

# Banquet and Conference Server



**GREAT PEOPLE**

**PROVIDE REMARKABLE SERVICE**

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN

**EARN TRUST & LOYALTY**

- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

**WORK AS ONE TEAM**

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER

**IMPROVE OUR COMMUNITIES**

- PAY IT FORWARD
- GET INVOLVED
- MAKE A DIFFERENCE



## our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

## Overview of the Job

### What's involved in a Banquet and Conference Server's job?

Outstanding customer service is an essential requirement for this position. Your primary duties are to serve food and beverages to guests for a wide variety of events such as elite player parties, company holiday functions, large and small corporate events, weddings, trade shows, dinners, lunches, meetings and conferences. These events can take place in the Grand Hall which has 35,000 square feet of space, the terraces with 3,000 square feet of space or smaller boardrooms and meeting rooms.

At some events you will be required to carry trays that are 36" ovals and weigh approximately 50 lbs when loaded with dinner plates or when clearing from dinner service. At other events you may be setting up service for coffee breaks, meal or bar service or meetings and assisting your co-workers to tear down after an event. You will provide superior service while performing your duties in a fast-paced environment. Our banquet servers are an integral part of the experience for each guest.

As a banquet and conference server, you will attend a mandatory meeting at the beginning of each shift where you will be advised of the tasks you will be assigned for your shift. Much of the information provided will be from the Banquet Event Order (BEO). Your banquet supervisor will take you through the requirements for the event giving you all the details needed to be successful. Your ability to follow specific instructions and directions is critical to the success of the events. The supervisors at the event will handle any customer, staff or guest concerns and questions. They will also deal with all allergies and food intolerances in coordination with the banquet chef.

Regardless of your assigned section, you will be expected to promote Casino amenities, such as our restaurants, lounges, entertainment and hotel. You will interact directly with our guests. This role requires individuals with a warm, friendly personality with an understanding of delivering service with a smile and efficiency.



# The Food and Beverage Department

The food and beverage department is a large division in Niagara Casinos with associates who work at both properties in a number of different sub departments and outlets. The department has an executive director, executive chef, directors, executive sous chefs, managers, shift managers, sous chefs and supervisors.

## The Beverage Team

The banquet team consists of a banquet/room service manager, banquet and conference captains, porters, servers, room service servers, and international conference and banquet servers.

The ability to work on your own is essential in this position. Once you are assigned your duties for the event or the day it is expected that you are constantly serving our customers and monitoring the event to see if you can assist.

Your supervisor will conduct regular spot checks of your assigned section to ensure that you are completing your job in conjunction with our service standards and also to ensure help is available if you require assistance or have questions.

## Locations and Shift Length

### Where are some of the locations I will work? What is the length of my shifts?

There are a number of locations throughout Fallsview Casino Resort and Casino Niagara where you will work. Some of the locations include: the Grand Hall, 365 Club, Salon Prive, Yuk Yuks, R5 Lounge, Fallsview Boardrooms and restaurant outlets and the Baccarat Lounge at Casino Niagara

Although Niagara Casinos operate 24 hours a day, year-round, banquet and conference server coverage is dependent upon scheduled events. Full time servers are scheduled for 40 hours, part time and contract servers are scheduled according to business needs which vary and are scheduled in co-ordination with booked events.

It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you may be required to work. The requirement to work on call, holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

### What type of training will I receive as a new Banquet and Conference Server?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

#### •New Hire Orientation:

A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.

#### •Department Orientation:

This training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.

#### •Job Shadowing:

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another host/hostess and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts. You will not be eligible for gratuities during your "job shadowing."

#### •Final Assessment:

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

# Quotes From Our Banquet & Conference Server

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

## What Can I Expect on a Daily Basis?

"Prepare for functions setting tables in different styles – plated, military, Asian, French service, family style, buffet"

"Wait for functions to start – such as a late bride, late supplies"

"Tear down events after a long busy shift, stacking chairs and removing linen"

"Meet deadline for time lines for service, starters, main course, deserts etc., these time lines can change at a moments notice"

"Practice my Smart Serve training and not over-serve alcohol. Make sure alcohol is confined to our licensed area and all signs of alcohol service are removed prior to leaving."

"Execute the Banquet Event Order exactly as requested by the client"

## The APPEALING Aspects of the Job

"Gratuities"

"Flexibility of different shifts and shift lengths"

"The fun and interesting parties that we get to see"

"The outstanding decorations of some of the functions"

"Sometimes we get to wear costumes depending on the event"

## The UNAPPEALING Aspects of the Job

"Working every New Years Eve and New Years Day, Christmas and holidays"

"You are on your feet all of the time"

"Instructions change constantly due to clients changing their requirements"

"Inconsistency of schedule – it depends on the events, not always an 8 hour shift"

## Do you have what it takes to be a Banquet & Conference Server?

### Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

### Can I...

- Keep smiling when someone is impolite?
- Speak and understand English fluently?
- Carry a heavy tray weighing approximately 50 lbs while weaving through crowds of people?
- Follow and understand directions?
- Read and execute a BEO?

### Will I...

- Smile, be friendly and provide excellent service at all times?
- Be able to deal with a variety of people (different cultures, language barriers)?
- Comply with the gratuity distribution policy?
- Work weekends, evenings and holidays, for many years?
- Be willing to work 4-5 hours at a time?
- Be willing to work sporadically?

### Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Reliable and dependable?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to react quickly and positively to change?
- Professional in my appearance, hygiene and manner?

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