



Lead Banquet Captain Job Description

Department:	Banquets
Supervisor:	Banquet Manager
FLSA Category:	Non-Exempt
Terms of Employment:	At Will
Position Status:	Full-time (40 hours per week)
Annual Salary:	Hourly rate based on experience and qualifications

Position Objective:

Under the supervision of the Banquet Manager, the Lead Banquet Captain assists with the supervision of all banquet staff and bartenders. This position coordinates all aspects of the room/facilities set-up, AV and food and beverage service to ensure guest satisfaction while meeting CCAE standards and maximizing profits. This position includes audio visual set up and may provide dedicated AV services during events. The Lead Banquet Captain may exercise autonomous supervision during Center events and concessions as assigned.

Duties and Responsibilities:

Key duties and responsibilities include, but are not limited to:

Pre-Event

- Ensuring all set up of functions is prepared per master Banquet Event Order (BEO).
- Communicating with Banquet Manager, Executive Chef, Event Sales Managers, or Director of Center Sales regarding last minute changes.
- Conducting pre-function training and menu meetings.
- Following all opening procedures to ensure areas are secure and energy efficient.
- Supervising handling of equipment for function set-up.
- Supervising the set-up of AV equipment, running AV checks

Customer Service

- Acting as a point of contact to the client and liaison to the kitchen and banquet staff during events.
- Performing all guest contact activities in a cordial, efficient, and professional manner, maintaining a commitment to excellent customer service.
- Handling all guest requests. As needed, requesting the assistance of the Executive Chef, Banquet Manager or Sales Managers

Post-Event

- Drafting accurate post-function Captain's Report (critique).
- Ensuring all pre-set rooms are properly and completely set for the next shift.
- Following all closing procedures to ensure areas are secure and energy efficient.
- Supervising handling of equipment for function tear down.
- Supervising the cleaning, maintenance and security of equipment during and after events.

Administration/Management

- Assisting Banquet Manager with banquet administrative functions as directed
- Ensuring accurate guest counts for proper guest billing.

- Assisting with or conducting inventories of food, beverages, equipment, meeting supplies and china, glass, silverware, etc., on a predetermined basis.
- Advising Banquet Manager on equipment needs, food quality concerns, employee staff issues, and sales opportunities.
- Assisting in creating staff schedules.
- Ensuring all cash control-handling policies and procedures are followed.
- Receiving and balancing banks.
- Following all CCAE accounting and billing procedures.
- Supervising liquor in & out inventory.
- Assist with staff hiring, training, coaching, mentoring, discipline, and terminations.

Event Planning, Preparation, and Execution

- Ensuring all events planned through the Center Sales department is properly executed.
- Attending Banquet Event Order meetings
- Assigning stations and delegating staff duties
- Working in coordination with Catering Sales Manager, Banquet Manager and Executive Chef to determine all equipment, rentals and items needed to execute event are provided
- Designing and enforcing crowd control, room configuration, safety, and sanitation control protocols.
- Ensuring that all equipment is serviced, clean and functional prior to events.
- Supervising the tear down, cleaning, and security of equipment after an event.
- Conducting pre-function training sessions for staff.
- Provide AV and technical assistance during events
- Assist with Set up, Bartending and Serving as needed

Management/Supervision

- Assist in supervising all banquet, and concessions, including scheduling, timesheet review, enforcing policies and procedures, as directed by the Banquet Manager
- With the Executive Chef ensure all food and a beverage is served in a timely manner and as mandated by the BEO's.
- Assist the Banquet Manager in establishing training and cross-training programs.
- Monitoring employee dress, uniform, and grooming standards.
- Promoting a healthy work environment by setting a good example and using corrective discipline measures when needed.
- Adhering to all Center and department specific standard policies and procedures and enforcing these with subordinates.
- Assisting in establishing and enforcing staffing guidelines.
- Ensuring the proper handling and cleaning of all equipment, china, glass and silver by Banquet staff.
- Constantly spot-checking staff performance and relating concerns to Banquet Manager.
- Enforcing all sanitation procedures including safety guidelines and OSHA requirements.
- Adhering to all CCAE and department specific policies and procedures and enforcing them with subordinates.
- Ensuring proper LEAD procedures are followed.

Health / Safety

- Following all sanitation procedures including safety guidelines and OSHA requirements.
- Attending all safety meetings as required by management.

Performing other related duties as assigned.

Knowledge, Skills, and Abilities:

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.

- Minimum two-year formal experience as Banquet Captain for a conference center, banquet facility or full service hotel operation.
- Must have experience and knowledge in all facets of banquet operations, including setting up, operating, and troubleshooting a variety of audio/visual equipment.
- Strong skills in service management, banquet operations, and employee training and motivation.

- Ability to Bartend.
- Able to stand / walk for 6 hours or more based on the need.
- Able to lift up to 30 lbs. or more based on the need.
- Able to work overtime, weekends and holidays if needed.
- Must wear appropriate uniform at all times.
- Excellent communication skills.
- Positive interpersonal skills.

License/Qualifications:

- Must have an up to date Food Handler card.
- ABC “LEAD” certified preferred.

Other Essential Requirements are to:

- Integrity – *Think and act ethically and honestly. Take responsibility for his/her actions.*
- Customer Orientation – *View the organization through the eyes of the customer.*
- Team Player – *Support the larger organizational and team agendas more than personal goals.*
- Communicativeness – *Actively and openly seek and share information.*
- Self-Objectivity – *Know personal strengths and limitations and work towards improving self.*
- Positive Impact – *Make a positive impression; be optimistic and enthusiastic; energize others.*
- Drive/Energy – *Be passionate about the work; continue to produce in exhausting circumstances.*
- Problem Solving & Decision Making – *Be resourceful in finding ways to improve things*

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.

- Must be able to stand / walk for 6 or more hours, walk for long periods of time.
- Must be able to regularly lift and/or move up to 30 pounds, frequently lift and/or move up to 30 pounds, and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include, close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Able to reach hands and arms in any direction and kneel and stoop repeatedly
- Ability to speak and hear
- Identify and distinguish colors

Working Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Working conditions:

- May be indoor or outdoor setting depending on the event
- Varied weather conditions are expected
- Noise levels vary, but can be high during events, shows, etc.
- Varying schedule to include evenings, holidays and extended hours as business dictate.

California Center for the Arts, Escondido is an equal opportunity employer