



Effective February 2018

An Equal Opportunity Employer

Food & Beverage Banquet Server

FLSA STATUS: Non-Exempt

ABOUT THE CLUB

Town & Country Club is a private social and golf club located on the bluffs of the Mississippi River, just ten minutes from both downtown St. Paul and Minneapolis. Member amenities include Golf, Tennis, Pool, and Fitness. Featuring five areas for member dining, banquet and meeting facilities, our club is a place for family and friends to assemble and where memories are made. The Club is open to non-member events, such as weddings, family celebrations, business meetings and golf tournaments. Town and Country Club seeks out the top prospects for employment. Our staff members are employed to continually enhance the traditions of excellence at Town & Country. Our goal is for our staff to provide superior services in every department of the Club.

POSITION SUMMARY

Banquet servers must possess the ability to work effectively under pressure and maintain excellent service standards with his/her tables. Reports to the Food & Beverage Banquet Manager. The candidate must have excellent listening skills and an eagerness to provide excellent service. Our Servers are team players who work effectively with coworkers and other departments to support and maintain a level of excellence in food and beverage service for the members and guests.

This position requires a highly self-motivated individual who can work with minimal supervision and interact with members at a high-level.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Adhere to the grooming and appearance standards set forth in the employee manual
- Provide first class customer service with the utmost professional integrity
- Abide by all Club policies and applicable state and local laws regarding service of alcohol
- Maintain proper dining experience, delivery of items, fulfillment of member/guests needs
- Required to be on feet long periods of time
- Basic math skills
- Ability to lift heavy trays with glassware and food

- Attention to detail
- Learn multiple menus, describe items appropriately
- Attend pre-shift meeting for updates and specials
- Assist in the opening and closing duties for each shift and occasional dining set ups (buffets, displays, resets, etc)
- Work temporary or alternate shifts as requested by supervisor
- Other duties as assigned

QUALIFICATIONS

- High School diploma preferred
- Minimum of one (1) year in service operations in a banquet establishment
- Ability to quickly identify problems, analyze potential solutions and react to solve situations
- Experience with or ability to learn IBS point of sale system
- Effective communication skills, converse one on one in English
- Ability to lift and carry approximately 40 pounds
- Ability to multitask