

Banquet Setup and Teardown

Part Time
Hourly – Non-exempt

Position Reports to:

Housemen Supervisor and Banquet Manager

Position Summary:

The incumbent is responsible for setting up the Conference Center according to BEO (Banquet Event Order) specifications. Individual to provide excellent customer service and work closely with guests, Center Sales, the Food and Beverage and other Center departments.

Responsibilities:

Duties may include, but are not limited to the following:

- Set rooms, buffets, and tables according to BEO specifications and Supervisor instructions.
- Handle all guest requests; as necessary, request the assistance of the Banquet Manager or Housemen Supervisor.
- Ensure that all storerooms are clean, organized and secured.
- Organize Banquet hall to ensure a productive, safe and energy conserving work environment.
- Ensure that all unused rooms are set to department's standards.
- Constantly communicate all concerns to Banquet Manager or Housemen Supervisor.
- Assist in equipment inventory as scheduled.
- Ensure proper maintenance (cleaning and repair) of all equipment.
- Pick up food from kitchen and return dirty dishes and carts to dish area.
- Ensure hot boxes are properly operating and assist in expediting the food.
- Assist the servers during service by responding to their requests; notify Banquet Manager or Housemen Supervisor immediately of any difficulties.
- Advise Center Sales, Banquet Manager or Housemen Supervisor regarding equipment needs, rentals, supply needs and employee staff issues.
- Assist in record keeping and filing.
- Attend staff set-up and technical training on a regular basis.
- Maintain a cooperative, team-like attitude in working with supervisors and fellow employees in all departments.
- Perform all guest contact activities with a cordial, efficient and professional manner while maintaining a commitment to excellence.
- Adhere to all department and Center-wide policies and procedures.
- Enforce all safety and sanitation procedures including safety guidelines and OSHA requirements.
- Maintain adequate level of security to safeguard Center equipment inventory.
- Perform any reasonable request assigned by management for the Center's staffing and performance needs.
- Attend all department, full staff, safety and other meetings and trainings as required by management.

- 1 – 2 years experience as Houseman or Banquet Setup & Teardown for a convention center, catering facility or hotel and restaurant operation preferred, but not necessary.
- Experience and knowledge required in all facets of banquet operations, convention services set-up and good understanding of AV equipment operations preferred.
- Strong organizational, customer service, interpersonal and communication skills. A good attitude and a smiling face required.
- Ability to work with co-workers, volunteers and all levels of staff.
- Must be able to work independently with little or no supervision.
- Current Food Handler's certificate required from health department.

Compensation:

\$8/hour + Service Charge Pool

Benefits:

As a Part Time employee, this position is eligible to receive complimentary tickets to Performing Arts performances as described in the Center's Policies and Procedures Handbook.

Work Schedule:

Employees will be required to work a flexible schedule based on performances and other Center events. Shifts may include days, evenings, weekdays, weekends, and holidays, with the ability to work long hours and/or overtime as necessary.

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 occasionally required to stand, walk, sit, use hand to finger, handle or feel objects, tools and/or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch, crawl, talk and hear. The employee must occasionally lift and or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.

Work Environment:

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

While performing this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is moderate and at times may be high.