



**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.**

## 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:

- 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.**