

FOCUS: BANQUET OPERATIONS**Agenda: Banquet Structure****Topic: Job Focus, Banquet Captain****POSITION TITLE:** Banquet Captain**ACCOUNTIBILITY:** Banquet Manager

POSITION SUMMARY: The purpose of the position of Banquet Captain is to oversee events (including weekend events), handle and delegate set-up and breakdown of function rooms and take care of the customer in a timely, courteous, efficient and customized manner. All functions are carried out to maintain an environment of teamwork.

JOB RESPONSIBILITIES

- Oversee events.
- Set-up and breakdown all function rooms.
- Act as the contact person for the customer.
- Act in a timely manner through whatever systems are currently used.
- Hold pre-shift meeting reviewing BEO and reviewing a selected service standard.
- Coordinate customer experience with the kitchen (sous chef).
- Open bottled wine for customers.
- Bus and set tables, as needed.
- Perform buffet set up (if necessary) and breakdown.
- Communicate with support crew and management.
- Supervise banquet functions to ensure they run smoothly and efficiently.
- Ensure compliance with all departmental and company policies and procedures.
- Maintain complete knowledge of service requirements for assigned functions
- Organize all assigned functions and complete preparation work in accordance with departmental standards
- Check storage areas for proper supplies, organization and cleanliness
- Complete requisition for additional supplies needed and submit to Banquet Manager
- Instruct designated employees to rectify any cleanliness/organization deficiencies
- Inspect the scheduled function area/room for cleanliness, working condition and proper furniture/equipment set up. Rectify any deficiencies with respective departments
- Ensure that assigned employees have reported to work and report on any absent or tardy employees
- Coordinate breaks for assigned employees
- Assign stations and side work to Servers in accordance with departmental procedures
- Communicate additions or changes to the assignments as they arise throughout the shift
- Identify situations which compromise the department's standards and delegate these tasks

POSITION TITLE: Banquet Captain

JOB RESPONSIBILITIES (cont'd)

- Conduct pre-function meeting with Servers and review all information pertinent to set-up and service of function
- Inspect employee grooming and uniforms rectify any deficiencies
- Check buffet tables/receptions/coffee breaks for cleanliness, attractiveness, and layout.
- Ensure agreement with banquet event order and departmental standards and resolve any problems
- Ensure replenishment of items as specified on banquet event orders and requested by function contact
- Total all outstanding charges for the function, prepare check and present to function contact for payment adhering to all cashiering procedures/policies
- Ensure that unused food is returned to the kitchen, that designated condiments are broken down and properly stored (butters, cream, dressings, etc) and all banquet supplies are returned to designated storage areas
- Ensure all closing duties for staff are completed before staff sign out
- Provide feedback on staff performance to manager and report disciplinary problems to manager and participate in the counseling of employees
- Foster and promote a cooperative working climate, maximizing productivity and employee morale
- Complete all paperwork and closing duties in accordance with departmental standards
- Review status of assignments and any follow-up action with Banquet Manager and/or oncoming Supervisor
- Learn the names and personally recognize our regular customers and customers.
- Anticipate customers' needs, respond promptly and acknowledge all customers, however busy and whatever time of day
- Monitor and handle customer complaints by following the instant pacification procedures and ensure customer satisfaction
- Maintain a thorough knowledge of local area services. (Gas station, drug stores, auto repair and similar shops & services.)
- If applicable, complete a Customer Problem Resolutions (CPR) form on any issues (solved or unsolved issues) or if computer access is not available give information to admin support to complete GPR form
- Maintain thorough knowledge of current CPRs and follow-up on issues as needed
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor / Banquet Manager immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Perform other duties as assigned.

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SKILLS REQUIRED: To perform this job successfully, an individual must be able to perform a number of varied, but essential, duties satisfactorily.

- Computer knowledge (Word), type 40 wpm is an absolutely essential qualification.
- Willing and timely execution of other duties as delegated by leadership

QUALIFICATIONS:

- High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, memos and to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and employees.
- Ability to add, subtract, multiply, and divide to perform these operations using units of American money, weight measurement, volume, and distance.
- Ability to apply common sense understanding to carry out detailed but not complicated written or oral instructions.
- Ability to deal with recurring problems by incorporating The Forum Caterers guidelines and standards.
- Knowledge of food and wine.
- Must emulate The Forum Caterers Culture.

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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, or telephone. The employee is occasionally required to reach with hands and arms and taste or smell.
- The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).