

BILTMORE FARMS HOTELS

Position: Banquet Captain - Hilton
Department: Food & Beverage
Reports to: F&B Manager/General Manager/Assistant General Manager
Pay status: Hourly

Purpose:

Responsible for efficiently and effectively maintaining service levels in the Banquet/Meetings area through proper set-up and delegation to his team. Ensures the proper coordination with Food and Beverage Department for room service, banquets, meetings, and receptions in-house. Confirms and implements changes in event set-up. May also cross train in any applicable Restaurant/Kitchen operations.

Essential Functions:

- ◆ Directs team to set-up daily functions in meeting rooms.
- ◆ Completes a weekly schedule based on budgeted labor goals.
- ◆ Orders banquet set-up supplies such as linen and other supplies while meeting budgeted goals.
- ◆ Responsible for maintaining proper levels of equipment to service guests.
- ◆ Greets customer contact prior to the start of each major function and maintains contact throughout the function to ensure that all arrangements are satisfactory.
- ◆ Inspect grooming and attire of staff, and rectify any deficiencies.
- ◆ Assist management in training, scheduling, motivating and coaching employees and serve as a role model.
- ◆ Participate in weekly BEO Meeting.
- ◆ Assist in completing all monthly and quarterly inventories of supplies and equipment in the F&B area.
- ◆ Inspect storage areas for organization, use of FIFO, and cleanliness.
- ◆ Discusses details in set-up diagrams with appropriate managers.
- ◆ Work with F&B Department to handle room service requests.
- ◆ Attend Biltmore Farms Quarterly Manager Meetings if needed.
- ◆ Assist in managing P&L costs based on forecast and budget goals
- ◆ Basic knowledge of Microsoft Word and Excel.
- ◆ Adheres to Biltmore Farms Hotels policies as they relate to professionalism with clientele.
- ◆ Assists guests in obtaining special equipment or supplies. (i.e. flowers, linens, A/V equipment, etc.)
- ◆ Assist F&B Manager with special projects as needed.
- ◆ Be available to work a flexible schedule including weekends and holidays, rotating AM/PM shifts (if needed).
- ◆ Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager, and complete safety training and certifications.
- ◆ Properly train all associates in serving banquet food and beverages.
- ◆ Ensure all associates are trained in safe food handling procedures as outlined by the Health Department and Hilton Hotel.
- ◆ Ensure all associates are trained in the proper service of Alcoholic Beverages.
- ◆ Work flexible schedules which include weekends and holidays.

Specific Job Knowledge, Skill and Ability:

The individual must possess the following knowledge, skills and abilities and be able to effectively demonstrate that he or she can perform the essential functions of the job.

- ◆ Knowledge of a hotel structure and how all departments interact, in particular the Food & Beverage areas.
- ◆ Ability to effectively communicate both orally and written in a friendly positive manner in order to meet client needs and resolve complaints.
- ◆ Be proactive in anticipating guest needs.
- ◆ Ability to move throughout the hotel to direct set-up operations.

- ◆ Ability to handle multiple customer and operational demands with a high degree of professionalism, operating often with time sensitive deadlines.
- ◆ Ability to listen, speak and write to ascertain and respond to client needs. Act as liaison between the client and various hotel departments.
- ◆ Basic mathematical and analytical skills to interpret client billing invoices.
- ◆ Basic mathematical skills to address set up matrix to help in reduction of cost in labor and supplies
- ◆ Must have knowledge of Food & Beverage etiquette, guest relations, and service standards.
- ◆ Ability to motivate a team of individuals to perform duties and serve our guest in a professional and courteous manner.

QUALIFICATIONS

Education:

Four year college degree preferred preferably in the hospitality field or any combination of education and training or experience that provides the equivalent required knowledge.

Experience:

Prior hotel experience in same field preferable.

Grooming:

All team members must maintain and keep a neat, clean, and well groomed appearance. (Specific standards available)

Physical Requirements:

Be able to lift and carry at least 35 pounds on a tray or arm service where it applies.

Be able to walk or stand for prolonged periods of time and be able to stoop and bend frequently.

Be able to work with cleaning products on a daily basis.