

THE WESTIN

RESORT & SPA

WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Banquet Server

REPORTS TO: Banquet Manager

SUPERVISES: n/a

UPDATED: March 2012

OVERVIEW:

The Banquet Server is responsible to prepare and maintain meeting rooms for functions; and serve all catered food and beverage items to our guests during private events.

MAJOR DUTIES & RESPONSIBILITIES:

- Gather all equipment necessary to service a function
- Maintain a clear and immaculate service corridor
- Set up and tear down meeting rooms for various functions
- Serve customers food and beverage in a timely, friendly, enthusiastic, and professional manner
- Conduct room refreshes and general clean up
- Ensure the station and table set ups are complete and meet departmental standards prior to service
- Clear tables and transport all equipment in the proper manner
- Work closely with and collaborate with other departments in the hotel to enhance the guest experience
- Comply with WRS's Occupational Health and Safety Program and the Regulation of WorkSafeBC
- Report any unsafe conditions, practices or injuries to their supervisor as soon as possible

- Set a good safety example
 - All other duties as assigned
-

SKILLS AND EXPERIENCE:

- Caring, efficient and attentive food and beverage service, delivered with enthusiasm, professionalism and in a way to truly personalize the guests' entire experience
 - Ability to maintain a clean and safe working environment
 - Stamina to work in a physically demanding job which includes regular lifting and a lot of walking
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
-

GENERAL REQUIREMENTS:

- Serving it Right Certificate
 - Must be able to regularly lift food trays and equipment weighing up to 30 lbs
 - Must be able to regularly push and pull carts and equipment weighing up to 250 lbs
 - Previous banquet or restaurant experience preferred
-