



## Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<b><u>Position Title</u></b> Banquet Server	<b><u>Department</u></b> Food & Beverage	
<b><u>Physical Work Address:</u></b> 288 Prairie Star Road, Santa Ana Pueblo, NM 87004	<b><u>Manager/Supervisor:</u></b> Catering & Events Manager F&B Manager	<b><u>Status:</u></b> Non-Exempt Occasional

1. **GENERAL POSITION DESCRIPTION:** Under the supervision of the Food & Beverage Manager, and the leadership of the Catering Manager and Banquet Captain, the Banquet Server will provide all services related to providing service for all banquet and special events.
2. **MINIMUM QUALIFICATIONS:** The Banquet Server should possess a basic knowledge of providing customer service to guests and have a basic knowledge of banquet service. Must be 21 years of age with NM Alcohol Server Certification. Fine Dining or Banquet service experience preferred.
3. **KNOWLEDGE REQUIRED:**
  - Banquet sets and service protocols.
4. **SKILLS REQUIRED:**
  - Excellent communication and customer service skills
5. **ABILITIES REQUIRED:**
  - Ability to understand and follow verbal instructions.
  - Ability to move, lift, carry, push, pull and place objects up to 50 pounds without assistance and/or 100 pounds with assistance.
  - Ability to sit, stand, or walk for an extended period of time.
  - Ability to reach overhead with hands and arms, kneel, crouch, or crawl.

**6.DUTIES & RESPONSIBILITIES:**

- Provide service to all banquet guests, working closely with the Banquet Captain and/or Catering Manager, as well as other service providers.
- Follow directions from the Banquet Captain for specific duties and responsibilities.
- Maintain SAGC, Inc. standards of service in all guest interactions.
- Ensure NM State Liquor laws are always adhered to.
- Listen to and analyze feedback from guests and supervisors to make judgments and act to respond timely.
- Maintain a positive working relationship with co-workers and leaders, ensuring that all guest interactions are positive and successful.
- Perform other duties as assigned.

**7. SUPERVISORY RESPONSIBILITIES:** This position does not directly supervise others.

**8.MACHINERY, TOOLS, & EQUIPMENT:**

- Tables & chairs
- Banquet setups
- AV Equipment as required
- Ladders

**9.LICENSES, REGISTRATIONS, ETC. REQUIRED:**

- NM Server Certification must be maintained throughout employment.
- Food Handling Certification must be maintained throughout employment.

**10.LAWS, RULES, REGULATIONS:**

- New Mexico Liquor Laws