

Banquet and Event Captain

The Event Captain serves as a liaison between the catering/bar staff and the client. The Event Captain works in wedding and event venues managing the catering/bar staff and working closely with the Event Lead to ensure the high-quality execution of wedding receptions and events involving food service.

Essential Functions:

- Provides excellent customer service to the client.
- Greets clients upon arrival and reviews agenda and needs for the event.
- Resolves guests' concerns, inquiries and complaints
- Maintains cleanliness of venue
- Assist Catering and Bar Team throughout all events
- Reviews seating diagrams for acceptability and accuracy
- Assist Catering & Bar Leads in food prep, bar setup, serving, among other needs
- Welcomes vendors and assist with setup needs
- Inspects the uniforms of all floor staff prior to event to ensure propriety.
- Manages all Venue Cleaning before, during, and after events
- Communicates regularly with the Bar and Catering Leads throughout event
- Shuts down the Venue at the end of the night
- Complete Event Captain checklist and return to Director of Operations and Owner
- Enforces all employer rules and food service regulations
- Adheres to all health and safety regulations

Qualifications:

- Must have a Can Do Attitude
- Has the strong ability to solve problems quickly and efficiently
- Is able to act calmly during stressful situations
- Ability to lift up to 50 pounds
- Must be able to stand for long periods of times upwards of 10+ hours
- Has the ability to communicate effectively
- Familiar with the Food Industry guidelines and regulations
- Familiar with multiple serving styles
- Must be comfortable working alone

Education/ Experience:

- Must be 18 years of age or older
- High School Diploma or Equivalent
- 1+ years as a banquet captain/manager preferred
- 2-5 years in customer service
- 1 year in the Wedding and Events industry

Salary: \$15-\$20 Hourly paid on a Bi-Weekly Basis. Shared Tips.

Benefits: Experience working as a crucial part of one of the states largest catering companies.

Department: Catering and Event Staff

Job Status: Part-Time Seasonal

Schedule: Nights and Weekends required hours vary

Reports to: Venue Director and Director of Operations

Travel: Must have reliable transportation. Travel can range up to 3 hours away. Travel over 1 hour from the headquarters is paid at your hourly rate.

Employee Name:	Direct Manager Name:
Employee Signature:	Director Manager Signature: