

Set-Up Personnel Job Description

Objective: To ensure banquet facilities are designed and set as according to contracts.

Reports to: Banquets Manager, Assistant Banquets Manager, Captain

Specific Expectations: The primary purpose of the position is to maintain and set the facility rooms, hallways, lobbies and entrances. The Set-Up Personnel is required to be detailed in every aspect of their work while maintaining an efficient pace. As part of the Banquets team, the Set-Up Personnel are expected to provide professional service to all Canad Inns guests at all times. As a team member, the Set-Up Personnel are expected to work with all Canad Inns staff to achieve guest service excellence.

Opening Duties:

1. Sign in on the assigned timesheet, and check the communications binder or board for any information regarding the pending shift;
2. Check with the Captain for function details and briefing and review of BEO;
3. Obtain a list of daily duties from the team leader, and perform so with attention to detail in a brisk manner;
4. Begin setting up facility according to BEO specifications.

Shift Duties:

- ✓ Attend to guest needs as required;
- ✓ Conduct regular cleaning and maintenance of banquet areas, including facilities, meeting rooms, entrances and hallways;
- ✓ Greet guests in a polite manner;
- ✓ Remove dirty linens from facilities and deliver to Housekeeping or management-assigned area;

- ✓ Tear down rooms as guests exit. Do a general cleaning and set-up for the following function.

Closing Duties:

1. Ensure all banquet facilities are prepared and set for the next function;
2. Ensure all extra banquet items (chairs, tables, etc) are stored and secured appropriately;
3. Check with the Team Leader for additional duties;
4. Sign out on the timesheet and check the schedule for any changes or special reparations needed for the following shift's functions;
5. Ensure all banquet halls, meeting rooms and other areas are locked, dark, and secured prior to exiting.

Qualifications:

- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and Serve it Safe certificate;
- ✓ Clean, with good hygiene habits;
- ✓ Communicates both verbally and in writing;
- ✓ Detail-oriented and artistic;
- ✓ Knowledgeable in Audio Visual Equipment;
- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and dependable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanour;
- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Works in a team environment.

Supplies & Equipment:

1. Clean and pressed uniform with nametag

Workplace Abilities:

- ✓ Bend and stretch frequently;
- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Handle a fast-paced environment that is often demanding;
- ✓ Lift, balance and carry trays of up to 20 lbs over extended periods of time;
- ✓ Move tables, chairs and equipment of up to 50 lbs;
- ✓ Stand, walk and remain on feet and perform job duties for entire shift duration;
- ✓ Work quickly and quietly.

All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.