



RUMBLING BALD

RESORT ON LAKE LURE

JOB DESCRIPTION:

JOB TITLE: Banquet Captain
DEPARTMENT: Food & Beverage
REPORTS TO: Food and Beverage Director/Lakeview Restaurant Manager
CLASS: Seasonal
PAY RANGE: \$8.00 - \$14.00/ hour

BASIC PURPOSE: Manage Banquet service operations to achieve customer satisfaction, quality service and compliance with Resort policies and procedures. Responsible for coordination with Food & Beverage Director, Executive Chef, Group Sales and Human Resources Director on all issues pertaining to Banquet operation.

FUNCTIONS:

- Analyze Banquet Event Orders (BEO's); communicate effectively with customers, managers, and associates to ensure that all room set-ups, equipment, supplies, staffing, and menus meet/exceed customer's expectations.
- Review all schedules, equipment, supplies and organize work flow to ensure a quality event to customers' satisfaction for each event.
- Implement Resort programs and resolve operational problems immediately to achieve maximum customer service and satisfaction on the spot, while advising management of any and all such problems.
- Coordinate and assign scheduled personnel for each event, while reporting any scheduling conflicts to the Restaurant Manager.
- Serve as Event Captain for all weddings and banquet events.
- Assists serving guests as needed.
- Communicate with and direct the Banquet Set-Up in coordination and set-up and clean-up functions.
- Implement all Banquet Sales in POS system after each event that day.

- Keep accurate paper files of labor used copies of the billing for each and every event. Staff used with names and hours worked including but not limited to bar service, set up and clean up of all events.
- Communicate to the Sales Manager, any major changes or deviations from the final BEO to include additional fees and concerns of client.
- Report any situation which may potentially be construed as a conflict with the customer directly to the Restaurant Manager.
- . Performs all other duties as assigned
- Control all cost of Food and Beverage including Bars and left over Food from such events advised by Executive Chef and Food and Beverage Director.
- Provides all Banquet sheets with all sales taxes and gratuities from each and every event to be turned to Food and Beverage Director for payroll and gratuity distributions

SKILLS & ABILITIES:

- Ability to read BEO
- Knowledge of proper set-up procedures for a variety of special event including multiple events a one time and over the course of a day or multiple days in a row.
- Excellent written and verbal communication skills.
- Ability to successfully train and work with and supervise personnel assigned to each function.
- Ability to make decisions which are guided by industry standards and established policy and procedures of this Resort.
- Ability to lift, push and/or carry 40-50 lbs.
- Computer Knowledge Microsoft Excel Word programs.
- POS systems ability to learn and use with training.

EXPERIENCE:

- 5 years in a related position as Banquet Captain or Banquet Manager or Assistant Banquet Manager of a Resort or Convention Center or Catering Company.

EDUCATION:

- High School or equivalent. With a solid track record in the Hospitality Industry
- Hospitality Degree preferred.