

Job Description

Position: Banquet Captain

Department: Catering & Events

Reports to: Catering & Events Manager

Summary: The Banquet Captain acts as the supervisor for all catering & events that occur at Watermark Beach Resort. Primarily, they will assist the Catering & Events Manager with setup, operation, and tear down of events. They are also responsible for leadership of all associates in the banquet department.

Responsibilities:

- Consistently deliver professional, friendly, and engaging service
- Establish and maintain rapport with clients, prior to, during and post conference, encouraging repeat business
- Develop relationships with local businesses and the community
- Participate in pre-conference meetings with clients and pertinent departments to confirm all relevant details are communicated
- Participate in revenue management – promoting food and beverage sales, upselling of products, and promotion of resort events
- Assist in conducting pre-shift and pre-function meetings and other administrative duties when needed
- Monitor and maintain banquets inventory and communicate ordering needs to Catering & Events Manager
- Training and supervision of all Catering & Events associates
- Liaise with off-site sales team to ensure all event details are properly communicated
- Oversee the smooth operation of events, meetings and conferences from start to finish
- Assist with creating and maintaining BEOs
- Lead by example by following and training team on all safety policies
- Work Closely with the Catering & Events Manager, delivering and exceeding expectations of the wedding market
- Other duties as assigned

Qualifications:

- Previous leadership experience within a similar role required
- Computer literate in Microsoft Windows application required
- University/College degree in a related discipline preferred
- Excellent communication skills, both written and verbal required
- Highly responsible & reliable
- Work well under pressure
- Flexibility in hours of work
- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Serving It Right required (can be attained after employment, but must be certified prior to first shift)



BEACH RESORT &
CONFERENCE CENTRE

- Food Safe level 1 an asset
- SuperHost certification an asset
- Has the stamina to handle heavy objects, prolonged periods of standing, and other moderately strenuous activity.

Key Performance Indicators:

- Banquet GSAT
- Annual performance review
- Annual Associate Satisfaction Survey