

# Banquet Captain

## POSITION SUMMARY:

The Banquet Captain is responsible to oversee events ensuring the smooth, efficient, and overall quality of service for Banquet Events. This position requires hands on activity, vigorous leadership and attention to detail while maintaining an environment of teamwork.

## ESSENTIAL JOB FUNCTIONS:

1. Supervise banquet functions to ensure they run smoothly and efficiently.
2. Act as a contact person for guests
3. Closely monitor guests' dining experience and ensure that their expectations are met and/or exceeded.
4. Work alongside banquet servers to set-up, serve, bus, breakdown and reset for all banquet rooms.
5. Oversee off-site events, including set up, break down and clean-up to MWH standards.
6. Maintain cleanliness standards including ensuring proper cleaning and storage of all equipment.
7. Oversee banquet staff assuring quality service to guests.
8. Teach, coach & train staff on proper serving techniques.
9. Maintain standards of food and beverage quality and guest services; resolve guest complaints.
10. Assist in controlling costs including maintaining labor cost objectives by adhering to labor standards.
11. Assure consistency in service through ongoing training.
12. Communicate with Kitchen to ensure smooth operation.
13. Participate in solving problems with other departments as required.
14. Ensure compliance with all departmental and company policies and procedures.
15. Ability to maintain consistent standards and maximize profit.
16. Other duties as assigned by management.

## JOB QUALIFICATIONS:

1. Previous serving experience.
2. Understanding of how to read and interpret a BEO.
3. Knowledge of MWH banquet setting standards.
4. Ability to multi-task in a high pressure setting.
5. Ability to utilize common computer application software.
6. Ability to effectively deal with internal and external customers.
7. Ability to communicate effectively in English, both verbally and in writing.
8. Experience supervising employees.
9. Excellent time management skills
10. Strong customer service orientation and communication skills.
11. Must be self-motivated.
12. Must be available to work a varied schedule including weekends.
13. Must have valid driver's license.

## GROOMING:

1. All employees must maintain a neat, clean and well-groomed appearance.
2. Uniforms for this position will be provided.





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### **PHYSICAL REQUIREMENTS**

1. Constant standing, walking on various surfaces
1. Sitting occasionally, backed chair, complete paper work
2. Frequent bending and reaching
3. Crouching occasionally
4. Kneeing, crawling occasionally, cleaning or picking up debris
5. Stopping frequently, loading carts and trays while serving food and beverages
6. Twisting constantly, serving guests, monitor dining room activity, maneuvering through crowds and staff
7. Climbing occasionally on stairs or stepladders
8. Reaching overhead, (extension frequently) stocking supplies, carrying trays, serve at arms' length extension
9. Handling, grasping frequently serving food
10. Will be required to lift 50lbs

### **LICENSE OR CERTIFICATION:**

1. Alcohol Handler's Permit – Class 12
2. WA State Food Handler's Card

### **ENVIRONMENTAL SETTINGS**

1. Safety requirements, adhere to company property and department safety standards and procedures at all times.
2. Exposures to cleaning chemicals
3. Operation of equipment and tools

