PM Hotel Group

Job Description

Title: Banquet Captain PM Hotel Group

Department(s): Food & Beverage

Reports to: Banquet Manager

FLSA

Job Summary

Supervise banquet staff in the completion of assigned functions and set-up, as well as oversee the service and break-down functions in a safe manner.

Summary of Essential Job Functions

- Check server and house-person Banquet Event Orders to ensure that all information is accurate.

- Check room set-up to see that Banquet Event Order directions are completely followed. Ensure that all public areas are neat and clean.

- Make contact with group representatives. Explain how to make contact if needed throughout the function.

- Communicate all Banquet Event Order changes to catering or convention services office and affected departments.

- Coordinate with banquet staff set-ups, changes and time schedules for all functions.

- Verify staffing levels for the next day's functions. Adjust schedules accordingly through the addition or cancellation of servers, bartenders, and/or housepersons.

- Operate as a banquet server when needed; setting up, greeting and serving the guest, and breaking down the function.

- Inspect banquet areas at end of function to ensure all equipment is returned to its proper area and all areas are clean.
• Post all banquet checks at end of the day and turn in to night audit.

• Abide by all state, federal and corporate requirements pertaining to serving alcoholic beverages. Oversee staff to ensure that proper liquor controls are in use.

• Oversee any cash handling staff to ensure that PM Hotel Group’s cash handling policies and procedures are adhered to.

• Comply with attendance rules and be available to work on a regular basis.

• Perform any other job-related duties as assigned.

Abilities Required

• Must have the ability to communicate in English. Self-starting personality with an even disposition. Maintain a professional appearance and manner at all times. Can communicate well with guests. Ability to transport up to 30 lbs. through a crowded room on a continuous basis throughout the shift. Must be willing to “pitch-in” and help co-workers with their job duties and be a team player.

Customer Satisfaction:
Our customers are what we are about. One of the keys to a positive guest experience is positive interaction with PM Hotel Group staff. It is essential that you remain professional at all times, and that you treat all guests and associates with courtesy and respect, under all circumstances. Every PM Hotel Group associate is a guest relations ambassador, every working minute of every day.

Work Habits:
In order to maintain a positive guest and associate experience, your work habits should always meet and strive to exceed hotel standards for work procedures, dress, grooming, punctuality and attendance. You should be adaptable to change in your work area and in hotel procedures with a willingness to learn new skills and/or improve existing ones, have the ability to solve routine problems that occur on the job, and ask for help whenever you are not sure how to do something.

Safety & Security:
The safety and security of our guests and associates is of utmost importance to PM Hotel Group. Every PM Hotel Group associate should adhere to the hotel security policies and procedures, particularly regarding key controls, lifting heavy objects, using chemicals, and effectively reporting safety hazards and safety concerns.

NOTE:
This description excludes non-essential and marginal functions of the position that are incidental to the performance of the fundamental job duties. Furthermore, the specific examples in each section are not
intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the associate’s supervisor.

Furthermore, this description is subject to change, at the sole discretion of the Company, and in no way creates an employment contract, implied or otherwise; each associate remains, at all times, an “at will” associate.