



POSITION: Banquet Captain
DEPARTMENT: Food & Beverage, Banquets
REPORTS TO: Premium Services Coordinator
STATUS: Hourly, Non-Exempt

ASM Global, the world's leading venue management and services company has an excellent and immediate opening for a Banquet Captain at the Avenir Centre. This position directs the Banquet staff during all catering event functions, i.e. meal events and coffee breaks and may be directing multiple event functions at the same time in various locations. Functions as a liaison ensuring pre-shifts are held prior to event functions taking place, directs service traffic, interacts with the event Host and ensures a flawless special event for the guests.

AREA OF RESPONSIBILITY:

- Provide direction of club lounge team members.
- Manage the Banquet Event Order (BEO) components and able to read and understand BEO content.
- Complete a quality inspection of the room prior to the event start to ensure all components are to the BEO specifications.
- Oversee events from start to finish and ensure that any and all food & beverage items are presented and served correctly, adhering to the standards and noting any special requests and instructions set out on the BEO for the event.
- Ability to complete "mis-en- place", set sample table and service a table.
- Ensure completion of table assignments, buffet lines, coffee breaks, and successfully "work" a dining/ballroom and control order of service.
- Conduct an effective pre-shift, roll call, assign side duties and supervise the banquet servers and set-up in details of work.
- Communicate directly with the Culinary team during service to ensure proper client and guest service is being achieved.
- Introduce yourself to the group leader so that she/he knows who their contact is during the function, and explain how to make contact if needed throughout the function.
- Approach all encounters with guests and team members in a friendly, service-oriented manner. Use a positive and clear speaking voice when communicating with staff and guest; listen to and understand requests, respond with appropriate actions and provide accurate information.
- Handle any guest complaints and/or concerns in a professional, expedient manner to the guest's satisfaction.
- Prepare and submit all relevant and applicable paperwork with the appropriate signatures to include but not limited to Addendums, Function Sheets, Consumption Reports, Pre-Shift Summary, End of Day Summary, Waste Sheets and Inventory for proper and accurate billing.



- Bring any food and/or beverage quality problems to the immediate attention of Food and Beverage Management.
- Observes performance, train, coach and counsel as necessary; encourage improvement.
- Ability to carry serving trays containing 10 entrees with items weighing 50 pounds.
- Ability to focus on the job while staying on their feet and moving about freely.
- Perform other duties as assigned based on event needs.

EDUCATION AND EXPERIENCE

- High school diploma or GED.
- Minimum two (2) years banquet server/banquet captain and beverage experience in a large hotel/convention center banquet department.
- Ability to interact with all levels of staff including management and clients.
- Comprehensive knowledge of banquet preparations and operations; service standards; guest relations and etiquette; and knowledge of all applicable health and safety regulations.
- Ability to function in a fast-paced, team-oriented environment; sense of urgency.
- Commitment to exceptional guest service.
- Excellent communication skills.
- Proficiency in English required, proficiency in French preferred

COMPENSATION

Compensation is dependent on experience. This position is part-time, primarily evening and weekend shifts, some holidays. All Food & Beverage scheduling is dependent on the Avenir Centre's events calendar.

PHYSICAL DEMANDS / WORKING CONDITIONS

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.

While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function, in a loud noise environment. Must have the physical ability to maneuver around facility, at times, walking and/or standing and navigating stairs for 8-10 hours or greater as required. Must be able to lift/transport up to 50 pounds. This position has direct contact with guests, managers and employees.



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.

TO APPLY

Please send resumes to:

Melissa Schaus
Premium Suite Coordinator
premium@avenircentre.com

Please ensure the subject line reads: ***Banquet Captain***
Only successful applicants will be contacted.