



DINNING ROOM / BANQUET SERVER JOB DESCRIPTION

DINNING ROOM / BANQUET SERVER

This position is mainly responsible for ensuring that all guests are greeted in a timely, friendly and professional manner. Taking the guests orders, keeping them organized, and timing the course of service for you guests. Essential duties/responsibilities of the Dining Room/ Banquet Server:

- Follow SJO uniform guidelines.
- Follow SJO Alcohol Beverage Policy.
- Follow sequence of service in the Dining room and lounge.
- Ensure your section is well maintained with clean and polished silverware and glasses.
- Tables are well organized, chairs brushed off and flooring swept or vacuumed.
- Knowing all products and services is essential.
- Prepare coffee and tea as needed.
- Greet all guests within one minute of arrival.
- Determine where patients or patrons would like to eat their meals and help them get situated.
- When seating guests explain daily specials and present wine list.
- Use suggestive selling and up selling techniques when appropriate.
- Ensure that all orders taken are written down and read back to the guests.
- Prepare and deliver all beverages in a timely manner.
- Follow the wine service steps when appropriate.
- Responsible for running food to tables making sure meals are delivered to the correct recipients and that guidelines such as those for special diets are followed.
- Ensure quality check backs are completed in a timely matter.
- Prepare salads, soups, and beverages for guests if needed.
- Properly ring in all orders on Sable.
- Report all customer complaints to the manager or supervisor on duty immediately.
- Clean and refill extra stocking items like polished cutlery, fold napkins, ice, straws, and condiments and setting up tables for special functions.
- Wash glasses and other serving equipment in bar area as needed.
- Ensure proper cash handling procedures are followed when accepting payments for services.
- All vouchers and coupons handed in with closing reports.
- Provide cleaning duties when needed for spilled items.
- Clear tables and reset them during shifts.
- Assist in refilling and maintaining cleanliness standards for buffets.
- Thank all guests as they are leaving, ask them how their meals are during the meal and before leaving.
- Remove trays and stack dishes for return to kitchen after meals are finished.
- Return the dirty dishes and cutlery in cart to kitchen when full.
- Follow Tip Reporting responsibilities.
- Perform all other duties as assigned by the Food and Beverage Manager.

Physical Demands: Having excellent hand-eye coordination. Performing physical activities that require considerable use of your arms and legs and moving entire body, such as standing for a long period of time, climbing, lifting up to 25 lbs., balancing, walking, stooping, and handling of materials. Use hands repetitively to finger, handle, feel or operate standard kitchen and bar equipment; reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, color vision, peripheral vision, and depth perception.