



## JOB DESCRIPTION

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**TITLE:** Banquet & Events Server

**REPORTS TO:** Banquet Manager & Assistant Banquet Manager

**DEPARTMENT:** Banquets & Events

**FLSA STATUS:** Non-Exempt (Hourly) Exempt

### **JOB SUMMARY**

The Banquet Servers are a critical member of the events team delivering the client and company expectations within the guidelines and expectations of BEO's. Banquet Servers will be instrumental in food & tableside beverage service, maintenance and cleanliness of tables, buffets, stations and more. Banquet Servers will directly report to the Banquet Captains and receive their daily staff assignments and side work requirements for the day from the Captains. Banquet Servers are expected to provide top tier service to guests, creating warm and hospitable moments throughout the event.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Event execution from start to finish; set up, service and break down.
- Maintain server section of tables of event floor, keeping guest tables cleaned
- Completion of daily side work assignments, including maintaining service areas, cleaning and polishing silverware, glassware.
- Provide warm and hospitable interactions with guests

**The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.**

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- High School Diploma or GED.
- Ability to convey a professional demeanor with guests and co-workers.
- Excellent communication skills both verbally and visually.

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- Experience in the hospitality industry preferred
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.

**LICENSURE / CERTIFICATION REQUIREMENTS**

- Must be 18+ years.
- TEAM Certified (or within 30 days of hire).
- Participate in ongoing education and training.

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Able to lift, balance and carry a tray at shoulder level and utilize a tray jack.
- Must be able to lift and stack objects up to 50 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Tolerate, at times, extreme temperatures like refrigerators (36F) and kitchens (+100F) for one or more hours.
- Ability to work in darkly lit rooms, potentially around flashing/strobing lights
- Ability to work and handle stress arising from demands in production.
- Exposure at times to inclement weather.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my 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; 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

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