JOB DESCRIPTION – PART TIME
BANQUET CAPTAIN

Facility Name:	**VENUWORKS OF CHESAPEAKE, LLC - CHESAPEAKE CONFERENCE CENTER**

JOB INFORMATION

Job Title:	Banquet Captain	Department:	Food and Beverage
Reports To:	Banquet Manager	FLSA Status:	Exempt ☐ Non Exempt ☒
Prepared By:	Deborah Malenda	Date Prepared:	06/27/2025
Approved By:	Donna Cannatella/Jerramiah Chabitch	Approved Date:	06/27/2025

SUMMARY

The Banquet Captain directly supervises catered events. This includes the planning, set-up, execution and tear down of all events. The Banquet Captain stays in contact with the Event Coordinator and Banquet Manager throughout the event to ensure the highest guest satisfaction possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Pre post BEO meeting ensuring all changes are noted, side work assignments, clean up assignments and a timeline of events prior to staff arrival to ensure staff awareness of responsibilities and requirements.
2. Check staff in and direct to assigned room-Temps do not sign themselves in or out. It is our responsibility as supervisors to ensure that temporary staff is signed in and out at correct times; we cannot assume that everyone will be honest.
3. Oversee event set up; inspect table place settings, including table linen, china, glassware, silverware and condiments for correct placement and ensure that each element is clean, undamaged and attractive.
4. Conduct pre-meal meeting with service staff to ensure their complete understanding of service needs.
5. Contact the Event Coordinator in charge of the event and coordinate any last minute details regarding function.
6. Oversee service of event ensuring service standards are met.
7. Supervise clearing and post function clean up making sure that function rooms, promenade, isles and storage areas are clean and equipment is cleaned and stored properly.
8. Check out staff- Again, temporary staff do not sign themselves in or out. Please match a face with a name when signing staff out, record breaks and sign sheet. All timesheets are to be placed in their appropriate folders.

<u>Event Coverage:</u>

9. Obtain change logs and record changes for events.
10. Check voice mail for cancellations from staff.
11. Check with Event Coordinator and Chef for any additional changes.
12. Inspect rooms for proper placement of tables and buffets and that they are set according to final guarantees.
13. Complete staff assignments to include section assignments, side work and cleanup assignments, and timeline of events and post with copy of BEO at each room.
14. Sign in all staff and ensure all staff members are in clean, complete uniforms and have good hygiene and are well groomed according to the Food & Beverage Standards. Temporary employees should not be allowed to sign themselves in or out. Match a face with every name.
15. Oversee the setting up of events, ensuring that they are set according to the Banquet Service Standards and BEO reports.
16. Conduct pre-meal meeting with staff to ensure their understanding of menu, any special meal requests, section assignments, order of service and to answer any questions staff may have.
17. Oversee the service of the meal ensuring that staff is serving properly and according to the Steps of Service as laid out in the Banquet Training Manual.

18. Oversee the cleaning of the function room, promenade and service area ensuring that all cleaning assignments have been completed properly. Sign out staff members- Again, temporary staff should not be allowed to sign themselves out.
19. Complete Captains Log and forward to Chef on Duty and complete Consumption Report if necessary and forward to Accounting.

SUPERVISORY RESPONSIBILITIES
Supervises and coordinates activities of part-time banquet servers, bartenders, and concession staff on a per shift basis. Assist the Banquet Manager and Food and Beverage Director with training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Qualified applicants must be available to work primarily nights and weekends, and occasionally holidays.

EDUCATION and/or EXPERIENCE

1. High School diploma, GED or equivalent.
2. Minimum of two years food and beverage service experience in a similar high volume foodservice operation is preferred.
3. Competency in computer usage is preferred, especially in Microsoft Office.
4. Customer service and supervisory experience desired.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must have the ability to be ServSafe certified through the National Restaurant Association and be T.I.P.S. Trainer Certified through Health Communications of Washington, D.C.

LANGUAGE SKILLS

1. Ability to speak and understand English.
2. Ability to read and interpret documents such as instructions, policies and procedures.
3. Ability to write routine reports.
4. Ability to deal effectively and courteously with the general public.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
3. Ability to apply basic math and algebraic math skills for food service and setup applications is required.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.

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PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to cold temperatures and elevated noise levels, depending on the nature of a particular event.

CONCLUSION
The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	