

Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Banquet Captain
DEPARTMENT: Food & Beverage
STATUS: Full-time
SHIFT: Days/Swings/Weekends
RATE: \$DOE

NUMBER OF POSITIONS: 1
REPORTS TO: Food & Beverage Director
SUPERVISES: Banquet staff

JOB SUMMARY: Responsible for supervising and assisting the banquet staff, bar staff, operations, and guests of banquet experiences at events. Responsible for managing the staff schedule, ensuring that banquet operations run smoothly, and prioritizing the comfort and safety of our guests. Possess strong leadership skills and be able to manage multiple streams of information. Remain calm in highly stressful situations and demonstrate excellent time management and organizational skills. This position coordinates all aspects of the room/facilities set-up, and food and beverage service to ensure guest satisfaction. This position also includes audio visual set-up and may be required to provide dedicated AV services during events.

ESSENTIAL JOB FUNCTIONS:

- Setting up events with the layout and logistics of the event per the Banquet Event Order (BEO).
- Communicating with Food & Beverage Director and Executive Chef regarding last minute changes.
- Acting as a point of contact to the client and liaison to the kitchen and banquet staff during events. Managing the food and beverage service.
- Create aesthetically pleasing presentations, work well with department managers.
- Be an exceptional “people person”, keep all employees aware of scheduled events.
- Supervising handing of equipment for function set-up and tear down.
- Supervising the set-up of AV equipment, running AV checks.
- Training of banquet staff, setting up, and managing staff shifts and timetables.
- Welcoming guests upon their arrival and assisting them where needed.
- Tending to guests’ requests, questions, and complaints.
- Ensuring accurate guest counts for proper guest billing.
- Ensuring that the venue and facilities remain neat and clean.
- Ensuring that all applicable safety regulations are communicated and adhered to.
- Assist with set-up and serving as needed.
- Computer literate with in depth of knowledge of MS Excel and Word required.

MINIMUM QUALIFICATIONS:

- High school diploma or GED required.
- Previous banquet/server experience a plus.
- Excellent leadership abilities and the ability to manage staff members.
- Great time management and multi-tasking abilities.
- Excellent written and verbal communication skills.
- The ability to provide an excellent level of customer service, even in stressful situations.
- Willingness to work long hours, irregular shifts, and on weekends evenings, and holidays.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to stand/sit for long periods of time.
- Must have bending mobility to reach, kneel, twist and grip items while working at assigned desk area.
- Read, write, speak and understand English.
- Must stand and walk up to 45% of work time and sitting up to 80% of work time.
- Lifting requirements in excess of 25 lbs. or greater ‘repetitive’ and carrying up to 15 lbs.
- Must have ability to work in a fast-paced environment and flexibility to change direction/focus when needed.
- Enjoy working in a team environment.

Mazatzal Hotel & Casino reserves the right to make changes to the above job description whenever necessary.