



Golf & Conference Center

Job Description for Banquet Houseman

This brief job profile is to give a general idea of the job and in no way states or implies that these are the only duties to be performed by the employee in this position. In our employees, we look for a passion to anticipate and meet our guests' needs and an insatiable desire to attain the highest levels of quality and service in all areas of the hotel. Interacts with guests in a courteous and efficient manner, an eye for detail and high job standards. English verbal communication skills; second language a plus.

Job title: Banquet Houseman

Department: Banquets

Reports to: Banquet Manager

Level: Hourly

Type of position:

Full-time

Part-time

Hours ___/week

Exempt

Nonexempt

Brief General Job Description:

Responsible for meeting and exceeding the expectations of all guests. The Banquet Houseman is responsible primarily for assisting in serving, setting-up, and clean-up of all banquet functions. This is a fast paced position that will involve constant customer interaction.

Essential Functions (*Duties include but are not limited to:*)

- Maintains cleanliness of banquet rooms, hallways, storage and service areas.
 - Able to lift up to and including 100 pounds(i.e tables, chairs, stages)
 - Ability to follow directions from banquet event orders.
 - Must be able to work a flexible shift of mornings or evenings along with weekends and holidays.
 - Assist Banquet Servers
 - Responsible for setting up, maintaining and breaking down banquet rooms.
 - Ability to carry large and heavy trays on a continuous basis throughout a shift.
 - Enter and Post Event in our Sales and Catering Software
 - Reports needed repairs of unsafe conditions to supervisor.
 - Responds quickly to requests from guests, supervisors or management in a timely, friendly and efficient manner.
 - Follows up to ensure guest satisfaction.
 - Maintains supplies neat and organized to department standards.
 - Maintains security of equipment, keys and supplies issued each day.
 - Reporting missing articles, damage or mechanical problems restaurant/lounge area and equipment.
 - Provides a professional image at all times through appearance and dress.
 - Follows company policies and procedures.
- NOTE: Other duties as assigned by supervisor or management

Requirements:

- Requires standing/walking/bending throughout shift and Ability to lift up to 100 lbs.
- Great customer service skills
- Able to work all shifts and flexible schedules including weekends and holidays
- Excellent communication skills and an eye for detail and the ability to multi-task.

Work experience requirements:

- N/A

Education Requirements:

- N/A

Approved by:

Title:

Date posted:

