



SAN JUAN OAKS GOLF CLUB
BANQUET/EVENT SERVER
JOB DESCRIPTION

BANQUET/EVENT SERVER
Job Description Code 7000h

This position is mainly responsible for ensuring that all guests are greeted in a timely, friendly and professional manner. Taking the guests orders, keeping them organized, and timing the course of service for your guests. Key duties/responsibilities of the Banquet/Event Server:

- Follow SJO uniform guidelines.
- Follow SJO Alcohol Beverage Policy.
- Follow sequence of service during the event.
 - Greet guest
 - Seat guest
 - Provide menus/specials
 - Drink order
 - Meal order
 - Refills
 - Food delivery
- Ensure your section is well maintained with clean silverware and glasses.
- Tables are well organized, chairs brushed off and flooring swept or vacuumed.
- Knowing all products and services is essential.
- Prepare coffee and tea as needed.
- Ensure that all orders taken are written down and read back to the guests.
- Prepare and deliver all beverages in a timely manner.
- Follow the wine service steps when appropriate.
- Responsible for running food to tables making sure meals are delivered to the correct guest and that guidelines such as those for special diets are followed.
- Report all customer complaints to the manager on duty **immediately**.
- Wash glasses and other serving equipment as needed.
- Provide cleaning duties for spilled items.
- Ensure tables are cleared throughout the event efficiently and quietly as to not disturb guests.
- Assist in refilling and maintaining cleanliness standards for buffets.
- Thank all guests as they are leaving, ask them how their meal was.
- Remove trays and stack dishes for return to kitchen after meals are finished.
- Return the dirty dishes and cutlery in cart to kitchen when full.
- Perform all other duties as assigned by the Manager on Duty.

TASKS BEFORE EVENT

- Check with Manager on Duty for proper set for event
- Assure all glasses are washed for setting
- Assist with the set of event if requested by Manager on Duty



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TASKS AFTER EVENT

- Clearing tables
- Pulling linens and disposing of them in the proper area
- Dispose leftover food correctly
- Refill salt/pepper/sugar
- Organize and clean back of house before leaving

Physical Demands: Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as standing, stepping, lifting up to 25lbs., balancing, walking, stooping, and handling of materials. Having excellent hand-eye coordination. Use hands repetitively to handle, or operate standard kitchen and bar equipment; reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.