

**BAYFRONT CONVENTION CENTER  
JOB DESCRIPTION**

**POSITION:** Banquet Wait Staff

**REPORTS TO:** Director of Food & Beverage

**POSITION SUMMARY:** The Banquet Wait Staff personnel are responsible for providing superior customer service to all guests. All duties are to be performed in accordance with Pennsylvania State laws and regulations, as well as BCC policies, practices and procedures.

**QUALIFICATIONS** Must be 18 years of age or older. Must have a high school diploma or equivalent. One year experience as a server in a high volume restaurant, casino or banquet facility. Must be able to communicate effectively, both verbally and written, in English. Excellent hospitality skills. Ability to lift and carry up to fifty (50) pounds at a time. Ability to perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting. Self-motivated with excellent organizational skills and attention to detail. Ability to work in a noisy environment. Ability to work well around a large number of people. Ability to work well with people in a team environment. Ability to function in a fast paced environment, under short time constraints, and within established deadlines. Certification in an Alcohol Awareness Program or willingness to be certified in an Alcohol Awareness Program. Ability to work a flexible schedule including extended hours, weekends and holidays.



## JOB DESCRIPTION DETAIL

- Sets up facilities for events including dishware, glassware, silverware, linens and other amenities according to banquet event order (BEO) requirements and Banquet Captain's direction.
- Cleans china and silverware.
- Maintains clean tables and banquet area.
- Takes orders from customers.
- Serves courses in a timely manner.
- Know the menu for each function served and be able to explain the major ingredients and preparation methods for each item to be served.
- Promotes and maintains the highest level of customer service to all BCC guests.
- Establishes pre-function side work to be performed and makes sure all equipment is accounted for and in good condition, notifying Banquet Captain of any issues.
- Determines when a guest should not be served additional alcoholic beverages in accordance with BCC policies.
- Uses a cash register or point of sale system as needed.
- Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or security of all unusual events, circumstances, missing items or alleged thefts.
- Assists in breaking down tables after events.
- Performs other job related duties as assigned.
- Attend all staff meetings as required by management
- Implements and maintains ECCCA and BCC policies and procedures.
- Maintains close communication and works cooperatively with Director of Food & Beverage, the rest of the Administrative team and co-workers to ensure consistency of services and the highest quality of operation.

