

## **Banquet Server**

### **UF4125**

#### **Job Overview:**

The Banquet Server provides food and beverage service to guests attending catered events, including meetings, receptions, luncheons, dinners, and special functions. This role supports a variety of service styles ranging from casual buffets to formal plated meals and passed service. Banquet Servers play a key role in delivering a positive guest experience by providing attentive, professional, and timely service during events.

Banquet Servers work under the direction of the Banquet Captain and Banquet Supervisor and actively participate in event setup, service execution, and breakdown. Responsibilities may vary based on event size, service style, and business needs.

#### **General Responsibilities:**

- Provide food and beverage service to guests during banquet and catered events.
- Assist with setup of banquet rooms and service areas according to Banquet Event Orders (BEOs).
- Serve food and beverages using appropriate service methods, including plated service, buffet service, and passed hors d'oeuvres.
- Maintain professional and courteous interactions with guests at all times.
- Follow service timing and instructions provided by the Banquet Captain.
- Maintain cleanliness and organization of tables, service stations, and work areas during events.
- Clear tables, reset place settings, and assist with maintaining presentation standards.
- Communicate guest requests or service needs to the Banquet Captain or Supervisor.
- Follow Health Department regulations and Sodexo standards for food safety and sanitation.
- Comply with responsible alcohol service laws and policies when serving alcoholic beverages.
- Assist with event breakdown, cleanup, and reset activities.
- Attend required pre-event briefings, training, and safety meetings.
- Report accidents, injuries, or unsafe conditions promptly.
- Perform additional duties and responsibilities as assigned.

#### **Job Qualifications**

##### **Experience/Knowledge:**

- High School diploma, GED, or equivalent experience preferred.

- Previous banquet, catering, food service, or hospitality experience preferred.
- Must meet minimum age requirements to serve alcohol based on local and state regulations.

### **Skills/Aptitude:**

- Strong guest service and hospitality skills.
- Ability to follow written and verbal instructions accurately.
- Ability to work effectively in a fast-paced, event-driven environment.
- Strong teamwork and communication skills.
- Attention to detail and presentation standards.
- Ability to remain professional and calm during busy events.

### **License/Qualifications**

#### **Certifications**

- Must maintain a valid TIPS (Training for Intervention Procedures, TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and comply with all state-specific alcohol training requirements.
- A food handler certification may also be required based on state or local regulations.

### **General Qualifications:**

- Willingness to learn and grow within banquet operations.
- Maturity of judgment and professional demeanor.
- Maintains high standards for cleanliness, service, and appearance.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code requirements.

### **Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus, with or without corrective lenses.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Frequent lifting, carrying, and handling of trays, dishes, and service items.
- Ability to reach, bend, stoop, push, and pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Works primarily in banquet rooms, meeting spaces, and event venues.
- Exposure to fast-paced service environments, crowds, and moderate to loud noise levels.
- May work indoors or outdoors depending on event location.
- May be exposed to varying temperatures during setup and breakdown activities.

**Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.**

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

**Employee** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Manager** \_\_\_\_\_ **Date** \_\_\_\_\_