

# THE LISTEL HOTEL

## Job Description Banquet Server

### Overview

The Banquet Server is responsible for the smooth and efficient services in the Banquet Department, as well as related guest services. In addition, this role must meet and exceed the Banquet Server Job Standard for The Listel Hotel. The Banquet Server is responsible for providing gracious level of service to guests to support guest satisfaction.

The Banquet Server is also responsible for contributing to an environment within hotel and restaurant which encourages fellow co-workers to be happy, motivated and proud of the products and services provided by the restaurant & hotel, resulting in a joyful, memorable, relaxed and casual event for the guest.

The Banquet Server is responsible for contributing to building a loyal following amongst guests, thus increasing business and furthering the restaurant & bar's reputation of providing a quality and memorable experience

### Reporting Relationship

Reports to:

- Banquet Manager

### Primary Duties & Responsibilities

- Check the weekly schedule as you are responsible for your weekly shifts
- Meet or exceed the knowledge, skills and behaviour requirements for The Listel Hotel Job Standard for Banquet Servers that includes, but is not limited to:
  - Pre-shift meetings, shift preparation, service and closing duties
  - Maintain alcoholic and non-alcoholic beverage controls as applicable to your role
  - Become proficient with the procedure manual, computer system technology currently in use in the restaurant, and the administration system in the restaurant
- Be competent in shift preparations for each shift
  - Breakfast/morning shift
  - Lunch shift
  - Set up Night shift
  - Plated and Buffet Lunch/Dinner
  - Bartender shift
- Be knowledgeable with the current food & beverage programs, incentives and customer concerns by regularly liaising with the R&B Manager.
- Maintain effective communication within the restaurant & bar with the R&B Manager, supervisors and co-workers.
- Communicate with your manager about challenges that you experience and partner with them in creating solutions.
- Any other duties that may be assigned periodically

### Prerequisites

- Bondable is generally required
- Physical mobility and stamina is required (must be able to lift 25 kg)
- Must be able to work standing for 8 hour shifts, and overtime as required.

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- Professional attitude required
- Ability to follow instructions & work independently is required
- Good organizational and time management skills is required
- Detail orientation is required
- Good communication skills in English are required
- Previous customer service experience required
- Server experience required
- 'Serving it Right' certificate required
- Workplace Hazardous Material Information System (WHMIS) knowledge is an asset
- Wine knowledge an asset
- Appreciation of the arts is an asset

## Knowledge, Skills & Abilities

Reference: The Listel Hotel Job Standard for Restaurant Servers available from your manager. This standard is based on the National Occupational Standard, Restaurant Servers, Second Edition Tourism Training, Emerit [www.emerit.ca](http://www.emerit.ca), developed in conjunction with Tourism Education Council.

The Banquet Server position requires knowledge, skills and abilities in the following areas:

- Tourism Awareness
- Professionalism
- Interpersonal Skills
- Food & Beverage Product Knowledge
- Tools & Equipment
- Service Support Duties
- Providing Service
- Beverage Preparation and Service
- Processing Payment
- Responsible Alcohol Service
- Sanitation and Safety
- Legislation

## Vision, Mission and Values Statement

### *Vision Statement*

- To be Vancouver's most artful hotel renowned for gracious hospitality.

### *Mission Statement*

- Together we will provide a warm, intuitive, genuine service in an inspiring, culturally enriched, diverse environment.

### *Values Statement*

- We will act with Respect, Integrity and Generosity of Spirit

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### Environmental Statement

Reduce, Reuse, and Recycle.

- To conduct our jobs with concern for the environment and its resources. Whenever practical and possible, reduce use of items, re-use whenever possible and recycle those items that can be.

### Possible Career Paths

Banquet Servers are an important contributor to the food & beverage sector of the tourism industry. Banquet Servers have the opportunity to make a positive impact not only within their own profession, but also on the larger tourism industry and the economy as a whole.

Opportunities for advancement exist within the industry. For example, a Banquet Server may progress to a supervisory role.