

CityFlatsHotel

Job Description

Banquet Staff

Organization Name: CityFlatsHotel Grand Rapids, LLC

Reports to: Event Manager, Event Coordinator, Banquet Manager, Banquet Captain

Job Location: Grand Rapids, MI

Employment Status: PT

FLSA Status: Non Exempt

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Position Summary:

Perform food and drink serving duties at events while interacting with guests in a positive, friendly and efficient manner

Education:

High School Diploma/GED and wait staff experience a plus

Responsibilities:

Below is a list of typical duties, these may change over time and not inclusive of position.

- Review and implement requirements set forth in the Banquet Event Order (BEO) form
- Responsible for making sure all elements for meetings, conferences, and banquets are properly set up, including but not limited to tables, chairs, linens, place settings and other equipment and supplies
- Responsible for tearing down equipment and supplies once event is over, including maintaining cleanliness once the event is over, and “flipping” a room for next event
- Responsible for the 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.
- Empty trash from all function areas
- Vacuum event spaces before and/or after functions
- Communicate with Event Coordinator and other servers and event organizers

Competencies & Skills:

Teamwork

- Balances team and individual responsibilities
- Contributes to building a positive team spirit; supporting everyone’s efforts to succeed
- Able to build morale & group commitments to goals and objectives

Adaptability

- Adapts to changes in the work place
- Manages competing demands
- Able to deal with frequent change, delays, and unexpected events
- Changes approach or method to best fit situation

Attendance/Punctuality

- Consistently at work on time
- Ensures work responsibilities are covered when absent

Dependability

- Follows instructions, responds to management direction
- Takes responsibility for own actions
- Commits to long hours of work when necessary to reach goals
- Completes tasks on time or notifies appropriate person with an alternative plan

Quality

- Demonstrates accuracy & thoroughness
- Monitors own work to ensure quality

Quantity

- Meets productivity standards
- Completes work in timely fashion

Safety & Security

- Observes safety and security procedures
- Reports potentially unsafe conditions
- Uses equipment and materials properly

Social Skills

- Friendly and respectful when dealing with guests and staff
- Service orientation- actively looking for ways to help people, and assisting other staff members when needed
- Speaking- talking to others to convey information effectively
- Strong problem solving and communication skills

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, & memos
- Ability to write simple correspondence
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the company
- Proficient in English

Reasoning Ability

- Ability to apply common sense understanding to carry out detailed but involved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations

Work Context:**Physical Demands**

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Required to stand for long periods of time
- Frequently required to walk
- Use hands and fingers to handle or feel, and reach with hands & arms
- Ability to lift and move up to 25-50 lbs.
- Specific vision abilities include color vision, depth perception & ability to adjust focus

Work Setting

- Indoors, Environmentally Controlled

