

Banquet Server

Job Description

The primary role of the Banquet Server is the person who performs serving duties during meal services, including setting up for events/meal services in any of the designated dining halls or meeting spaces, while also replenishing the buffet or other type of meal service, serving guests, and cleaning up after the event. The Banquet Server will work with our private rentals (such as corporate retreats, camps, meetings, weddings etc.) and school groups.

Primary Duties and Responsibilities

- Provide all Cheakamus Centre guests a positive experience.
- Set up banquet room as requested by the supervisor and as noted in the BEO, daily task list and corresponding manual. This will include any meeting room set-up requirements in any of the various buildings onsite. This will be clearly identified on the BEO and the corresponding daily task list.
- Attend any pre-shift meetings or review all task lists before events, meetings or meal service kicks off in order to learn function particulars.
- Review the board in the kitchen or menu attached to the BEO for food items served for that particular meal service, and ensure that appropriate labels are placed on the buffet and/or stations prior to meal service.
- Review the dietary/allergy list for that particular group/meal service, to ensure that all meals meant for any individual with any restrictions are clearly identified. If no specific meal is made for them, they will need to be made aware of what they can consume off the buffet. It is important that you are aware of all the ingredients in the meals served, so you can answer their questions or requests in a friendly & efficient.
- Set-up the buffet with any necessary risers, décor, chafers, cutlery, small wares, food labels etc. as indicated in the food and beverage manual 'meal service diagrams', whether this is for breakfast, lunch, dinner or snacks. It is also important that the diagrams are followed in terms of meal services in various buildings. Ensure that hot water is poured into the chafers and lit 20 minutes prior to meal service. Replenish the buffet or other type of meal service, when necessary.
- Set-up any beverage requirements, as noted in the BEO and daily task list. Replenish beverages and stations when necessary.
- Set-up the standard clearing station, using the laminated signage to correspond. No hand-written signage is permitted, so if you should require a specific sign please contact your supervisor and they will ensure that they have one ready for you, if not prior to meal service, then for next time.
- Unless it is a special event, fetch & carry, or specifically noted on the task list or BEO, guests will be responsible to scrape all their unfinished food off their plates in the appropriate compost bins, and place their small wares in the clearing station. Please ensure that you are overseeing, supervising and performing this task, and are always readily available during the meal service to guide guests, if necessary.
- Oversee, supervise and serve the food & beverage in the appropriate order, as noted on the BEO, in addition to kitchen instructions. This is to ensure consistency throughout all meal services served at Cheakamus Centre. If specific instructions are provided by the kitchen that

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nature is in session

are not consistent with what is indicated on the BEO, task list or food and beverage manual, please ensure that you are checking with the banquet captain or supervisor.

- Greet and welcome guests as they arrive for the meal service and ensure that all staff is maintaining this standard during their shifts. If this is the first meal for this group, please ensure that the “welcome” speech is provided, as indicated in the food and beverage manual. This will be information on the clearing station as well as our compost, recycling and garbage disposal procedures, and any specifics regarding the meal service, such as portions etc.
- Ensure that you are aware of any specifics around serving alcoholic beverages. Alcohol beverages are only permitted if it is a special event and only provided by Cheakamus Centre or otherwise stated on the BEO. If you notice anything that does not seem ‘right’, please contact your supervisor. This is also inclusive of any food not catered by Cheakamus Centre in the ELC and especially the case with any nuts, as they are strictly prohibited.
- Set any dessert on the buffet and any necessary small wares, if it is a part of the menu. The dessert is to only go out towards the end of the meal service and not at the beginning. Please ensure that any dietary restrictions/allergies are carefully followed here. If you are unsure, always ask!
- After the banquet, reset banquet room and any meeting rooms around the property in accordance with the BEO and task list, to ensure the readiness of the room for other functions following.
- Ensure that any clean-up tasks, such as bathrooms, sweeping, mopping etc. are followed in accordance with the task list.
- Perform other related functions that have been assigned as per the corresponding daily task list. This will include daily cleaning duties

Required Knowledge, Skills and Abilities

- Work effectively independently and in a collaborative team environment
- Work varied hours including early mornings, evenings and weekends
- Work in a fast-paced environment, while striving to offer high quality service to all guests
- Friendly, positive and enthusiastic demeanor
- Strong communication and interpersonal skills
- Strong organizational skills
- Strong initiative, with the ability to problem solve in the absence of supervisor
- Valid Serving It Right Certificate
- Access to reliable means of travel

Job Term

Part-time (shifts based on bookings)

HOW TO APPLY

Email a cover letter stating why you are the best person for this opportunity and how you would be a great addition to our team, along with your resume to:

amanda@cheakamuscentre.ca

Compensation: \$13.00/hour

Application Deadline

Open until filled