

Kitchens for Good

Job Description

POSITION TITLE: Banquet Server

REPORTS TO: Operations Manager

FLSA STATUS: On-call

Who we are: Kitchens for Good (KFG) believes that kitchens are economic engines for good in their communities. Kitchens for Good is a 501(c)(3), social enterprise that breaks the cycles of food waste, hunger, and poverty through innovative solutions in workforce training, healthy food production, and profitable food enterprises. These enterprises include a robust catering and events operations, contract meal services, and activities conducted in enterprise kitchens. Kitchens for Good has been recognized for its innovative approaches and was recently voted Caterer of the Year by San Diego Magazine's readers.

Position Summary: The Banquet Server is primarily responsible for providing support in all areas of Banquets including but not limited to assisting in table and banquet room clean-up which include off-site catered events. Will promote a safe and welcoming working environment to achieve maximum guest satisfaction. The Banquet Server will report to the operations manager and provide exceptional service to both internal and external guests at all times. The banquet server will be responsible for exemplifying Kitchens for Good's culture.

Essential Functions:

- Follows standard procedures for banquet service, including set up and side duties.
- Maintains both pleasant attitude and surroundings toward and for banquet guests.
- Assists in table and banquet room clean up.
- Attends all pre-service meetings to review function specifics, menu, timing, assignments, and special details.
- Responsible for quality food presentation for buffers and stations in addition to being knowledgeable in regards to food menu descriptions and pronunciation.
- Provide exceptional service to clients by proactively addressing their needs, being attentive to their request, and greeting clients.
- Promptly remove dishes as guests complete each course and/or meal at the end of the meal or function.
- Respond to guest special requests and resolve guest complaints
- Serve the food and/or beverage in the order and to the expectation of the supervisor to ensure consistency throughout the banquet.
- Performs other related duties as assigned by the Operations Manager, Catering and Events Lead, and/or the Director of Hospitality.

Competencies:

- Strong Presentational Skills
- Collaboration Skills
- Customer/Client Focus
- Flexibility
- Stress Management/Composure

Education and Work Experience

- Minimum high graduate or equivalent
- Minimum of one year of experience in the service, food, and beverage industry with working knowledge of restaurant and/or banquet/event operations.
- Maintains current Food Handlers card

Work Environment

This job operates in a kitchen environment, housed with equipment such as an oven, stove, dishwasher, slicer, coffee machine, steamer, mixer and chef's knives. The employee is frequently exposed to heat steam, fire and noise.

Physical Demands

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee is occasionally required to sit, stand, reach, lift, bend, kneel, stoop, climb, push, and pull items weighing 50 pounds or less. The position requires manual dexterity; auditory and visual skills, and the ability to follow written and oral instructions and procedures.

Travel

Employee will be expected to travel to scheduled off-site events and/or other locations.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Acknowledgment

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. Kitchens for Good will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

I understand that the job description, its requirements and that I am expected to complete all duties as assigned. I understand the job duties may be altered from time to time.

Kitchens for Good is pleased to be an Equal Opportunity Employer. M/F/D/V are encouraged to apply.