



OWL'S NEST

LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

TITLE: Banquet & Event Guest Services Assistant (GSA)
Satellite Bartender / Barback

REPORTS TO: Banquet Manager
Assistant Banquet Manager

DEPARTMENT: Food & Beverage

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY

The Banquet & Event GSA must be a detail-oriented, outgoing, and pleasant individual, skilled in multi-tasking and assisting in high-pressure, extremely busy situations. The GSA must demonstrate a commitment to exceptional service while representing the values and standards of Owl's Nest Resort.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Restock and replenish bar inventory, materials, and supplies before and during event.
- Prepare and server alcoholic and non-alcoholic beverages during events at satellite bar locations – both indoors and outdoors.
- Check guest ID's to confirm drinking age.
- Folding napkins, polishing flatware and glassware.
- Greeting and directing event guests.
- Maintaining bathroom supplies and ensure tidiness.
- Ensure a positive and pleasant guest experience.
- Work alongside other Banquet & Events employees to generate a positive and friendly, guest-focused environment.
- Contribute to a team environment.
- May perform duties from other positions as needed or assigned to maintain proper execution of the event.

KNOWLEDGE, SKILLS AND ABILITIES

- Prior bartending experience is a plus.
- Knowledge of mixing, garnishing, and serving drinks.
- Ability to keep the bar organized, stocked, and clean.
- Working knowledge of cash register and point of sale software.
- Outstanding verbal communication and interpersonal skills.
- High school diploma or GED equivalent.
- Experience in the resort/hospitality industry helpful.

LICENSURE / CERTIFICATIONS REQUIREMENTS

- Must be 21 years old.
- TIPS Certification (or within 30 days of hire)
- Participation in ongoing training and education.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS

- Availability afternoon and evening weekdays, weekends, and some holidays required.
- Exposure at times to inclement weather.
- Must be able to lift, shift and stack objects up to 30 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, or otherwise move objects.
- Work involves frequent periods of standing and walking.
- Work involves stooping, kneeling, crouching, twisting/turning, reaching, and bending at the waist.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Banquet Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Banquet Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date