

Iowa Events Center JOB DESCRIPTION



Job Title: Catering Server	Venue: Iowa Events Center
Company: Spectra Food Services & Hospitality	Department: Catering
Reports To: Catering Manager	Supervises People (Y or N): N
Non-Exempt (Hourly)	

JOB SUMMARY:

The Catering Server is responsible for serving guests in the venue dining areas at catered functions. The Catering Server must be personable, professional and able to work in an ever changing fast-paced environment. The employee must maintain excellent attendance and be available to work events as scheduled per business need.

ESSENTIAL JOB FUNCTIONS (including, but not limited to...):

- Must demonstrate ability to meet the company standard for excellent in the areas of guest service, interaction with co-workers and uniform standards.
- Must demonstrate ability to read and comprehend Banquet Event Orders when servicing a guest event for the purpose of setting up guest events with proper linen, dishware, glassware, flatware; executing service on the contracted event menu & event timeline.
- Responsible for serving meals to guests or replenishing food for buffet service.
- Serve beverages to guests including alcoholic beverages. Must check guest's ID in accordance with state/federal regulations to verify minimum age requirement for the purchase of alcoholic beverages.
- Listening and responding to any customer requests or concerns.
- Responsible for refilling salt, pepper, sugar, cream, condiments and napkins, as needed.
- Responsible for replacing tableware and linens as needed during event or for room turnover.
- Responsible for maintaining a clear and organized work space.
- Maintains sanitation, health and safety standards in work areas.

REQUIREMENTS:

- High school diploma or equivalent preferred.
- One or more years' experience as a server in a fine dining, large scale dining facility or similar field preferred.
- Detail oriented, ability to multi-task
- Ability to prioritize and execute on a list of written tasks in a fast-paced environment.
- Ability to be self-directed while working in a team-oriented environment.
- Excellent interpersonal and communication skills.
- Ability to work a flexible schedule including nights, weekends and long hours.

INTELLECTUAL/SOCIAL, PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The intellectual/social, physical demands and work environment characteristics 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.

Intellectual/Social demands:

While performing duties of this job, the employee is frequently communicating with employees, co-workers, volunteers, management staff and guests in a clear, business like and respectful manner. Required to constantly multi-task between two or more tasks and prioritize between these tasks while working under time limits in moderate to high pressure situations. This position requires constant attention to details following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Position requires frequent ability to work on a task independently and frequently work as a part of a team for a variety of tasks. Ability to learn proper techniques for sanitation when working with or around food. Ability to speak and read in English at an intermediate level. Ability to handle cash with accuracy and responsibly. This includes ability to calculate basic math functions including addition and subtraction, calculations of percentages.

Physical demands:

While performing duties of the job, the employee will constantly be required to grasp, fingering manipulation of product, feel, and lift up to six (6) catered meals on a tray. Employee will constantly push & lift food product and supplies. Frequently requires employee to pull, climb, stoop, kneel to push carts of dishes, carts of food, move tables, and reach supplies. Exposure to hot plates, dishes and beverages. Exposure to wet floors.. Vision requires ability to constantly adjust focus to see long distances, peripheral vision and close vision to read instructions. Ability to frequently hear communication of others is a loud event environment. Constant standing, walking and moving about a large event facility is required. Employees exert up to 75 pounds of force occasionally, lift up to 50 pounds frequently.

Work environment:

The duties of this position are performed primarily indoors. Exposure to loud environment including frequently communicating with guests in a loud environment, working around loud food production machinery and working in crowded workspaces and crowded events with 1000 guests or more. Employees will frequently work on tasks independently or on large or small teams.

This job description is subject to change.
Equal Opportunity Employer. Drug Free Work Place

To apply:

Please send your resume, preferred hours and contact information to iowaeventscenter@gmail.com.

I have read and understand the above job description. I am also aware that these responsibilities may change from time to time with or without notice.

NAME: _____ DATE: _____