

POSITION DESCRIPTION

POSITION TITLE: Banquet Servers & Wait Staff

CREATED: February 1, 2018

SUPERVISOR'S TITLE: Food Service Manager / Shift Managers

POSITION PURPOSE

Professionally serve prepared items for food service customers on an assigned work shift. Must be service-minded and committed to providing outstanding guest satisfaction. Position requires weekend and some evening event or catering work schedule.

POSITION ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

ESSENTIAL FUNCTIONS

- » Deliver the highest quality of food and customer service to both internal and external customers representing the organization's standards of employee conduct.

Essential Functions:

- » Greet guests immediately as they arrive at their tables
- » Work with bartenders in order to process drinks orders
- » Complete all bussing attendant duties when required
- » Maintain positive attitude in high stress situations
- » Must be able to work with diverse populations in a supportive and positive manner
- » Diplomatically handle guest complaints – always be polite and maintain a professional manner
- » May be required to train other employees, educating them on menu items and other aspects of the role
- » The server will work at banquets and special functions – serving and keeping food & beverage areas stocked
- » The server will be required to prepare banquet facilities by setting up and breaking down chairs, tables, buffets, center pieces
- » May be required to set up china, glassware and place settings
- » Know and abide by all state liquor laws—maintaining a watch for underage patrons by checking the identification of customers to ensure they meet alcohol age legal requirements

- » Know and comply with all company policies and procedures regarding safety, security, emergencies and energy
- » Report to work on time and in complete uniform
- » Support Zoo Operations Manager and Food Service Manager in delivering consistent palatable and visually desirable food presentation by maintaining NCO (neat, clean & organized) facilities to internal & external clients.
- » Assist or lead in set-up, serving and breakdown of catered events and carts.

EDUCATION, KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must have the following education and/or experience.

Have or Achieving High school diploma or GED

Qualifications

- » At least 2 years of comparable food handling and customer service experience.
- » Proper dating, rotation and other kitchen safety knowledge and experience.
- » Good communication, organization, and interpersonal skills to establish and maintain effective working relationships with staff, volunteers, and the public.
- » Excellent ability to think logically, prioritize and demonstrate effective time-management skills.
- » Ability to arrive to work on time and maintain a positive attendance record and to work a flexible schedule, including weekends and some evenings
- » Current Food Handlers Card

WAGE

Starting at \$10 based on experience. Position does not qualify for full-time benefits

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To apply please forward your resume or download the seasonal application from the Virginia Zoo website to sandra.simmons@norfolk.gov fax to (757) 625-1061, attention Sandra Simmons, HR Generalist.