

CityFlatsHotel

Job Posting

Banquet Staff

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Event Coordinator

Job Location: Grand Rapids, MI

Position Summary:

CityFlatsHotel, located in the heart of downtown Grand Rapids, provides exclusive in house catering for events. Due to our continued growth and expansion, we are seeking an energetic, service oriented individual to join our team. This position is to serve the needs of our guests during an event, while providing exceptional customer service. Banquet servers/bartenders are expected to be attentive to our guests' needs and maintain a high degree of professionalism at all times. Customer service and/or food and beverage experience is a good foundation for this position, but we are willing to train the right candidate.

Responsibilities & Duties:

- Review and implement event specifications set forth in the Banquet Event Order (BEO)
- Make sure all food/beverage service for meetings, conferences, and banquets are properly set up, including but not limited to layout, linens, place settings, and other equipment and supplies
- Tear down equipment and supplies once event is over, and flip the room for next event
- Maintain cleanliness involving but not limited to, empty trash from all event areas, and vacuum event spaces before and/or after functions
- Timely execution of all food and beverage services including, but not limited to food stations, buffets, plated meals and bar service
- During functions, refresh function areas- tidy up room, replenish water, coffee, serve meals, etc. as instructed

Qualifications & Skills

- High school diploma/GED
- Minimum of 18 years
- Previous wait staff experience a plus
- Ability to work quickly and as a team in a fast-paced environment
- Ability to lift 30-50 pounds
- Ability to work on your feet for long periods of time
- Work flexible hours weekly and weekends
- Excellent customer service skills
- Responsible and dependable
- Ability to effectively communicate with people from various backgrounds
- Must be detail-oriented to follow specific set-up requirements for each event off of Banquet Event Orders (BEO)