



Carolina Country Club

JOB DESCRIPTION

DEPARTMENT: Food & Beverage – 22

FSLA STATUSES: Non-Exempt

JOB TITLE: Banquet - MDR Server

SUPERVISES: None

REPORTS TO: Club Manager, Assistant Club Manager, Banquets & MDR Captains

Job Summary:

The Banquet-MDR Server provides platinum level dining service to members and guests. This position assists with setup, maintenance, cleanliness and safety of the Main Dining Room areas. The Banquet/MDR server must be able to: Serve & clean during banquet events and functions; understand, execute and complete function sheets and closing duties/checklists in a timely fashion; is knowledgeable and follows Club policies and procedures; always maintains order and cleanliness; will assure that member's satisfaction standards are consistently attained; will use club training tools to learn members' by name and greet members using surname; will seek opportunities to create memorable moments and deliver legendary service with gracious hospitality. This individual will embody The Carolina Country Club Platinum Service Absolutes and ensure Platinum Level Service at all times.

Job Functions include:

- Arrives on time for work shift, well-groomed and dressed in the appropriate uniform.
- Reviews and sets up banquet areas, as stated on function sheets, assuring all dishes, silverware, glassware and table linens are clean and in appropriate order.
- Graciously receives and greets members by name and guests and seats them accordingly.
- Takes beverage orders and serves food in specified station.
- Pours and refills wine, coffee, water and other beverages served with and after the meal.
- Clears soiled dishes as needed.
- Cleans all assigned work areas in kitchen and banquet areas.
- Professionally and quickly handles complaints from club members, guests, and visitor and communicates to Management immediately.
- Assists in closing functions by performing various tasks such as removing linen, busing glasses, dishes, silverware, etc., and re-setting the room for next function.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Thanks members and guests; invites them to return.
- Consistently follows all sanitation-related requirements, including those related to personal hygiene.
- Is mindful of dining room area to ensure proper maintenance, cleanliness and safety and reports any areas that need attention to management or to the Facility Director.
- Suggests to management when additional service supplies and small equipment are needed.
- Attends pre-service employee briefings (line-up meetings) prior to working the dining room floor.
- Is knowledgeable and follows local and state laws and the club's policies and procedures for the service of alcoholic beverages.
- Completes other appropriate assignments made by the Banquet Captain or Management.



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- Works with a good attitude, with respect towards others and creates professional working relationships with co-workers.
- Follows Club safety and security policies and stays alert and promptly reports accidents, injuries, maintenance issues, suspicious activity and unsafe work conditions to management.
- Completes required CLI courses, North Carolina Alcohol Beverage Control rules and regulations and participates regularly in member name game.
- Performs other duties as assigned.

Working Conditions, Physical Functions and Abilities:

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

- Must be a minimum of eighteen (18) years of age.
- Capable of lifting up to twenty five (25) pounds or more.
- Capable of standing and maneuvering independently and safely around work area.
- Capable of standing on for a length of eight hours or more.
- Ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can be fully met.
- Ability to read, write, speak and understand English. Sound mental and physical health: ability to get along well with others, to demonstrate a high level of sensitivity and interest in people.
- Must be able to inspire teamwork among banquet personnel and work well with a diverse group of employees.
- Subject to moderate physical and emotional stress associated with food/beverage service. Must be able to work a flexible schedule including weekends and holidays.

I acknowledge receipt of the above job description for the Banquets – MDR Server.

Employee Signature & Date

Print Name