

Washington Pavilion Management, Inc.

Leonardo's Café Event Server – ver. 7-10-12

I. Basic Function

Assists with all front of house aspects of Leonardo's Café catering events for the Washington Pavilion of Arts and Science.

II. Organizational Relationships

Responsible to Food, Beverage and Retail Manager and Assistant FBR Manager

III. Specific Duties and Responsibilities

- a. Responsible for properly setting tables with needed silverware, napkins, water glasses, etc.
- b. Ensures that service ware is clean and silverware is polished.
- c. Serve meals and beverage by course and removes dishes when appropriate in accordance with standard serving and clearing protocol.
- d. Assist with setting up and tearing down buffets using proper flow and tablescapeing. This includes displaying food.
- e. Ensure that clients receive effective and responsive customer service throughout the actual event.
- f. Ensures that proper safety and sanitation procedures are followed.
- g. Ensures that leftover food is properly put away, including labeling and dating.
- h. Maintains a clean and professional appearance wearing a WPMI approved uniform.
- i. Ensure that functions stay on schedule and are served efficiently.
- j. Ensure that post event cleanup is as thorough and smooth as possible, including cleaning event work areas.
- k. Assists with washing dishes, cleaning chaffing pans, etc and making sure that everything is returned to its proper storage location.
- l. Plate up food in accordance to kitchen standards.
- m. Maintains storage room supplies in an orderly fashion.
- n. May be required to present customers with food and beverage options, take orders, make recommendations and answer questions regarding the food and beverage.
- o. May be required to present bill and payment transaction to the patron.
- p. Performs all job duties in a safe manner and follows all company safety policies and procedures.

IV. Other

- a. Perform any special projects as directed by management.
- b. Be familiar with all Washington Pavilion programs.
- c. Represent Washington Pavilion Management, Inc. and its program areas in professional and community activities as deemed appropriate.

V. Qualifications

- a. Ability to lift at least 50 lbs
- b. Excellent customer service skills. Demonstrated tact and proficiency when handling sensitive customer service issues.
- c. Minimum 1½-2 years food service or banquet experience preferred.

- d. Ability to stand for long periods of time.
- e. Ability to work under pressure and meet deadlines.
- f. Ability to plan, manage and coordinate fast-paced events.
- g. Ability to handle multiple projects simultaneously and efficiently.
- h. Must be able to understand and follow written or oral instructions and communicate effectively with colleagues and visitors.
- i. Must be flexible and willing to take initiative in identifying and performing work that needs to be done.
- j. Ability to work irregular hours, evenings, weekends, and holidays.
- k. Must have and maintain a positive attitude, tolerance of diversity and respect for co-workers.