

BANQUET CAPTAIN

TYPICALLY REPORTS TO: Operations Manager/Banquet Manager

STATUS: Full-time Hourly

JOB CODE: 84CJ1

PRINCIPAL FUNCTION:

A Banquet Captain is expected to assist in overseeing functions as assigned by Banquet Management. He/She will supervise and direct Banquet Personnel to maintain high levels of service consistent with management standards. As our singular goal is to be #1 in Event Hospitality, all of our managers, chefs and employees are "Hospitality Ambassadors."

ESSENTIAL RESPONSIBILITIES:

- Provide consistent floor supervision of all Banquet Food Servers.
- Work closely with Catering Sales, Kitchen, Stewarding, Concessions and Beverage Departments.
- Enforce rules and regulations as stated in the Employee Handbook.
- Ensure that all staff are assigned meal breaks, and have signed-in and signed-out for their meal break.
- Direct the service of food functions that are assigned by Banquet Management with special attention given to the head table or VIP tables.
- Check each (room/area) by one, on a timely basis, beginning with the first function, then the second, etc.
- Train Banquet Servers on assigned responsibilities for set-up and service of functions based on instructions set forth in the BEO.
- Outline function(s) at a "pre-meal briefing" to Service Personnel. Include menu, type of service and demonstrate actual service with a sample table set up, if needed.
- Ensure that all Staff is in proper uniform and that all are well groomed.
- At the beginning of an event, be in the room to greet Client; introduce yourself and offer assistance.
- Carry out the established standard operating procedures of service and maintain high levels of cleanliness.
- As appropriate, see that the Food Service Staff serves according to the standard set by the company i.e., introduce themselves, etc.
- Train and motivate Service Staff according to the standards set by the company.
- Should a mistake occur, take corrective action immediately. Then report the incident to management.
- Report any damage immediately to management.
- Protect and store equipment, including decoration.
- Handle all guest complaints concerning banquets, inform management immediately.
- Maintain and cultivate positive employee relations.
- Follow and ensure staff follow "Radio Etiquette".
- Review with staff the service areas and public areas.
- Ensure that all soiled linen is properly placed in linen bins and clean linen is picked up and stored properly.

- Ensure that all staff are at their respective workstations before opening the doors for the function.
- Ensure that all Consumption reports are turned into the Banquet Manager.
- Complete reports, closing checklist and pull sheets.
- Complete a walk-through of all areas at the end of each shift. Check and lock all food and beverage areas.
- Closing Captain(s) must inspect the room and the back of the house areas to ensure the areas are cleaned at the end of each function.
- Perform other related duties, tasks and responsibilities as required from time to time.

QUALIFICATIONS/SKILLS:

Required:

- Understand all aspects of Banquet Event Orders.
- Tips or TEAM trained.
- Have a working knowledge of all banquet equipment.
- Understanding of service standards and an ability to train Staff on an ongoing basis.
- Knowledge of wine, liquor and food laws and practices.

Preferred:

- Prior supervisor experience.
- Food handling experience.
- Familiar with all standards, policies and procedures, per company and client/building.

OTHER REQUIREMENTS:

Must be able to stand and exert fast-paced mobility for entire shift. Must be able to frequently lift and carry food and other items weighing up to 50 pounds and occasionally greater. Must be able to go from warm to cold climates (workstation to coolers). Hours may be extended or irregular to include nights, weekends and holidays.

Must be able to meet the following requirements with reasonable accommodation:

- Safely lift and balance a tray weighing 35 pounds, then proceed to walk and carry this tray for a distance of 150 feet
- Push and pull Queen Marys, carts, and flat beds the distance of up to .4 miles
- Must be able to stand for prolonged periods of time
- Must be able to grasp and apply pressure to an object with the fingers and palm. (Example serving and or removing a plated meal)
- Must be able to read and comprehend a BEO, diagram and any other documents to ensure that the guests' needs are met
- Ability to physically walk approximately one-fourth ($\frac{1}{4}$) of a mile and the circumference of the unit several times a day
- Other lifting or physical requirements as added from time to time, or as required to perform the essential functions of this job.