



Event/Banquet Captain

Company Information

We are a growing full service catering company seeking an on-staff Event Captain to start immediately. As a boutique catering company we offer completely customized events for our clients and the highest level of service standards. As a chef driven company, we love to create delicious food and memorable events! As our Event Captain, you will work with both internal and external clients both in our facility and at events, producing amazing events as part of a TEAM. We are a professional organization that values excellence, integrity, quality, hospitality and balance. We are also a smoke-free company.

Job Position Description

Part-time position, hours vary week to week based on events, seasonal.

The Event Captain is responsible for leading the team of service staff at events and ensuring client and guest satisfaction. The position requires a candidate that works as both a leader and part of a larger team to create success. The event captain will attend pre-event meetings, report to the commissary prior to and after events, greet event staff and delegate work tasks as required. At completion of the event, the Event Captain is required to breakdown, oversee staff completion of assigned tasks, communicate with the client and complete all event paperwork and reports. The Event Captain reports directly to the Director of Operations and our Chef/Owner.

Duties and Responsibilities

- Oversee and manage events
- Setup and breakdown of events, including reporting to commissary prior to check out equipment, supplies, beverages, decor, etc.
- Act as the point of contact for the host/client
- Attend BEO meetings held at the commissary to review upcoming events
- Hold pre-shift meeting at events with staff to review BEO and service standard
- Coordinate with culinary staff (sous chef) to maximize guest experience
- Open bottled wine for guests
- Bus and set tables, as needed
- Setup and breakdown of food buffets and unique stations

- Communicate guest, client and staff feedback to management in a concise and timely manner
- Supervise events to ensure they run smoothly and exceed client/guest expectations
- Anticipate guest and host needs, respond promptly and acknowledge all guests in a friendly manner
- Ensure compliance of safety standards and company policies and procedures
- Maintain and exemplify high level service standards and requirements for events
- Organize event responsibilities and complete all preparation work
- Lead event staff to provide an outstanding customer experience as well as compliance with all company policies and procedures
- Coordinate breaks for staff
- Assign staff to various stations and work tasks at events
- Communicate event changes and modification efficiently as they arise throughout events
- Identify situations that compromise the company's reputation and brand image
- Inspect employee grooming and uniforms and rectify any deficiencies
- Ensure replenishment of items as specified on stations, passing trays, buffets, etc. as requested and/or needed
- Responsible for making sure all food leftover is returned to kitchen or packaged for client, when applicable. Also ensure that all supplies and materials are returned to designated storage areas at the commissary
- Perform final site inspection with event staff to make sure that closing duties have been completed and that site is left clean
- Work alongside staff to provide continuous training and keep morale and engagement high
- Complete all post event paperwork, and submit to management by required deadlines
- Keep an accurate log and record of all alcohol or non-alcoholic inventories at event and in commissary
- Monitor and handle all guest complaints through acknowledgment and pacification. Elevate any serious problem or guest complaint to management right away to mitigate consequences
- Attend and schedule all employee meetings
- Perform other duties as assigned

Requirements

- High School Graduate or Equivalent
- Minimum 2 years experience in Food/Beverage/Hospitality Management, experience in banquets a plus.
- Nights and weekends required
- Non Smoker

Essential Qualifications

- **Strong customer service skills** - an individual that understands what it means to go above and beyond to make a guest happy.
- **Attention to detail** - it's often the minor details that go overlooked. Those are the details that can take an event from good to extraordinary. We are looking for someone who understand the importance of those details and takes a proactive approach to ensure those details are attended to.
- **Leadership skills** - a Captain must be a leader among the staff, and understand when to rally, when to reprimand, how to resolve conflict and when to jump in to help the team with the job at hand.
- **Management skills** - as a captain you will not only manage the staff, but also the event. A captain has to understand timing of food, event timelines, staff scheduling, and client coordination. The captain must have a great working relationship with the culinary staff to collaborate towards the goal, a successful event.
- **Speaking skills** - as the captain you will often be the lead point of contact for the host and for the guests of an event. You must be able to accurately and effectively communicate standards to staff, give orders, and speak with the guests/hosts with confidence. You must be a PEOPLE PERSON!
- **Stamina** - As the captain, shifts will often be long and tiring. A captain should be able to work long hours on your feet, lift heavy objects (up to 50 lbs), and be ready to do it all again the next day.
- **Organizational skills** - off premise catering is often many moving parts all at the same time, and requires an individual serving as the Event Captain to be highly organized and confident. An organized captain will understand Event BEO's, spreadsheets and general organizing practices.

Physical Demands

This position requires an individual that will regularly lift/push/pull up to 50 lbs. You must have the ability to work on your feet for long periods of time being very active (6-8 hours). May work events that are outdoor and exposure to heat, rain and mother nature's elements.

For consideration, please read and understand all responsibilities, skills and job requirements set forth above. If you feel you would be a great match for this position, send us a cover letter detailing why you would be a great fit, and your current, up-to-date resume. Please no smokers, we are a smoke-free company.

Cover letter and resume may be sent to:
employment@tastebudscustomcatering.com

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