



## INTERNATIONAL HOTEL SCHOOL

# Certified Banquet Server

### All Employee Task List

- 1 Grooming
- 2 Uniform
- 3 Security and Safety Awareness
- 4 Emergencies
- 5 Blood-Borne Pathogens
- 6 OSHA Regulations
- 7 Use of Property Facilities
- 8 Teamwork
- 9 Guest Communication
- 10 Use the Guest's Name
- 11 Guest Acknowledgement
- 12 Handle Guest Inquiries and Requests
- 13 Escorting Guests and Giving Directions
- 14 Elevator Courtesy
- 15 Resolve Guest Complaints
- 16 Telephone Courtesy
- 17 Maintain the Property
- 18 Lost and Found

### Banquet Server Task List

- 1 Follows banquet event orders/change orders
- 2 Folds napkins
- 3 Places tablecloths on tables
- 4 Skirts and flounces tables
- 5 Sets tables for banquets
- 6 Prepares bread
- 7 Provides hot beverage service
- 8 Prepares, lifts, and carries service trays
- 9 Serves water
- 10 Takes and serves beverage orders
- 11 Checks IDs
- 12 Serves bread and butter
- 13 Prepares ice buckets
- 14 Serves wine or champagne by the bottle
- 15 Serves each course at sit-down banquets
- 16 Maintains tables during service
- 17 Maintains buffets
- 18 Sets up/maintains hors d'oeuvres for receptions
- 19 Provides service for cocktail receptions
- 20 Provides break/continental breakfast service
- 21 Refreshes meeting rooms
- 22 Provides appropriate service for children
- 23 Responds to dissatisfied guests
- 24 Settles individual guest checks/group checks
- 25 Clears tables
- 26 Performs end-of-shift duties



### CONTACT DETAILS

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