

**SMG**  
**Job Description**

**Job Title:** Banquet Captain  
**Department:** Food and Beverage  
**Reports To:** Banquet Manager  
**FLSA Status:** Non-Exempt

**Summary:**

Supervise and coordinate activities of banquet servers during functions. Directly oversee functions including planning, set-up, execution and tear down of the event. Ensure client and guest satisfaction. All duties are to be performed in accordance with New York State laws and regulations as well as Oncenter policies, practices and procedures. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Provide total guest satisfaction through skilled and capable service in accordance with Oncenter standards
- Attend food and beverage meeting as needed
- Prepare assignments for each portion of the work shift; set-up, reception, event tear-down and side work
- Consults with culinary team regarding serving arrangements and equipment required
- Conduct pre-meal meetings with banquet staff at the start of each shift
- Greet on-site contact for assigned event(s) and maintain direct communication throughout the event
- Work closely with the Banquet Manager, Catering Sales Manager and Operations to execute all events
- Demonstrate full knowledge of menus, key ingredients and preparation methods
- Promotes and maintains the highest level of customer service to all Oncenter Guests
- Resolve guest and employee concerns within the scope of authority
- Notifies supervisor and/or security of all unusual events, circumstances, missing items or alleged thefts
- Notify Banquet Manager when inventory items need to be replenished
- Prepare Banquet Report, with detailed comments pertaining to the entire function
- Maintain a professional appearance at all times
- Maintain a safe, clean, organized and stocked work area following sanitation standards
- Maintain professional relationship with all coworkers

**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.

**Education and Experience**

- Three years' experience as a server/banquet captain in a high volume restaurant, casino, or banquet facility desired
- Previous supervisory experience preferred
- High School Diploma or equivalent desired

**Skills and Abilities**

- Good oral communication skills and the ability to read, write and communicate effectively in English.
- Excellent hospitality and customer service skills, knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Ability to work with little or no supervision.
- Ability to work well around a large number of people.

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- Self-motivated with excellent organizational and leadership skills with attention to detail, mature judgment and professionalism in handling all matters

**Certificates, Licenses, Registrations**

- ServSafe certification a plus.

**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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lift and carry up to 50 pounds at a time, perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting.
- Ability to work in a noisy environment.

**Hours of Work**

- Flexible part-time schedule including some long shifts, nights, weekends and holidays on an on-call basis.

**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.