



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Function Steward
Department: Conference Center
Reports to: Hospitality Manager
Pay Grade: NE6

Basic purpose or function: This position serves as a function steward working alternating schedules, including evenings and weekends as events dictate. This individual is responsible for the set-up of all events held in meeting areas. This individual is also responsible for banquet food set up and will perform duties such as table set up and take down, décor, and assisting the Conference Sales Coordinators with table settings, serving food, ensuring food and drinks are replenished, and standing in attendance during an event in order to be available to respond to guest requests during all meetings.

Job Responsibilities:

- Presents a positive “Customer Service” attitude toward guests and fellow Team Members at all times
- Abides by company and departmental Minimum Internal Control policies and procedures
- Completes tasks such as ‘day prior’ set up requirements, banquet food set up requirements, and cleanup and facility restoration for all Conference Center events (weddings, meetings, conventions, conferences, concerts, lounge shows, and other events)
- Book events using the PMS system, process billing and banquet orders , develop weekly BEO(Banquet Event Order)
- Demonstrated ability to move and lift conference center equipment, i.e. tables, chairs, portable bar, etc.
- Serves guests using proper serving protocol and manners for dinners and large Conference Center events (may include bar tending, food running, and/or waiting tables)
- Exhibits a proactive energy and job execution.
- Anticipates and confirms the sets up requirements for sound and lights with the manager; trouble shoots and tests sound/electrical for concert/lounge events the day before an event
- Attend all meetings as required
- Understand and promote the Vision/Mission Statement, Core Values, Three Steps of Service and 8 Service Standards. Keep current and knowledgeable on all Marketing promotions and impart this information to Guests and Team Members
- Conduct tours of our property with meeting planners and other potential clients while informing them of all food related, gaming, lodging and event services we have to offer.
- Assists with other duties assigned

Minimum Qualifications:

- Must be able to obtain and hold a key license with the LCO Gaming Commission
- Must obtain and maintain a bartender license
- Work as part of a team and be dependable
- Present a neat, clean, and professional appearance when on duty
- Must work a flexible schedule (including weekends and holidays)
- Possess strong communication and interpersonal skills, exhibiting politeness and courtesy at all times
- Understand, ask for clarification when needed, and prioritization of assigned job tasks