



Position: Server Job Description

Servers are the training position to become Bartenders and Floor Captains

REPORTS TO: Floor Captain, Event Manager, and Catering Service Director

POSITION SUMMARY:

Servers are primarily responsible for setting up events, carrying trays, serving guests, and clean-up at the event's conclusion. He / She should maintain and develop the highest level of guest relations. Do their best to handle all guest requests and ask for assistance when complaints and queries arise.

DUTIES AND RESPONSIBILITIES:

- Meet and greet guests in a friendly and warm manner.
- Makes sure to provide proper set-up for the event per BEO and Event Manager and Floor Captains instructions.
- Assists in setting chargers, flatware, glassware, linens, and centerpieces if necessary.
- Ability to respond quickly and accurately to guest requests.
- Ability to obtain any government required licenses or certification for example liquor licenses etc.
- Display good customer relation skills and take initiative to greet guests in a friendly manner.
- Follows the instructions given by the Event Manager and Floor Captain to ensure the event course is orchestrated in a timely, organized, and courteous manner.
- Observe guests to fulfill any additional requests, to perceive when next course should begin, or when meal is completed.
- Adhering event standard process and also HEC policies and procedures..
- Ability to stand for more than 6 hours and able to lift at least 30lbs.
- Makes sure to walk the floor ensuring guests are tended: drinks filled and trash cleared..
- Follows the cleanliness, grooming, hygiene, and uniform policy and procedures.
- Ability to take and pass all training provided and required by HEC to complete daily operational duties.
- Performs other duties as assigned.

PREREQUISITES:

Must be able to speak, read, write and understand the primary language(s) used in the workplace. Use judgment and reasoning to cope with emergencies such as sudden illness, accident, or interrupted service. Exceptional knowledge and understanding of various banquet/ event and food service techniques and standards.

EDUCATION:

High school diploma preferred.

EXPERIENCE:

One or more years' experience as a server, in a high volume, hotel or restaurant, upscale setting preferred. Some bartending experience preferred and excellent communication skills needed.