



Position opening:	Banquet Captain (Part-Time)
Facility Name:	Lynnwood Convention Center
Location:	Lynnwood, WA

POSITION: Banquet Captain (Part-Time)

DEPARTMENT: Food & Beverage

REPORTS TO: Food & Beverage Director

Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for a Banquet Captain Part-Time at ASM Global/Lynnwood Convention Center.

The Lynnwood Convention Center's purpose is to create, plan and execute outstanding event experiences. To achieve this, our employees must provide the highest levels of guest service by demonstrating our principles of being Professional, Resourceful, Accommodating and Precise, while always being Safe. To be successful in this role, candidates must be friendly and honest, build strong relationships, continually strive to provide a seamless experience, and be flexible to our guests' needs by providing quality services and products through detailed and accurate communication. Team members of the Lynnwood Convention Center must share in our values of being Adaptable to event needs, being Aware of guest requirements, showing strong Character, and being Team-centric. We are looking for talented folks who model these values in their work behavior, decision making, personal contributions, and guest interactions.

Essential Duties and Responsibilities

- * Meet the guests at the beginning of the function and maintains contact throughout the event to ensure guest satisfaction
- * Supervise food and beverage servers in room setup, buffet setup and decorating, meal service and breakdowns for single events. This is to include all cash and hosted bar set ups.
- * Conduct a pre-function meeting, giving instructions in a clear and concise manner, coordinate method of timing of food delivery with culinary team members. Determine and assign breaks, mealtimes, and team departure with emphasis on labor management.
- * Direct and supervise banquet servers and bartenders during the execution of events to ensure service is consistent with the Lynnwood Convention Center Standards of Service.
- * Direct and ensure that all daily tasks have been completed by the service staff and that all areas are cleaned, set, and organized for the next day's business before end of shift.
- * Direct and supervise banquet servers in weekly and monthly side work tasks and ensure that proper setup tasks are completed daily.
- * Control and track inventory of beer, wine, liquor, and non-alcoholic beverage product both at service stations and in storage areas including check-in and check-out of inventory to servers.
- * Setup, operate, and close Points of Sale machines including system updates, settling accounts, and processing deposits in accordance with Lynnwood Convention Center Cash Handling Policy.
- * Work with Food and Beverage management to train new and existing team members to ensure consistent performance and to maintain the Lynnwood Convention Center Standards of Service.
- * Attend daily meeting with catering, kitchen, and event staff.
- * Complete concise and informative event reports for each event.
- * Serve as a contact point for guest complaints and resolve these if within the scope of authority, otherwise refer to management staff.
- * Other duties as assigned by managers based on event needs.

Supervisory Responsibilities

- * Minimum of 2 years supervisory experience.
- * Supervisory experience with POS systems is preferred.
- * Must be able to work and lead a team independently without active management.
- * Provide feedback for team member training and twice annual performance reviews.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- * Thorough knowledge of liquor laws and regulations.
- * Demonstrated accuracy with cash handling and Point of Sale system operation.
- * Exemplary food and beverage service skills, including bar, in a fine dining atmosphere.
- * Effective leadership and communication skills suited to a formal, professional environment.
- * A strong commitment to exemplary customer service.
- * Ability to pass a credit check and criminal background check.

Education and/or Experience

- * Minimum of 2 years of banquet service experience.
- * Minimum of 2 years' experience as a bartender in a banquet environment.
- * Previous supervisory experience a plus

Skills and Abilities

- * Ability to perform all essential functions of a Banquet Server and Bartender.
- * Ability to lead a strong team and train staff members.
- * Ability to read, understand, and implement Lynnwood Convention Center Standards of Service, Banquet Event Orders, and other policies and procedures.
- * Ability to work in Outlook, Publisher, and EMS/Event Software
- * Excellent interpersonal, customer service, communications, team-building and problem-solving skills are required.

Certificates, Licenses, Registrations

- * Must hold, or obtain upon hiring, a Washington State Food Workers Card, and a MAST Permit Class 12/13.
- * First Aid/CPR card

Physical Demands

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

- * Must be able to lift 45 pounds unaided.
- * Must be able to carry and balance a tray with 8 entrée plates on the shoulder.

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Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.