



## **INTERN JOB DESCRIPTIONS**

### **I. Position**

Food and Beverage Practical Trainee Program

### **II. Job Summary (Mission)**

- Provide Food & Beverage Service to Club Members and Guests
- Develop skill & knowledge within Old Oaks Food and Beverage Operation.  
This includes developing supervisor/Team leader skills later in the program.
- Will be exposed to all aspects of the F&B department, Will be expected to understand the responsibilities involved with each position/role within the F&B Team

### **III. Job Tasks (Duties)**

- Attends stated training classes for service training
- Attends pre-meal meetings as requested by the Dining Room Supervisor/Manager
- Sets up side station and performs assigned side work
- Performs related buffet/banquet (dining room) set-up tasks
- Provides immediate attention to all members/guests upon seating
- Distributes menus
- Answers questions and suggests menu items
- Takes members'/guests' beverage orders and serve food in specific station
- Places orders with kitchen; informs cooks about any special cooking instructions
- Assembles food on tray; procures items from each station as necessary
- Serves meal; places dishes by courses in front of each person
- Checks back to ensure member/guest satisfaction; replenishes water and bread/butter as necessary
- Pours and refills wine, coffee, water and/or other beverages served with and after the meal
- Empties and clears soiled dishes as needed
- Keeps tables, dining room and bus station areas clean
- Suggests and serves dessert, coffee, and after dinner drinks
- Advises supervisor of any member/guest complaints as soon as they occur
- Handles all POS charges as prescribed by standard operating procedures
- Verifies accuracy of prices on all checks
- Presents the bill
- Assists in closing functions by performing various tasks such as removing

- linen, busing glasses, dishes, silverware, etc., and re-setting the room
- Cleans all assigned work areas in kitchen and dining room.
- Performs clean-up and closing duties as assigned by manager

#### **IV. Learning Objectives**

- Understand professional table service standards
- Learn to effectively communicate with members and team members in fast paced environment
- Learn how to complete the items on the side work list function sheet in timely manner – time management.
- Understanding and adherence to Total Quality Management policies and procedures set by management.
- Master safety procedures and report safety hazards to supervisors for corrective action.
- Learn the proper use of point of sales system
- Become skilled at ‘up selling’ techniques
- Gain and express knowledge of wines and liquors
- Learn culinary trends of the United States and share trends from your home country
- Learn service of reception style functions (usually passed Hors d’oeuvres)
- Master service of formal sit-down social and business functions.
- Learn how to follow diagrams and BEO’s /setting rooms accordingly
- Learn how to set up buffets and special functions
- Understand Room breakdown
- Learn set up for meetings
- Understand the process for taking care of equipment maintenance and repair.
- Grooming standards: - to understand the necessity of good grooming; (i.e. no piercing, no trainers) and wearing required uniform including possession of Name Badge, Crumber and Wine Waiter at all times.
- Fulfill training matrix

#### **V. Off Season** – at the discretion of Senior Management

Completes Individual/Team project work  
 Gain experience in an administration position  
 Training placement in Florida for the winter period

#### **VI. Reports to**

Team Leader, Supervisor, F& B Director, General Manager.