



## HO-CHUNK NATION

## DEPARTMENT OF PERSONNEL



## POSITION: BANQUET HOUSEMAN

DEPARTMENT	JOB CODE	PAY GRADE
BUSINESS/HOTEL SALES & MARKETING	BAQH	4+ Tips

**SUMMARY:** The Banquet Houseman is responsible for event preparation and banquet services, including physical labor, proper food service etiquette, and outstanding customer service. This position will follow Ho-Chunk Hospitality Service Standards set by management which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

**DUTIES & RESPONSIBILITIES:**

1. Responsible for the physical setup and tear down of meeting rooms.
2. Clean and refresh meeting rooms, common areas, and dressing rooms.
3. Properly handle all equipment to include: tables, chairs, staging, podiums, silverware, dishes, etc.
4. Store all equipment and linens in proper locations.
5. Keep back of house hallways, work areas, and storage space clean and organized.
6. Adhere to Event Schedule timelines, Banquet Event Orders, and supervisory directives.
7. Service buffets, casual dining, formal dining, and drops.
8. Properly execute food service handling of beverages, appetizers, salads, main dishes, and desserts for buffets, casual dining, formal dining, and breaks.
9. Prepare, service, and replenish beverages to include: coffee, soda, water, tea, etc.
10. Responsible for setup and tear down of entertainment stage.
11. Assist groups with event changes and special requests.
12. Actively communicate with customers to answer questions or resolve complaints immediately.
13. Meet strict deadlines for guests.
14. Actively work for ways to help guests and employees.
15. Work as a team with Banquet, Group Sales, Food and Beverage, Environmental Services, and Security staff.
16. Complete trainings for food service sanitation, safety, and guest service.
17. Prepare events to meet Ho-Chunk Hospitality Standards.
18. Practice proper food service and sanitation to meet ServSafe standards.
19. Other duties as assigned by supervisor.

**REQUIRED SKILLS & ABILITIES:**

1. Must exhibit outstanding guest service skills in a fast paced or high stress work environment.
2. Must clearly and effectively communicate with guests and employees.
3. Must be able to provide exceptional guest service when working with unpleasant or discourteous guests.
4. Must be available to work flexible hours including: days, nights, weekends, and holidays.
5. Must maintain a clean, publicly presentable uniform at all times while employed.
6. Must maintain good personal hygiene at all times while employed.
7. Adhere to health, safety, and sanitation standards.
8. Requires tasks and projects to be completed in a timely manner.
9. Must apply commonsense approach to make educated and informed decisions.
10. Must be able to read simple written instructions.
11. Must be able to perform basic mathematics.
12. Strong communication and interpersonal skills.
13. Must maintain guest and facility confidentiality.



**MINIMUM QUALIFICATIONS: (REQUIRED KNOWLEDGE & EXPERIENCE)**

**EDUCATION:**

1. High School diploma or GED equivalent, or must be working toward earning a High School diploma or GED equivalent, required.

**EXPERIENCE:**

1. Must have previous Food & Beverage and/or Convention Center experience.
2. Audio visual experience a plus.

**KNOWLEDGE:**

1. Knowledge of Hotel and Convention Center industry preferred.
2. Knowledge of audio visual equipment setup and/or maintenance preferred.

**PHYSICAL REQUIREMENTS:**

1. Must be able to reach, bend, crouch, twist, lift, and carry.
2. Must be able to lift, push, or pull 50+ pounds.
3. Able to be on feet for 8+ hours per day.
4. Able to move in a fast paced environment.

**WORKING CONDITIONS:**

1. Must be able to work inside and outside of building as needed.
2. Must be able to work, briefly, in a smoking environment if needed.
3. Must be able to work around loud noise.

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

“All employees are subject to the Drug, Alcohol and Controlled Substance Policy”

EEO: 8

NON-EXEMPT

FLEX

Funding Source: NPD

Approved: Admin 06.11.15 Legislature 06.23.15 Resolution 12.13.22A