

Position: Banquet Captain	Department: Food (Banquets)	Supervisor: Director of Catering, Banquet Manager, or Executive Chef	
Job Titles Supervised: Banquet staff	Date: October 25, 2017	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

The Banquet Captain coordinates and oversees the Banquet staff. This person safely and efficiently provides excellent customer service with a smile! We want our guests to feel good about their experience so that they will tell others and become a loyal customer.

This employee must display effective listening and communication skills, initiative, ability to work independently and in teams, and lead by example. He/she must be able to exercise good judgment and discretion, display effective problem solving skills, and provide excellent customer service. Additionally, he/she must have the ability to multi-task, maintain composure under pressure, and display a high level of professionalism, integrity, and follow through.

Tipped Employee Information (Pursuant to the Fair Labor Standards Act (FLSA))

This is a tipped position; as such, it will pay a cash wage that is less than the regular minimum wage, but is at least the minimum “tipped wage” per hour for your location, per federal, state or local law. Olympia will be claiming an additional amount as a tip credit. This tip credit cannot exceed the difference between the minimum required tipped cash hourly wage for your location, and the corresponding current minimum wage for non-tipped employees. The tip credit claimed by Olympia cannot exceed the amount of tips actually received by the tipped employee, and all tips received by tipped employees are to be retained by the employee, except for a valid tip pooling arrangement limited to employees who customarily and regularly receive tips. The tip credit will not apply to any tipped employee unless the employee has been informed of these tip credit provisions, orally or in writing.

Additional Information:

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

Essential Functions of the Job:

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. *All employees must follow the safety policies*
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

Expectations of all Employees:

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive “can do” attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly “hello.” Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)



- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

Job Duties and Responsibilities:

- Work the functions as well as supervise them
- Enforce hotel's cash handling policies and procedures
- Assist Banquet Manager in monitoring and maintaining inventory of supplies to prevent shortages (order linens and other items based on BEOs and anticipated needs; track inventory, store and code invoices)
- Inspect rooms to ensure they are set appropriately for function
- Meet & Greet clients and guests
- Collect signatures on invoices
- Follow up with clients to ensure satisfaction
- Track & input gratuity
- Attend BEO meetings and pre-con meetings
- Fill out post function reports
- Help in maintaining equipment and cleanliness standards
- Be familiar with standard AV Equipment (in house and outside vendor equipment)
- Turn off all lights, AC, heat, and lock all doors and closets at end of shift

Lead Responsibilities & Expectations:

- Support the hotel in achieving high performance levels in service and profitability
- Hold self and others accountable for achieving results
- Support a culture that promotes high employee morale and performance
- Provide strong leadership, motivate staff to reflect a high level of enthusiasm and guest satisfaction
- Respond to guest/employee concerns or complaints in a timely and courteous manner; (ability to effectively problem solve)
- Effectively coach, motivate, lead and resolve employee concerns by timely communicating on-going positive and constructive feedback, and keeping manager informed as needed
- Assist with keeping timely & accurate documentation; all documentation must be approved and issued by the manager
- Train team how to punch in, out & transfer departments (holds employees accountable via use of missed punch form)
- Assignment of daily duties, based on scheduled staffing to meet hotel needs while effectively controlling payroll; effectively communicate any shortages or needs to management
- Assist in orienting employees per OHM's process and procedures

Skills Required

Leadership, problem-solving, and basic computer skills; ability to share knowledge and teach others to perform tasks, high level customer service, effective communication with guests and team members, able to follow instructions, learn quickly, pay attention to detail, and maintain composure when working under pressure

Experience / Education:

Serving and or set up experience preferred; familiarity and comfort with operating A/V equipment (both in house and outside vendor equipment is helpful); high school diploma and/or equivalent work experience; must be of legal age if serving alcohol

Performance Measurement:

90 Day performance review, ongoing feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, etc.



Physical Demands:

This is a very physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting and kneeling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information)

Employee Acknowledgement:

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

Manager

Date

Employee Signature

Date

Physical Requirements of this position

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.

Physical Demands: Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

Sitting (Number of hours a worker must be sitting)	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Standing (Number of hours standing)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of duties performed by standing and walking
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Walking (Number of hours walking)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Majority of duties performed by standing and walking
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

Bending	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Moderate bending while performing duties, i.e. lifting trays.
<input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input checked="" type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

Squatting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Infrequent squatting while performing duties, i.e. lifting heavy trays.
<input checked="" type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

Kneeling	Tasks (not an exclusive list)
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	

Twisting	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> Frequent twisting while performing duties, i.e.



<input type="checkbox"/> Infrequent: 1-120 twists/day	serving and clearing meals.
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input checked="" type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

Lifting Floor to Waist	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting floor to waist while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting to Waist to Shoulder	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Moderate lifting waist to shoulder while performing duties, i.e. lifting trays on shoulder.
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Lifting Overhead	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Infrequent lifting overhead while performing duties.
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

Pushing / Pulling	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Moderate push/pulling while performing duties, i.e. carts with food.
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

Wrist / Hand / Fingers Repetitive Movements	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Frequent repetitive motion while performing duties, i.e. serving meals.
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

Cardiovascular – Endurance (Maximum Work-load Required Each Day)	Tasks (not an exclusive list)
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> • Majority of time spent on feet and in motion.
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

Manager

Date

Employee Signature

Date