

## Event Server

### Job Description:

The Banquet Partner is considered a pillar of the Banquet department. This role ensures guest satisfaction while creatively providing a sensational experience for all guests.

**Reports To:** Banquet Event Manager, Banquet Talent Lead & Partner Leads

### Qualifications:

- Excellent communication skills
- Ability to perform job functions with minimal supervision
- Ability to work cohesively in a team setting or on an individual basis
- Ability to focus attention on details and multi task
- Previous experience in food and beverage is an asset
- Must have strong organizational skills and be able to prioritize job duties
- Must be available for all shifts including weekends & holidays based on business volumes
- Enthusiastic, energetic & passionate
- Resourceful & creative
- Must be physically able to lift/push/ pull heavy items minimum 50 pounds weight
- Must be smart serve certified

### Responsibilities:

- Executing events and meal functions ensuring exceptional service following the requests per the Special Event Order (SEO).
- Liaison with the Culinary team ensuring a smooth and efficient process for food pick up and service
- Ensure that work is conducted according to the Banquet SOP (Standard Operating Procedure)
- Completing physical room set ups and food & beverage set ups per the SEO & SOP
- Communicating shift pass off from day to night to ensure smooth transition for next partners shift. Indicating proper out inventory for breaks and consumptions are written for billing
- Communicate information given from the on site contact to the floor lead for follow up
- Ensure that work is conducted keeping Health & Safety of oneself, colleagues & guests top priority. Completion of Form 6 & 7 following any injury with proper medical attention.
- Report any broken banquet equipment to be repaired & remove from service bringing to the proper location for repair.
- Regularly maintain the Starbucks equipment including the cleaning and proper handling
- Completing opening and closing duties on every shift
- Working hands-on in all aspects of the banquet department, including potential of bartending and coat check shifts.
- Maintaining the cleanliness of the banquet rooms, deep cleaning per schedule (shutter vacuuming, hi & low dusting etc.)