BANQUET SERVER GUIDELINES

ORIENTING YOURSELF TO WELLERS

You will be required to complete an orientation before you begin work. We try to conduct these orientations on Thursday afternoon, evenings. Orientations are given to familiarize you with location of rooms, equipment, food, and how to do basic set up of the rooms

AFTER ORIENTATION. REPORTING TO WORK

WHO DO I REPORT TO: WHAT IS A CREWLEADER?

Every event has a manager. At Wellers, the managers are Crewleaders. Their job is not only to make sure that the event runs according to the Clients Worksheet and desires, but they are also responsible for training and supervising the servers.

The Crewleaders have jurisdiction over hiring, firing, level testing and raises. See payrate sheet.

HOW DO I KNOW WHEN TO WORK: SCHEDULES

Schedules are posted two weeks in advance. You are responsible to know when you are scheduled. There is paper under the schedules to make it easy to write down your schedules. Not your schedule is not an excuse for not showing up to work. BE ON TIME... No need to say more than that.



knowing

HOW DO I KNOW WHICH ROOM YOU ARE WORKING IN AND MY SECTION ASSIGNMENT?

The schedule has a list of what will happen in each banquet room/event. Your name will include a start time and section assignment. Your Crewleader will be designated byt the letter "C" preceding the time for each Crewleader. And the number of your section will also be printed on the schedule i.e. 1,2,3 etc. See diagram and get to know the sections in each room. Sections may change by discretion of the Crewleader if necessary.

- There are three banquet rooms at Wellers which means there may be three totally different parties going on at one time.
 - The Raisin River Room and The Henry Ford Room are in the main Red Building.
 - Wellers Carriage House is the white building south of the red building
 - The Gazebo is rented in conjunction with the Carriage House and may also serve as a banquet room if dinner is served there. However, more often than not, the Gazebo is rented for dancing after dinner is served in the Carriage House
- When you arrive to work any night, you need to look at the posted schedule to see which room and Crewleader you will report to.
- Also, when you arrive there is a posted "START UP" item(s) to stock your banquet room. These are posted in the kitchen near the punch in computer.
- 5. When you punch in there will be a WOODEN BUCK question on the computer screen. If you know the answer to the question, please write it down and give it to your Crewleader at the end of the night. You will receive a wooden nickle that is worth \$1. These will be posted each night and will be added to your paycheck.
- All sections and all employees in all rooms must work together. No servers may punch out without completing their assigned side jobs. You may not leave without talking with your Crewleader and you will be expected to assist in another banquet room if the Crewleaders jointly decide this is needed.

Banquet Server Manual

SCP Foundation, Various Authors

Banquet Server Manual:

Labor Relations Reference Manual ,1999 The Formal Banquet Service Series Kelly Post,2021-04-28 Written for Servers by Servers The FORMAL BANQUET SERVICE Series stands alone as the 5 STAR course in proper server etiquette and efficient as well as effective banquet service practices In Middle Tennessee and along the Northern coast of California students in the hospitality industry have successfully completed this hands on training course to go on to exciting careers building incredible resumes with VIP skills used by some of the BEST Lesson I The Banquet Server Learn to SET SERVE and CLEAR any formal event Lesson II The Banquet Bartender A perfect blend of 5 STAR service and cocktails by design With The FORMAL BANQUET SERVICE Series learn the art of setting a perfect dinner reception or formal dining event From proper linen napkin folds to banquet design and decorum Learn classic cocktails and modern mixology Create VIP events

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