

Catering Server Job Description

Duties and Responsibilities:

- Follow direction from the supervisor or manager; serve food and drinks to guests according to the style requested
- Maintain professional appearance and friendly attitude towards guests, clients, and colleagues
- Ensure orders are correct by communicating with expos and kitchen staff
- Share information on menu items and possible dietary/allergic reactions with guests
- Take and deliver guest orders and resolve complaints or dissatisfaction quickly and effectively
- Provide exemplary guest service through all forms of banquet service, carving stations, bartending, running food during events, buffets, plated, replenishing product and supplies in compliance with event standards
- Ensure that events are properly equipped and executed by transporting, pulling, setting up and breaking down, as well as returning equipment to designated storages in compliance with event standards and instructions
- Provide creative solutions to supervisor and operations manager in resolving problems during catering events
- Perform front of the house, back of the house, and side work duties, including helping to provide a safe and clean work environment
- Clean, organize and restock equipment/product returning from catering events
- Assist in moving, storing, and placing catering items, rental orders, and buffet cards appropriately
- Understand safety responsibilities as well as environmental laws by following established procedures, policies, training and involvement activities
- Perform other duties that could be assigned.

Catering Server Requirements – Skills, Knowledge, and Abilities

- Punctuality and consistent attendance.
- Have not less than a High school diploma.
- Have not less than two to three years of banquet service or external catering experience or its equivalent combination of education and experience.
- Must be at least eighteen years of age to serve alcoholic drinks.
- Must be able to read and understand simple instructions, memos and short correspondence.
- Must be able to respond to simple complaints or inquiries from customers, members of the business community, and/or regulatory agencies.
- Must be able to do simple arithmetic in all units of measure, using common fractions, whole numbers, and decimals. In fact, must be able to do simple mathematical calculation.
- Must be able to make independence decisions.