



Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<u>Position Title</u> Banquet Captain	<u>Department</u> Food & Beverage	
<u>Physical Work Address:</u> 288 Prairie Star Road, Santa Ana Pueblo, NM 87004	<u>Manager/Supervisor:</u> Food & Beverage Manager	<u>Status:</u> Occasional

1. **GENERAL POSITION DESCRIPTION:** Under the supervision of the Food & Beverage Manager, the Banquet Captain is the liaison between the Catering Manager and the client during events. The Banquet Captain is responsible for coordinating banquet setup and the running of an event. This position ensures all aspects of service are being carried out by banquet servers and/or floor staff. This includes all setup and breakdown from beginning to end of an event. Coordinates with the Banquet Chef and Executive Chef as required.
2. **MINIMUM QUALIFICATIONS:** Banquet server or captain experience preferred. Working knowledge of banquet sets and reading of a Banquet Prospectus. Good communication and customer service skills required.
3. **KNOWLEDGE/SKILLS/ABILITIES REQUIRED:**
 - Banquet sets and service protocols.
 - Service experience in a food dining experience or banquet dining setting.
 - Excellent communication with the ability to handle last minute changes and organize and assign duties.
 - Ability to move furniture and carry heavy trays.
4. **DUTIES AND RESPONSIBILITIES:**
 - Responsible for advance sets and other advance work needed for events as well as breakdown of same.
 - Assign duties to floor staff.
 - Act as main contact with the client to assure things flow smoothly and all is satisfactory for the client.
 - Responsible for décor and cleanliness of the room/area both prior to and after the event.
 - Effectively communicate with the kitchen regarding timing and food needs to assure all aspects of service are being appropriately carried out by the banquet staff.
 - Monitor wait stations and refrigeration units to ensure they are emptied and cleaned after each event.

- Listen to and analyze all feedback from guests, employees, and supervisors to ascertain any changes or improvements that need to be implemented.
- Communicate effectively with all staff to provide an efficient operations and excellent service to guests.
- Follow all guidelines and be flexible in duties assigned to each station/position.
- Perform other duties as assigned.

5. SUPERVISORY RESPONSIBILITIES (Must be reflected in Section 12)

NO, the position does not directly supervise others

YES, the position directly supervises others on a regular basis. If yes, then list all positions supervised by this position and rate the level of supervisory authority exercised by this position for each supervisory action listed.

Level Definition of Authority

1 = Supervisor effectively recommends and/or takes action.

2 = No authority.

Position Title(s) Supervised.	Supervisory Actions								
	Hire	Assign Tasks	Reward	Promote	Transfer	Settle Disputes	Lay Off	Discipline	Discharge
Banquet Server	2	1	1	2	2	2	2	2	2

**PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS
(NA-Not applicable, NE-Not essential, O-Occasional, F-Frequent)**

	NA	NE	O	F
Speaking				X
Hearing				X
Interacting with others				X
Seeing in limited light				X
Seeing objects at a distance				X
Seeing objects peripherally				X
Seeing close work (e.g., typed print)				X
Distinguishing colors				X
Reading				X
Writing				X
Calculating				X
Editing				X
Evaluating				X
Interpreting				X
Organizing				X
Standing				X

	NA	NE	O	F
Sitting				X
Walking				X
Running				X
Bending, Twisting, Kneeling				X
Pushing/Pulling				X
Climbing (includes into/out of cramped spaces)				X
Crawling (includes into/out of cramped spaces)				X
Repetitive motion of hands/fingers				X
Grasping with hand, gripping				X
Lifting/carrying 10-25 pounds				X
Lifting/carrying 26-50 pounds				X
Lifting/carrying more than 50 pounds				X
Driving (regular class D license – list under # 22)	X			
Work in/exposure to inclement weather				X
Work at heights (e.g., towers, poles)			X	
Exposure to dust, chemicals, or fumes, exhaust				X
Exposure to loud noises				X
Exposure to needles or sharp implements				X
Exposure to electrical current (not outlets)				X
Use of hazardous/dangerous equipment and/or machinery (e.g. chainsaws, explosives)			x	

6. MACHINERY, TOOLS, EQUIPMENT, ETC. REQUIRED

- Computer with the ability to utilize basic Microsoft Office products.
- Kitchen Knives
- POS System
- Ladder

7. LICENSES, CERTIFICATIONS REQUIRED:

- ServSafe Food Handling Certificate
- Alcohol Server Certification