

## JOB DESCRIPTION



### Catering Teammate

Serve food and beverages in a professional manner. This position often operates in a restaurant / banquet hall setting. This position is very active and requires standing, walking, bending, kneeling, stooping, and crouching.

### Job Requirements

- Serve three to four tables, as determined by management
- Have complete knowledge of Crossroads' food and beverage preparation
- Serve beverage and food items
- Interact with guests in a friendly but efficient and timely manner
- Maintain specific side-work and ensure the total cleanliness and smooth operation of the catered event
- Clear and reset tables in a timely and efficient manner
- Treat all guests in a manner to ensure their complete satisfaction
- Strive to exceed guest expectations
- Report to work in a neat and clean uniform, to include a company-provided shirt. Well-groomed hair, personal hygiene, and a professional appearance are essential.

### Non-essential Job Requirements

- Provide excellent guest service
- Handle all guest complaints in an appropriate, timely, and documented (if required) manner
- Ability to work independently

Reports to Catering Manager

\* The above list is not an all-inclusive list of duties and/or requirements. You will be expected to perform various tasks as required by the customer. As business objectives changes, so too may the duties.