



SILVERTIP[®]
CANMORE ★ ALBERTA

Banquet Server

Reports to the:

Banquet Manager

Summary:

The Banquet Server at Silvertip Resort will be responsible for providing high-levels of hospitality to all of our guests by providing prompt service and taking accurate orders. The Banquet Server will perform customer service duties in a friendly and professional manner, ensuring memorable experiences for our guests attending golf tournaments, corporate events and weddings. Other duties include room set up, proper setting of tables, removing used dishes and place settings, room take down, and complying with all banquet policies and procedures. As an employee at Silvertip Resort you will be responsible for maintaining a healthy and safe work environment for all fellow employees and our guests.

Every Employee at Silvertip Resort will possess the following Core Competencies:

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.

Job Duties:

- Greet any fellow employees and guests you encounter with a smile.
- Keep all equipment and work areas clean and safe and in proper working order at all times.
- Maintain familiarity with the composition of all menu items, including items available at the bar.
- Greet dining guests with a smile and assist guests to their table when required.
- Accurately record food and beverage orders from guests when required.
- Actively monitor your guests for any further requirements and practice responsible alcohol service.
- Serve food and beverages in a timely, courteous, and professional manner.

- Listen to customer feedback and ensure a manager is involved when necessary.
- Clean tables as soon as it is apparent that guests have finished their food or drink.
- Clean designated back of house areas
- Ensure storerooms are adequately stocked with linens, replacement cutlery, or other established needs.
- Ensure the appropriate tear down is completed.
- Set up the room according to the specified banquet order.
- Follow opening and closing procedures.
- Take part in any fire or evacuation drills and ensure complete familiarization with all exits, including those normally used by guests, as well as fire escapes.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Must be 18 years of age
- High school diploma or GED required
- ProServe Certificate or equivalent
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Previous banquet service experience required
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Professional appearance and manners
- Strong work ethic and positive team attitude
- Ability to work flexible hours including some split shifts, early mornings and late evenings

Working Conditions:

- Fast paced environment
- Able to stand for extended periods of time
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 50lbs may be required