be able to explain the major ingredients and preparation methods for each item to be served.
- Maintain a professional appearance and mannerism.
- Provide excellent food and beverage service for banquet events.
- Maintain knowledge of policies and procedures.
- Maintain sense of urgency when on the service floor.
- Follow Health and Safety practices at all times.



- Serves food, coffee, water and other beverages; refills beverages as needed.
- Clears tables throughout the dining experience using proper methods for removing dishes, glassware, empty beer bottles and silverware.
- Be knowledgeable of wine and drink service.
- Ensures all rooms are "refreshed" to maintain professional presentation of the room during meeting breaks with non-interference of presentation material.
- Assists with the set-up, maintenance and tear down of the function room
- Be knowledgeable of wine and drink service.
- Performs other duties as defined and assigned by the Manager

## CORE COMPETENCIES

- Results Focus – paying attention to detail, knowing what results are important and focusing efforts to achieve them.
- Teamwork – working cooperatively and productively to get the job done.
- Communication – able to communicate effectively and maintain positive relationships with employees, guests and clients.
- Adaptability – being able to adapt to changes in the workplace.
- Problem Solving Skills – Ability to problem solve and identify solutions to address client and guests issues and needs

## PHYSICAL DEMANDS

- Ability to stand for long periods of time
- Occasional environmental exposures to cold, heat and water.
- Must be able to transport up to 20 pounds regularly. Occasional lifting up to 40 pounds

## EXPERIENCE & QUALIFICATIONS

- Grade Twelve (12) education or higher
- Previous serving experience in the Hotel and/or Restaurant industry is an asset
- Previous experience dealing with and serving guests is preferred.
- Knowledge of catering and banquet set up
- Posses good interpersonal skills
- Ability to follow directions and work with minimum supervision
- Ability to work well under pressure in a fast-paced environment
- Strong Team work attitude

### AFFILIATIONS

Member of Westerner Employees Association

### RATE OF PAY

**\$15.00—\$16.32**

### TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to

[HR@westernerpark.ca](mailto:HR@westernerpark.ca)

**This job description is not intended to be all inclusive. Personnel may perform other related duties as requested to meet the ongoing needs of the organization.**