



HAZELTINE NATIONAL GOLF CLUB

BANQUET SERVER

REPORTS TO: BANQUET MANAGER

PART TIME/SEASONAL POSITION

HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (ie. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

POSITION SUMMARY/VALUE STATEMENT

The Banquet Server is to promptly serve food & beverages to Members/Guests in an efficient and courteous manner in accordance with Hazeltine National Golf Club's mission statement.

KEY RESPONSIBILITIES

EVENT SERVICE

- Know and perform all service standards set by the Club
- Attend banquet pre-meal meetings and make sure you understand all information concerning the event
- Understand and use the proper sequence of service
- Know and use the proper procedure for serving wine to Members and Guests
- Refer all complaints or comments to the Manager on Duty as soon as they occur
- Set up and take down of all events in a time-sensitive manner
- Display a professional attitude at all times

CLEANING/ORGANIZATION

- Keep workspace clean and free of food and waste
- Clean and store supplies properly (chafers, coffee pots, silverware, etc.)

SKILLS/QUALIFICATIONS

- Must be of legal beverage service age
- High School diploma preferred
- Must be able to stand for long periods of time (6-10 hrs)
- Must be able to lift up to 50lbs on occasion
- Some bending, twisting and squatting may be needed
- Adhere to appearance standards as described in the employee manual