



Job Title: Waitstaff

Reports To: Restaurants/Catering Manager

Job Summary:

Waitstaff are responsible for serving guests in the venue dining areas at catering functions. Waitstaff must be personable and able to work in an ever- changing fast-paced environment.

The employee must maintain excellent attendance and be available to work events as scheduled per business need.

Essential Job Functions:

- Responsible for serving meals to guests or directing guests to the buffet line.
- Responsible for serving beverages to guests including alcoholic beverages. Must check guest's ID to verify minimum age requirement for the purchase of alcoholic beverages.
- Responsible for recording a guest's order and relaying the order to the kitchen via P.O.S. system.
- Responsible for observing guests to respond to any additional requests and determine when the meal has been completed.
- Responsible for computing the cost of the meal and presenting the guest with the check. Accept payments and provide change as necessary.
- Responsible for refilling salt, pepper, sugar, cream, condiments and napkins.
- Responsible for replacing tableware and linens as necessary.
- Recommends certain dishes and identifies ingredients or explains how various items on the menu are prepared.
- Assists in setting up banquet functions including linens, dishware, glassware and silverware.
- Maintains sanitation, health and safety standards in work areas.
- Must show demonstrated ability to meet the company standard for excellent attendance.

Knowledge, Skills and Abilities:

- Ability to communicate with employees, co-workers, volunteers, management staff and guests in a clear, business-like and respectful manner which focuses on generating a positive, enthusiastic and cooperative work environment.
- Ability to speak, read and write in English.
- Ability to work well in a team-oriented, fast-paced, event-driven environment.
- Possess valid food handling certificate and alcohol service permit.
- Ability to calculate basic math functions (addition, subtraction, multiplication, division, percentages) as related to cash/credit transactions and cash reconciliation.
- Ability to handle cash accurately and responsibly.

Education, Qualifications and Experience:

Fine dining and/or banquet experience preferred.

Physical Requirements:

	0-24%	25-49%	50-74%	75-100%
Seeing:				X
Hearing:				X
Standing/Walking/Mobility:				X
Climbing/Stooping/Kneeling:			X	
Lifting/Pulling/Pushing:				X
Fingering/Grasping/Feeling:				X

Note: The statement herein is intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.