

Banquet Server – The Rafter's Restaurant Catering and Events

The Rafter's Restaurant Catering and Events has been a family owned and operated business in Lena, IL for over 20 years. We pride ourselves with providing a unique dining experience while delivering excellence in service to each of our valued guests while cultivating a great working environment for our staff members. Our services include a dine-in lunch and dinner menu that changes with the season in one of our three distinctive dining areas, a friendly bar environment, events hosted at our beautiful and unique location, catering for that special day or event in your life, and carry-out food options for casual meals at home, the office, or on the go.

The Banquet Server role will be an individual who will help make a guest's on or off-site special occasion memorable. This service starts will include loading and unloading the delivery vehicle for off-site catering events, setting up attractive banquet and table service, professional food service during the event, disassembly, and clean up. Our goal is that our guests not only rave about the taste and quality of our food but also the service that they receive during their entire banquet or catering experience and the face of that experience lands on our Banquet Servers.

Banquet Server Job Description

- Excellent time management
- Passion for providing gold standard hospitality to guests
- Integrity to make the right decisions for the organization, staff, and guests
- Professional attitude with excellent people skills (welcoming, serving, and interacting with customers)
- The highest standards for food and beverage hygiene, sanitation, and safety
- Excellence in leadership – always setting the example with your actions

Banquet Server Responsibilities

- Ensure that the vehicles are packed with all of items needed for the event
- Set up tables as directed
- Ensure that condiments are always full for guests
- Ensure that each guest has everything that they need to have an enjoyable experience
- Serve appetizers, drinks, and meals
- Ability to carry a tray of food
- Check customer's identification and confirm it meets legal drinking age
- Focus on the guests and nurture and excellent guest experience
- Tear down tables, clean event area
- Load vehicle with all items that were brought to event site
- Unload vehicle and put all items away as directed
- Promote each of the facets of the business (bar, dine-in restaurant, catering, events, carry-out) and find ways to create more revenue for each
- Enforcing food handling regulations and other guidelines to increase guest safety
- Ensure guest satisfaction and a positive dining experience from the time they arrive until departure

- Perform other job-related duties as assigned

Must Have

- Positive attitude and excellent communication skills
- Passion for hospitality and excellent service
- People skills
- Excellent time management
- Basic math skills
- Bilingual English/Spanish: a plus
- Illinois Food Handler Certification
- Illinois BASSET Certification

Physical Requirements

- Bending, carrying, climbing, driving, lifting, pushing-pulling, reaching, sitting, standing, walking
- The ability to lift 25 pounds regularly
- The ability to sit, stand, or walk for long periods of time

Working Conditions

- May include extremes of temperature and humidity
- Hazards include stairs, heat from kitchen equipment, sharp objects, slippery floors

Compensation

- Server Minimum Wage
- Gratuity
- Simple IRA (after plan eligibility has been met)
- Paid time off (Beginning January 1, 2024)
- Other benefits will be discussed during the in-person interview

Reports To

- Banquet Manager of The Rafters Restaurant Catering and Events

Terms of Employment

- At Will