



THE WILLOWS AT ASHCOMBE MANSION

CATERING SERVER- JOB DESCRIPTION

Position Type: Part Time

Work Week: Non-typical, Average 20-40

Reports To: Director of Events

Position Description: As the Willows at Ashcombe Mansion Catering Server, you will work alongside the Director of Events to ensure all clients and guests at our venue experience the best customer service possible. You will sometimes be the first and possibly even the last to engage with our customers and as such the venue depends on your friendliness and efficiency. The catering server will be responsible for providing exceptional food and beverage service to guests at catering events. This role requires excellent customer service skills, attention to detail, and the ability to work in a fast paced environment.

Key Job Responsibilities:

- Setup catering events, including arranging tables, linens, silverware, and glassware.
- Welcome clients and guests upon entrance and assist with needs
- Act as the point of reference for guests, clients and vendors during events. Anticipate their needs and provide them with guidance and assistance
- Serve food and beverages to guests in a professional and courteous manner.
- Maintain cleanliness and organization of the service area.
- Assist with Setting, Preparation, and Maintaining of Venue Equipment, Beverage, and Catering Equipment (Including awkward and heavy materials such as staging, tables, chairs, dance floors, etc)
- Adhere to all health and safety regulations.
- Participates as a team member with all pertinent company employees in producing an efficiently run operation that meets the highest standards of customer service.

Required Qualifications:

- Previous experience as a catering server or in a similar hospitality role preferred.
- Must have a service oriented mindset and be capable of making every guest feel valued
- Exemplify strong organizational skills and attention to detail
- Willing to work irregular shifts, evenings, and weekends
- Ability to stand, walk, and carry heavy trays for extended periods.

