

## Captain Job Description

**Objective:** To ensure sound and efficient business management of Banquet operations.

**Reports to:** Assistant Banquet Manager and Manager

**Specific Expectations:** The primary purpose of the position is to provide the successful management of Banquet staff and processes, to ensure the successful delivery of guest service excellence that will earn guest returns. The Captain will act as Assistant Banquet Manager and/or Manager in their absence. The Captain is expected to provide prompt, courteous, friendly and professional service to all Banquet guests and Banquet employees at all times. The Captain is responsible for maintaining superior quality service for guests. Performing their jobs on a daily basis, they are required to be detailed in every aspect of their work while maintaining an efficient pace. The Captain will adhere to all rules and guidelines as set to all Banquet employees.

### Shift Duties:

- ✓ Anticipate and tend to all guest needs;
- ✓ Assist with the development of cost control systems to reduce waste in food, supplies, and labour;
- ✓ Balance bills;
- ✓ Brief all employees;
- ✓ Check all function rooms to ensure they are ready, with all equipment in good working order;
- ✓ Complete administrative duties with or in the absence of the Manager, including but not limited to scheduling, uniform distribution, inventory and ordering supplies;
- ✓ Consistently observe to ensure all operations run smoothly;
- ✓ Ensure the service schedule is in accordance with the BEO;
- ✓ Greet the contact persons and ensure all needs and expectations are met;

- ✓ Post shift schedule and inform employees of any changes;
- ✓ Promote and maintain exceptional guest service standards;
- ✓ Reinforce a high standard of cleanliness and food safe standards;
- ✓ Replenish supplies on tables and in work stations throughout the shift;
- ✓ Supervise and assist employees with set-up, service and cleaning of all functions.

**Qualifications:**

- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and Serve it Safe
  
- ✓ Clean, with good hygiene habits;
- ✓ Communicates both verbally and in writing;
- ✓ Confident and assertive;
- ✓ Detail-oriented and artistic;
- ✓ Enjoys meeting and talking with different people;
- ✓ Experience in a similar work environment of at least 1 year;
- ✓ Extroverted personality;
- ✓ Familiar with billing systems;
- ✓ General knowledge of banquet, conference and hotel procedures;
- ✓ Leadership skills;
- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and reliable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanour;

- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Strong mathematics and basic computer skills;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

**Supplies & Equipment:**

1. Basic office supplies: pens, calculator, etc.
2. Clean and pressed uniform with nametag

**Workplace Abilities:**

- ✓ Bend and stretch frequently;
- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Handle a fast-paced environment that is often demanding;
- ✓ Learn facility layout, audio/visual equipment standards, and set-up layouts;
- ✓ Lift, balance and carry trays of up to 20 lbs over extended periods of time;
- ✓ Recruit, hire, train, evaluate, praise and discipline employees;
- ✓ Stand, walk and remain on feet and perform job duties for entire shift duration;
- ✓ Work quickly and quietly.

**All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.**