

Banquet Waiter Job Description

- Set up banquet rooms by following instructions for setting tables, chairs, and place settings according to the design of each event
- Prepare buffet stations by setting up with chafing dishes, serving utensils, and other decorative items
- Polish cutlery, glassware, and plates by adhering to quality standards
- Welcome guests to the venue and take them to their respective tables
- Distribute menus and introduce the dining format of the event
- Make and provide the bar tenders with drink orders quickly and effectively
- Serve appetizers, main dishes, desserts in a professional and timely manner
- Ensure food safety, hygiene, and sanitation practices during the course of action
- Respond promptly and accurately to guest requests
- Ensure the removal of used dishes, glasses, and flatware from the tables and rooms
- Refill all drinks as necessary, including water glasses
- Assist with wine service, including the opening of bottles and pouring of drinks for guests
- Maintain knowledge of special dietary requests, informing the appropriate individual on the kitchen staff for proper communication and follow-through
- Communicate timing of services with the kitchen staff
- Maintain the proper quantity and freshness of items on the food and beverage stations
- Assist with carving or special food stations as needed
- Perform cash and credit card transactions, as well as closing procedures
- Keep the work area clean and organized throughout the event
- Assist in solving guest complaints and concerns in a courteous and professional manner

- Work as a team player with the balance of the banquet team to make a seamless, harmonious flow in service
- Attend and participate in pre-event briefings and post-event debriefings
- Carry out all assignments by the company policies and procedures as it pertains to the guests' services and the guests' safety
- Assist in cleaning up and breaking down all banquet rooms after functions
- Report the stowing of any unused supplies and equipment
- Retain knowledge surrounding items on the menu, what is in them; this will help ensure you can answer guest questions, including possible allergen information.