



Get Up and Go!

JOB DESCRIPTION

POSITION: BANQUET CAPTAIN

STATUS: Part-time

REPORTS TO: Food & Beverage Manager

POSITION 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. All duties are to be performed in accordance with Pennsylvania State laws and regulations, as well as BCC policies, practices and procedures.

QUALIFICATIONS: Must be 18 years of age or older. Must have a high school diploma or equivalent. Three years experience as a server/supervisor in a high-volume restaurant, casino, or banquet facility. Must be able to communicate effectively, both verbally and written, in English. Excellent hospitality skills. Knowledge of food and beverage preparation, service standards, guest relations and etiquette. Ability to lead team to desired results. Ability to make quick and accurate decisions. Ability to work with little or no supervision Ability to lift and carry up to fifty (50) pounds at a time. Ability to perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting. Self motivated with excellent organizational skills and attention to detail. Ability to work in a noisy environment. Ability to work well around a large number of people. Ability to work well with people in a team environment. Ability to function in a fast-paced environment, under short time constraints and within established deadlines. Certification in an Alcohol Awareness Program or willingness to be certified in an Alcohol Awareness Program. Ability to work a flexible schedule including extended hours, weekends and holidays.

SALARY: \$12.50/Hour



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JOB DESCRIPTION DETAIL
BANQUET CAPTAIN

- Prepare assignments for staff assigned to each event. Includes assignments for each portion of the work shift; including set-up, reception, event tear-down and side work.
- Conduct lineups with the staff at the start of each shift. Inspect uniforms, review assignments, and steps of service for each event.
- Greet host (on-site contact) for assigned event(s) and stay in contact throughout the event(s).
- Work closely with Manager of Food & Beverage and Event Coordinator to plan all events.
- Supervise Uniform Control. Record uniforms issued to staff and ensure the uniforms are returned. Separate dirty uniforms for cleaning.
- Ensure front and back of the house are maintained in a clean and orderly fashion.
- Know the menu for each function served and be able to explain the major ingredients and preparation methods for each item to be served.
- Prepares Captain's Reports, detailing the function and comments of the Host (on-site contact)
- Promotes and maintains the highest level of customer service to all BCC guests.
- Determines when a guest should not be served additional alcoholic beverages in accordance with BCC policies.
- Uses a cash register or point of sale system as needed.
- 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.
- Performs other job-related duties as assigned.
- Attends all staff meetings as required by management.
- Implements and maintains ECCCA and BCC policies and procedures.
- 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.