

Job Title:	Banquet Captain	Department:	Banquets
FLSA:	Non-exempt	Status:	Full-Time
Reports To:	Food and Beverage Manager	Pay Grade:	6
Benefits:	Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life		
401K:	Eligible for enrollment on the first day of hire		

SUMMARY:

Responsible for managing the daily execution of all banquet functions in the hotel's continuing effort to deliver outstanding guest service and financial profitability. Oversees meeting rooms, equipment setup and equipment operation directed by the Food and Beverage Manager. Leads staff to accomplish set-up in a timely manner and to the customer's satisfaction.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

- As directed by the Food and Beverage Manager, greets clients prior to the onset of functions. Reviews all audio visual needs and setup of the meeting rooms, handling changes as needed. Checks with customers periodically during events to ensure satisfaction and responds to any additional requests. Oversees the breakdown of the function room and ensure proper storage of equipment.
- Handle guest complaints personally or if necessary seek assistance from F&B Manager.
- Monitor and develop team member performance to include, but not limited to, providing supervision, scheduling, conducting counselling and evaluations and delivering recognition and rewards. Assures that the staff understands and follows company policies. Corrective action may include verbal warnings and sending and insubordinate employee home. Further corrective action will be at the discretion of the Food and Beverage Manager.
- Recruit, interview, hire and train team members under supervision of F&B Manager
- Review with F&B Manager, BEOs and work schedule to offer input and set-up experience.
- Food and Beverage Manager will coordinate with this position to review need of new hires, training issues, scheduling, equipment and general issues about the conference area, including maintenance. This position ensures equipment is kept in good working order and staff is trained in use of all equipment.
- The Food and Beverage Manager may at time communicate with the position by phone, text or written note changes that affect the following day of operation.
- This position will ensure each Banquet team member is responsible for protecting the Kwataqnuq property and integrity.
- Provides feedback to the Food and Beverage Manager and the Sales department about the events and functions.
- Motivates team members and promotes empowerment. Directs with a positive attitude, enthusiasm and a commitment to excellence. Must possess excellent skills including interpersonal relationships, communication, prioritizing and organizational skills.
- Responsible for preparing and serving meeting breaks in a timely and professional manner.
- Attend weekly BEO meeting.

- Will occasionally meet with clients and sales office for set-up needs.
- Work schedule varies and will include working on alternate shifts, holidays and weekends.
- Requires standing for extended periods, walking, pushing, lifting up to 50 pounds, bending and reaching, stooping, pushing, kneeling, or crouching.
- Willingness to take additional assignments as requested.
- Will work closely with Food and Beverage Manager to stay within Budget.

EDUCATION AND/OR EXPERIENCE:

- Five (5) years of experience in Food and Beverage.
- Two (2) years of Customer Service Experience.
- One (1) year of Banquet/Catering Experience.
- Prefer previous experience as a Supervisor and leading a team.
- Must possess a valid Montana driver's license.
- Must complete the Safe Serve training.

SUPERVISION EXERCISED:

- Full-time Banquet Server
- Part-time/Seasonal Banquet Servers

SPECIAL QUALIFICATIONS:

- ✓ Problem solving and decision making
- ✓ Skill in observing situations and striving for high guest satisfaction
- ✓ Keep supervisor informed promptly and fully of all problems or unusual matters of significance and take prompt corrective action where necessary. Suggest alternative courses of action
- ✓ Skill in dealing courteously with the public and coworkers
- ✓ Must be personable and able to interact with hotel guests as well as members of the management team and conference staff.
- ✓ Ability to effectively communicate
- ✓ Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.
- ✓ May need to take training classes.

Physical/Working Conditions:

- Will require physical activity.
- Will stand for long periods of time.
- Able to lift/carry up to 50 pounds
- Walking on wet floors
- Working with sharp tools and high temperature equipment
- Varying schedule to include evenings, holidays and extended hours as business dictates.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

I acknowledge that I have read and understand the job duties and responsibilities and I meet the requirements of the position.

Employee Signature: _____

Print Name: _____ Date: _____

HR Representative: _____ Date: _____