

Banquet Captain

Reports to: Banquet Manager

Department: Catering

Scope and General Purpose:

To direct and assist banquet team members in serving successful events while maintaining the highest possible standard of service.

Essential Duties

- Approaches all encounters with guests and team members in a friendly, service-oriented manner
- Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded
- Remains alert of complaints and/or unsatisfied guests and responds appropriately to ensure guest satisfaction
- Coordinates with other staff and departments to arrange for the delivery of requested services
- Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service
- Ensures all functions are set and staff is prepared and organized before required time on BEO
- Inspects table place settings, including table linen, china, glass, silverware and condiments for correct placement and ensures that each element is clean, undamaged and attractive
- Ensures proper setting of buffet tables and other food service tables
- Arranges for and ensures proper sequence of service for each event
- Monitors banquet team members to ensure all operating procedures are followed
- Supervises clearing and post function cleanup and garbage removal
- Maintains clean and orderly back areas, prefunction areas and storage areas
- Assures that all china, glassware, silverware, linen, etc are returned to their proper locations after each event
- Supervises the handling, storage, and security of all catering service equipment, including catering vehicles and golf cars

Marginal Duties

- Accurately prepares daily summary as required
- Attend meetings/trainings as required
- Accurately perform administrative tasks as required

Knowledge, Skills & Ability Requirements

- Secondary diploma or GED is required. College experience is an asset but not required
- Previous supervisory experience is an asset
- Knowledge of food and beverage operations and preparation an asset
- Excellent communication and guest relation skills in English
- The ability to work well with a large group of people in a team environment
- Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results
- Must maintain composure and objectivity under pressure
- Must be effective at listening to, understanding and clarifying concerns and issues raised by team members and guests
- Ability to work a flexible schedule including nights, days, weekends and holidays

Physical Demands

Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more. The employee must have normal vision (corrected), hearing and verbal communication.

Environmental Conditions

Duties are performed in both indoor and outdoor settings, with events often taking place in the elements in all four seasons. Events often involve loud music.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.