

# *Katherine's* Event Server

Catering • Event Planning

## **Our Mission**

“To demonstrate the art of full-service special event catering – creative flair, warm hospitality, delicious food and logistical expertise at every opportunity”

## **Our Vision**

“Memorable milestones and moments made fresh every day”

## **Our Brand Pledge**

- ❖ From your first call through your last guest, our thoughtful, genuine and accommodating nature will shine through
- ❖ Our planning staff will diligently and wholeheartedly work with you to make your ideas and vision become a reality
  - ❖ Our themed event designs will be artistic, harmonious, and original
  - ❖ Our culinary creations will inspire the senses through their innovation, style, and freshness
  - ❖ Our service staff will exude steadfast hospitality and graciousness at every turn

## **Job Description**

### **Title: Event Server**

To provide prompt and courteous service to all guests, encouraging the guests to return again which will generate repeat business. To provide guests with efficient and attentive service which will present a positive image of Katherine's while exceeding the guest's expectations.

- Attentively listen to pre-shift meeting conducted by Event Supervisor
- Serve meal accompaniments to guests
- Set up buffets with Katherine's standards and practices in mind, ensuring safe food handling performance
- Serve plated dinners to guests and respond to requests for beverages, appetizers and other needs
- Effectively communicate with Event Supervisor, Catering Sales Coordinator, Service Manager as well as other servers and Catering Sales Coordinator
- Serve alcoholic and non-alcoholic beverages
- Open and serve bottled wine for guests
- Bus and set tables
- Perform set up and breakdown of service stations (i.e., buffets, bars, dessert tables)
- Seat guests as business demands
- Communicate with Warehouse crew and management
- Set up as instructed by Event Supervisor to include linen, service-ware and glassware
- Attend roll call /line-up meetings before events to learn function particulars, including guest expectations
- For Drop Offs and food runs, gather the checklist from the Service Manager, load designated vehicle, and checkout food with kitchen making certain to maintain correct leave times
- Follow posted timelines, diagrams and service staff assignment duties for the set-up, service and clean-up of your event

- Maintain complete knowledge of and comply with all Katherine's policies/service procedures/standards
- Maintain complete knowledge of correct maintenance and use of equipment. Use equipment only as intended
- Properly load assigned vehicle to ensure the safe transport of all equipment
- Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day
- Service guests on catered events including: knowledge of sit-down table service, bartending, served buffet and 'hor d'oeuvres' receptions
- Maintain positive guest relations at all times
- Resolve guest complaints, ensuring guest satisfaction
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas
- Practice "Clean as you go" policies
- Correctly handle leftover food items, including wrapping food for clients and properly returning food to kitchen
- Responsibly use KCI vans, maintain interior cleanliness, locking all doors at the end of a shift and returning keys to kitchen
- Thoroughly and efficiently perform clean-up on site, including correct handling of rental equipment, linens and beverages
- Shut off lights and lock doors to kitchen and storeroom at the end of your shift
- Perform other duties as assigned

## Job Requirements

- ✓ Requires standing, walking, bending, kneeling, stooping and crouching
- ✓ May require occasional lifting of products weighing up to 20 pounds
- ✓ Regularly requires long hours and frequent weekend work
- ✓ Must be of legal age according to state regulations to serve alcohol
- ✓ Prior server experience preferred

## Schedule

Hours as required by scheduled events. Overtime upon approval.