

Position: Server
Department: Food and Beverage
Reports To: Food and Beverage Manager
FLSA Status: Part-time/Hourly/Non-exempt

Summary

The Server is responsible for providing the highest degree of professional catering service to guests of the Wilmington Convention Center with the goal of achieving customer satisfaction and retention.

Essential Duties and Responsibilities

1. Pre-Event Duties

- Attend pre-function meetings for briefing of event details.
- Assist with the preparation and set-up of event rooms as needed.
- Prepare tables with place settings as instructed.
- Assist in any and all side work including but not limited to: cleaning and filling salt and pepper containers, sugar dishes, and creamers; collecting banquet equipment such as flatware, china, glassware, and serving pieces; and preparing garnishes, beverages, condiments, and breads.

2. Event Service Duties

- Provide friendly and courteous guest services at all times.
- Remain at assigned station(s) and perform duties according to each event.
- Report any guest concerns and/or complaints to the Banquet Captain or the Food and Beverage Manager.

3. Post-Event Duties

- Breakdown tables and banquet equipment.
- Clean and return serving pieces to proper storage area.

4. Other Duties

- Report to work in proper uniform according to scheduled time.
- Adhere to strict grooming standards and policies as defined by WCC.
- Maintain the front and back of the house in a clean and orderly fashion.
- Provide guidance and support to the temporary staff assigned to an event.
- Perform other duties as assigned.

Supervisory Responsibilities

This position does not have any supervisory responsibilities. May receive work direction and assignments from Banquet Captains.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with



disabilities to perform the essential functions.

Education and/or Experience

- High School Diploma or GED.
- Minimum of 1 year of work experience in a food and beverage environment providing direct customer service with guests.
- Knowledge of catering services and terminology.

Skills and Abilities

- Ability to work well with other team members.
- Strong guest services skills.
- Ability to receive and carry out instructions in a timely manner.
- Attention to detail skills.
- Ability to function in a fast-paced environment.

Other Qualifications

- Available to work irregular hours, including nights and weekends.
- Ability to acquire ServSafe Food Handler Certification within 6 months of employment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; to walk, stoop, reach and handle products; to stand for long hours during events; to clearly hear voices; to perform work through repetitive eye/hand coordination; to carry up to 25 pounds above shoulder level for up to 5 minutes at a time; to lift up to 40 pounds; to see and distinguish objects or symbols as far away as 20 feet or more and 20 inches or less. This position may require work inside or outside of the building, as needed by events.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000456918806#/>

SMG/The Wilmington Convention Center is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. We are a VEVRAA Federal Contractor. Applicants who need reasonable accommodations to complete the application process may contact (910) 386-4343 for further assistance.

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