

HOFFMAN ESTATES PARK DISTRICT
JOB DESCRIPTION
Seasonal Banquet Server
Salary Range: \$16-\$18 per hour based on experience

Function

Banquet Server is responsible for all serving aspects of events including set up and breakdown. As well as promote Hoffman Estates Park District and Bridges of Poplar Creek Country Club by providing quality service that meets the expectations all guests.

Supervision Received

Worked is performed under the supervision of the Banquet Supervisor.

Supervision Exercised

This position does not require supervision of staff.

Essential Functions and Responsibilities

A. General Administration

1. Work with Supervisor to ensure proper setup of all events
2. Understand Banquet Event Order and room set ups
3. Provide quality service of food and beverage items
4. Clear tables and room to ensure guest comfort
5. Break down and reset rooms
6. Carry trays of up to 50 pounds
7. Do all side work as assigned by Supervisor
8. Greet guests in a friendly and courteous manner at all times
9. Able to serve drinks (both alcoholic and non alcoholic) to guests as instructed
10. Must adhere to the uniform and hygiene requirements
11. Must be able to work nights, weekends, and extended hours.
12. Must be Basset certified.
13. Must be eFoodhandlers Basic Food Certified or an equivalent certification that is approved for the State of Illinois

B. Customer Service

1. Greet all guests, Park District staff and Visitors in a friendly manner
2. Staff will be properly informed of all HEPD information to provide the guests with accurate information

C. Safety, Health and Loss Control

1. Support, promote and make recommendations regarding all safety, health and loss control
2. Be familiar with the Employee Safety Manual. Staff must follow all safety procedures set in place by HEPD

Psychological Considerations

1. Must be able to handle stressful situations with the public and staff
2. Must be able to respond to a customer's needs
3. Must be able to work in a fast paced environment

Physiological Considerations

1. Must be able to work prolonged hours
2. Must be able to stand, walk and climb
3. Must be able to carry trays

Cognitive Considerations

1. Must be able to follow directions and perform responsibilities assigned by the Banquet Manager, Catering and Sales Supervisor and the Director of Golf.

Requirements

1. Able to lift 50lbs with no bending or twisting restrictions.
2. Deal with the public and fellow employees in a polite and businesslike manner.
3. Become familiar with the Employee Safety Manuals.
4. Perform all other duties as assigned
5. Work days, nights, weekends based on events booked.
6. Stand for prolonged period of time inside and outside.

Education

1. Obtain and renew alcohol awareness certificates with Bassett
2. Obtain and renew Food Handlers certificates

Board Approved: _____