

**Job Title:** Banquet Server  
**FLSA:** Non-exempt  
**Reports To:** Banquet Service Captain

**Department:** Banquets  
**Pay Grade:** 3

**SUMMARY:**

The purpose of this position is to interact with our guests and ensure they have a great experience when dining and meeting at the resort. Banquet Servers are responsible for positive guest interactions while serving guests in a friendly and efficient manner. At all times, Banquet Servers are expected to be attentive to our guest needs and making them feel welcome, comfortable, important and relaxed.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Provide all group guests with a lasting experience of the Resort with intent for return business
- Maintaining proper dining experience, delivering items, fulfilling customer needs, removing courses, replenishing utensils, refilling glasses, refresh beverage pitchers, etc.
- Performing basic cleaning and set up tasks as needed or directed by Supervisor
- Greet all guests and owners warmly with an appropriate greeting
- Adhere to grooming and appearance standards consistently
- Understands and can communicate products and services available at the Resort

**EDUCATION and/or EXPERIENCE:**

- High School Diploma or equivalent preferred.
- Previous serving experience required.

**SPECIAL QUALIFICATIONS:**

- Excellent oral communication skills required
- Positive interpersonal skills required
- Ability to speak English fluently and write in basic English
- Ability to follow instructions and perform repetitive tasks under close supervision is required
- This individual must be punctual and dependable in reporting to work as scheduled and completing assigned tasks
- Must maintain a neat and hygienic appearance
- Must be able to effectively work alone and/or with other employees in a team environment
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing

**SUPERVISION EXERCISED:**

- None

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- Ability to speak and hear
- Close and distance vision
- Able to identify and distinguish colors
- Frequent standing with some walking and sitting
- Will stand for long periods of time
- Frequently lifts/carries up to 25 lbs.
- Occasionally lifts/carries up to 50 lbs.

- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills
- May be indoor or outdoor setting
- May work on high or precarious places
- Ability to work flexible hours/shifts including evenings, weekends, holidays and extended hours required

**CERTIFICATES/LICENSES & REGULATIONS:**

- Safe Serve – if 18 years or older.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee Signature:

\_\_\_\_\_

\_\_\_\_\_  
Print Name:

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date