



JOB TITLE: Banquet Captain
DEPARTMENT: Food & Beverage
REPORT TO: Event Manager
DIRECT REPORTS: Banquet Servers, Banquet Houseman
DATE REVISED: November 2024
CLASSIFICATION: Non-Exempt; part-time (can be combined with other O'Malley's on the Green positions to be full-time)

JOB STATEMENT/PURPOSE:

The Banquet Captain plays a crucial role in orchestrating flawless events and creating memorable experiences for our guests. This position serves as the linchpin between the kitchen, banquet staff, and guests, ensuring seamless coordination and exceptional service throughout each event. The ideal candidate will be an eloquent and poised professional with strong leadership skills, capable of guiding the banquet team to deliver unparalleled hospitality. The Banquet Captain is responsible for overseeing the service in the food and beverage department for assigned banquet events. This includes preparation for set-up and tear down of each event. Banquet Captains are the main point of contact for guests and event hosts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates with kitchen staff and banquet team prior to every event to ensure seamless execution during all events
- Responsible for ensuring the final bill is correct and collecting payment from the host of each event.
- Ensure work areas are neat and clean
- Check that trays and tables are set to standards
- Work with Executive Chef and kitchen crew to ensure quality control of all menus with regards to cleanliness and appearance
- Work with Executive Chef and kitchen crew to ensure food presentation is up to all standards and guest expectations.
- Work with banquet team to ensure the event is properly serviced and clean throughout the event
- Ensure that food service and banquet timing is on schedule



OTHER RESPONSIBILITIES:

- Teamwork oriented and able to give clear direction to banquet staff and kitchen staff before, during and after each banquet
- Able to handle stressful situations with grace and ease
- Directs the setting up and tear down of tables and decorations
- Observes guests to fulfill any additional requests, to perceive when the next course should begin or when meal is completed
- Takes the initiative to greet guests in a friendly and warm manner
- Other duties as assigned, including tasks which support the essential functions and may be changed or redesigned

QUALIFICATIONS:

- Must be 21 years of age or older
- 3 years' experience with customer service in the banquet/event industry
- Must have current Food Handler's Card
- Must have current Training for Alcohol Professional (TAPS Card)
- Previous supervisory experience preferred
- Must be able to stand for long periods and lift 25 lbs.
- Ability to effectively communicate; written and orally