

JOB DESCRIPTION – PART TIME BANQUET CAPTAIN



Facility Name:	VENUWORKS OF CHESAPEAKE, LLC - CHESAPEAKE CONFERENCE CENTER
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JOB INFORMATION

Job Title:	Banquet Captain	Department:	Food and Beverage
Reports To:	Banquet Manager	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Deb Malenda	Date Prepared:	12/8/2017
Approved By:	Troy Thorn	Approved Date:	12/8/2017

SUMMARY

The Banquet Captain directly supervises catered events. This includes the planning, set-up, execution and tear down of all events. The Banquet Captain stays in contact with the host (on-site contact) throughout the event to ensure the highest guest satisfaction possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Prepares assignments for staff assigned to each event. Includes assignments for each portion of the work shift; including set-up, reception, event tear-down and sidework.
2. Conduct lineups with the staff at the start of each shift. Inspect uniforms, review assignments, and steps of service for each event.
3. Greet host (on-site contact) for assigned event(s) and stay in contact throughout the event(s).
4. Promotes and maintains the highest level of customer service to all guests.
5. Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or security of all unusual events, circumstances, missing items or alleged thefts.
6. Ensures all stands, portable carts and surrounding areas remain clean, sanitized, and safe.
7. Ensures that all equipment is set up properly and operating efficiently and accurately.
8. Know the menu for each function served and be able to explain the major ingredients and preparation methods for each item to be served.
9. Assists concession associates in serving guests as business levels demand.
10. Uses a cash register and/or credit card machine as needed.
11. Cashes out associates following cash handling procedures; investigates "over and shorts" with stand leaders and volunteer groups.
12. Prepares Captain's Reports, detailing the function and comments of the Host (on-site contact).
13. Attends all staff meetings as required by management.
14. Maintains close communication and works cooperatively with Director of Food & Beverage, the rest of the Administrative team and co-workers to ensure consistency of services and the highest quality of operation.
15. Performs opening and closing procedures for assigned area.
16. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises and coordinates activities of part-time banquet servers, bartenders, and concession staff on a per shift basis. Assist the Banquet Manager and Food and Beverage Director with training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.

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2. Qualified applicants must be available to work primarily nights and weekends, and occasionally holidays.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Minimum of two years food and beverage service experience in a similar high volume foodservice operation is preferred.
3. Competency in computer usage is preferred, especially in Microsoft Office.
4. Customer service and supervisory experience desired.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must have the ability to be ServSafe certified through the National Restaurant Association and be T.I.P.S. Trainer Certified through Health Communications of Washington, D.C.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to read and interpret documents such as instructions, policies and procedures.
3. Ability to write routine reports.
4. Ability to deal effectively and courteously with the general public.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
3. Ability to apply basic math and algebraic math skills for food service and setup applications is required.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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