



BANQUET CAPTAIN

SUMMARY:

To assure the standards that have been determined for the department as outlined in the Standard Operating Procedures are utilized throughout the daily routine. Effectively communicate with managers and associates. Practice active listening and communication in a timely manner to managers and captains, providing prompt and thorough follow-through. Maintain fiscal responsibility by reducing waste and working safely. Will practice and promote empowerment to resolve guest challenges. Will be proactive in increasing the customer service scores for the department, measured through comment cards.

DUTIES & RESPONSIBILITIES

- Daily supervision of associates: Communicate daily responsibilities and ensure that all tasks are completed in a timely and correct manner. Follow up with manager on completed and uncompleted items.
- SOP accountability: Hold each associate accountable to following and adhering to all departmental and hotel standards as outlined in Standard Operation Procedures. Special attention given to grooming and hygiene standards.
- Training/Coaching: Will serve as the departmental Designated Trainer, responsible for the training of all new hires and retraining of existing associates as needed. Will coach associates when inadequacies in performance occur, and communicate all issues to manager.
- Communication: Responsible for communicating all necessary information to associates and manager in a timely manner. Communicate with manager daily any/all challenges pertaining to customer service, job performance of discipline issues relating to the associates.
- Will give all feedback necessary for associate performance evaluations and will participate in the administration of the evaluation when given to the associate.
- Discipline: Will actively participate in the progressive discipline procedures as outlined in the hotel's Standards of Conduct. Communicate all issues concerning associates to manager and assist in the counseling session between the manager and the associate.
- Verbal and written communications to the administered by the manager, witnessed by the captain.
- Monitor and assist in controlling the financial performance of the department in accordance with the annual budget.
- Responsible for overseeing the entire departmental operation in the absence of the manager.

- Ensure that all food & beverage supplies are ordered correctly, adhering to set par stocks.
- Monitor daily attendance of associates as scheduled, noting any tardiness or absences.

- Ensure that daily check list is completed, ordering, side-work, clean-up.
- Continually check room is set in accordance to the banquet event orders and organized properly for service.
- Responsible to confirm menus with Chef, and sees that last minute changes are communicated efficiently.
- Conducts pre-service meetings with service staff.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by supervisor.

QUALIFICATIONS:

- Previous banquet captain or supervisor experience.
- Basic knowledge of food and beverage.
- Knowledge of spirits/beer selection.
- Ability to multi-task and handle high pressure situations.
- Personable and great people skills.
- Awareness of guest consumption.
- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

EDUCATION/EXPERIENCE:

- Previous banquet experience.
- High school diploma or equivalent to GED.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs. Occasional lifting of 45 lbs. or more (tables, kegs, chairs)
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Food Handler Certificate
- TIPs certificate

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.