



POSITION DESCRIPTION

POSITION: Banquet Server
PROPERTY: Mistequa Casino Hotel
DEPARTMENT: Mistequa Hotel
REPORTS TO: Hotel F&B Front House Supervisor

POSITION SUMMARY

A Banquet Server is responsible for serving food and beverages to guests at venues or catering events. Their duties include greeting guests and taking their orders, bringing them the correct drinks and dishes and refilling their beverages as needed. Other duties include general banquet preparation, room refreshes, and maintaining a sanitary environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Mistequa Casino Hotel Team member Handbook.
- Must adhere to our SMILE service standards and Core Values by providing excellent guest service. Maintain a positive and productive attitude with guests as well as fellow team members.
- Banquet servers are responsible for food and drink service at hotel banquet and meeting functions.
- Attend all pre-shift meetings to ensure events flow smoothly.
- Making sure the function space is visually appealing.
- Assisting Banquet Captain with linen and table setting, food station, and beverage service set up.
- Maintain proper dining experience, delivering items, fulfilling guest needs in a friendly and timely manner, removing courses, replenishing utensils, and refilling beverages.
- Monitor and maintain cleanliness, sanitation, safety, and organization of assigned station and service areas.
- Communicate any areas of need, problems or concerns to Banquet Captain.

- Ensure rooms are torn down after events, cleaned and re-set if needed. Ensure proper storage of equipment.
- Assist fellow team members and other departments wherever necessary to maintain positive working relationships.
- Must be able to work shift work, holidays, weekends, and special events.
- Additional duties as assigned.

GENERAL CONDITIONS

Must have ability to:

- Communicate effectively with all levels of team members, guests, and outside contacts.
- Work effectively in a fast-paced environment.
- Move around all work areas effectively and efficiently.
- Able to work periodically under conditions of extreme urgency (creating higher levels of job stress).

JOB QUALIFICATIONS

- Must be 18 years of age.
- High school diploma or (GED) preferred.
- Excellent guest service skills.
- Excellent time management and the ability to prioritize tasks.
- Positive attitude and teamwork skills.
- Effective communication, both written and verbal.
- Extreme attention to detail and quality.
- Ability to work independently and use good judgment.
- Must obtain a food handlers card within 30 days of employment and keep it current.
- Must obtain a Class 12 (if 21 yrs of age) or Class 13 (if under 21 yrs of age) servers permit and keep it current.

PHYSICAL DEMANDS

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

While performing the duties of this job, the team member is regularly required to talk or hear. The team member is regularly required to stand or walk for long periods of time. The team member is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The team member is frequently required to lift and carry up to 55 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job.

While performing the duties of this job the noise level in the work environment is usually moderate to loud.

REGULATORY AND COMPLIANCE RESPONSIBILITIES

In addition to the other duties described herein, every team member has the following responsibilities related to compliance with laws and regulations:

- Must be 18 years of age to obtain and maintain a License D with Spokane Tribal Gaming Commission.
- Attend required training sessions offered by the Casinos.
- Perform the duties described in compliance with local laws and regulations.
- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the team member's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.