



## Role Description

**Job Title:** Banquet Server

**Department:** Food & Beverage

**Reports To:** Food & Beverage Director

**Full Time**

**Part Time**

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San Jose Country Club is a private gathering place for our families and guests who cherish and share high quality lifestyle standards. We are a Country Club inspired by our rich tradition, and are committed to delivering impeccable personalized service and offering excellent facilities and innovative programs which support our members' interest in golf, tennis, fitness, dining, social and other family activities.

**Summary of Job:** Provide food and beverage services to members and guests hosting private banquet events. The server will welcome guests and attend to their every need.

**Essential Duties and Accountabilities:**

- Provide first-class service to all members and guests that exceeds their expectations;
- Perform pre- and post-work shift duties; set up side station and perform side work;
- Provide immediate attention to all members and guests upon seating;
- Take beverage orders; place order with the Bartender or fill order;
- Take food orders when applicable and place them with the kitchen staff; inform cook of any special cooking instructions;
- Check back often to ensure members' and/or guests' satisfaction, keep beverages topped off; Assemble food on tray and serves the meal, placing dishes in front of each person;
- Remove plates when empty or finished; remove empty glasses; clean tables;
- Keeps assigned tables, lounge and bus station and other areas clean;
- Advises supervisor of complaints as soon as they occur;
- Consistently complies with all state, local and club laws/policies relating to the service of alcohol;
- Attends pre and post meetings as required;
- Turns in signed End of Shift Report;
- Maintain proper dress code at all times; wear name badge every day; arrive promptly;
- Perform other duties as assigned by management.

**Special Requirements (if any):**

- Must be over age 18 to serve alcohol per Florida statute;
- Successful completion of drug testing;
- U.S. citizenship or valid work visa passport;
- Ability to communicate fluently, verbally and written, with proper grammar in English;
- Ability to stand for extended periods of time, paying attention to detail;
- Ability to bend, stretch, reach;
- High standards of integrity and reliability;
- Excellent inter-personal skills.



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**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for long periods of time, sit; walk; tolerate repetitive motions of hands, wrists and fingers; use hands to finger, handle, or feel; reach with hands and arms; talk; hear; visual acuity requirements including color, depth perception, and field of vision; Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

**Cognitive Demands:** The cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-going attention, despite distractions of environment and workload; Ability to regularly trouble shoot and problem solve; maintain positive demeanor and functionality at all times despite stress of position; ability to multi-task and prioritize; ability to perform essential functions and maintain productivity under moderate stress on a regular basis and high stress on a periodic basis; ability to maintain professionalism despite negative customer/employee encounters; ability to understand and clearly communicate (verbal and written) in English; ability to learn; ability to follow instructions, listen to and comprehend direction.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

**Supervisory Responsibilities:** None.