

Title: Banquet Captain – Full Time
Reports To: Banquet Manager
Department: Food & Beverage



Position Summary:

The primary function of this position is to train, supervise and lead the service staff on event days ensuring that all events are executed in accordance with the Lynnwood Convention Center Standards of Service. This position offers a superior guest experience for LCC guests including resolving guest problems and complaints as they arise.

Qualifications:

- A thorough understanding of banquet industry standards of service and fine dining food service.
- Exemplary food and beverage service skills in a fine dining atmosphere.
- Effective leadership and communication skills suited to a formal, professional environment.
- Ability to lead a strong team and train staff members.
- A strong commitment to exemplary customer service.
- Ability to read, understands, and implements LCC Standards of Service, Banquet Event Orders, and other policies and procedures.
- Minimum of 2 years of banquet service experience and 1 year of supervisory experience or previous experience at LCC.
- Must hold or obtain upon hiring a Washington State Food Workers Card and a MAST Permit Class 12/13.
- Must be able to lift 35 pounds unaided.
- Must be able to carry and balance at tray with 5 entrée plates on the shoulder.

Essential Functions:

- Direct banquet servers during the execution of events to ensure service is consistent with the LCC Standards of Service.
- Direct banquet servers in weekly and monthly side work tasks and ensure that proper setup tasks are completed daily. Ensure that all daily tasks have been completed by the service staff.
- Attend daily meeting with catering, kitchen, and event staff.
- Train existing banquet servers so that all servers perform their tasks in a consistent manner and all servers maintain the LCC Standards of Service.
- Complete concise and informative event reports following each event.
- Serve as a contact point for guest complaints and resolve these if within the scope of authority, otherwise refer to management staff.
- Must be able to work and lead a team independently without active management.
- Ability to perform all essential functions of a Banquet Server.
- Other duties as assigned by managers based on event needs.

Comprehensive Benefits Package

Pay Depends upon experience

To Apply: Follow the link below or copy into a web browser

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000473528206#/>

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