



<b>Position</b>	<b>Banquet Captain (Part-Time)</b>
<b>Facility Name</b>	<b>Lynnwood Convention Center</b>
<b>Location</b>	<b>Lynnwood, WA</b>

**POSITION:** Banquet Captain (Part-Time)

**DEPARTMENT:** Food & Beverage

**REPORTS TO:** Banquet Manager

\*Free Parking

\*Paid Sick Leave

\*401K Participation

\*Flexible Shifts

## Summary

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Banquet Captain Part-Time at ASM Global/**Lynnwood Convention Center**.

The Lynnwood Convention Center's purpose is to create, plan and execute outstanding event experiences. To achieve this, our employees must provide the highest levels of guest service by demonstrating our principles of being Professional, Resourceful, Accommodating and Precise, while always being Safe. To be successful in this role, candidates must be friendly and honest, build strong relationships, continually strive to provide a seamless experience, and be flexible to our guests' needs by providing quality services and products through detailed and accurate communication. Team members of the Lynnwood Convention Center must share in our values of being Adaptable to event needs, being Aware of guest requirements, showing strong Character, and being Team-centric. We are looking for talented folks who model these values in their work behavior, decision making, personal contributions, and guest interactions.

### Essential Duties and Responsibilities

- Ability to effectively and appropriately communicate with coworkers and supervisors.
- Ability to conduct a pre-function training and menu meeting, giving instructions in a clear and concise manner
- Direct banquet servers and bartenders 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.
- Control and track inventory of beer, wine, liquor, and non-alcoholic beverage product both at service stations and in storage areas including check-in and check-out of inventory to servers.
- Setup, operation, and closing of Points of Sale including POS system update, settling accounts, and processing deposits in accordance with LCC Cash Handling Policy.
- Train new and existing servers and bartenders so that all bartenders perform their tasks in a consistent manner and maintain the LCC Standards of Service.
- Attend daily meeting with catering, kitchen, and event staff.
- Train existing banquet servers and bartender 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.
- Other duties as assigned by managers based on event needs.

### **Supervisory Responsibilities**

- Minimum of 2 years supervisory experience.
- Supervisory experience with POS systems is preferred.
- Must be able to work and lead a team independently without active management.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A thorough understanding of banquet industry standards of service and fine dining food service.
- Thorough knowledge of beer, wine, and liquor and banquet industry standards of service as well as applicable laws and regulations.
- Demonstrated accuracy with cash handling and Point of Sale system operation.
- Exemplary food and beverage service skills in a fine dining atmosphere.
- Effective leadership and communication skills suited to a formal, professional environment.
- A strong commitment to exemplary customer service.

### **Education and/or Experience**

- Minimum of 2 years of banquet service experience.
- Minimum of 2 years' experience as a bartender in a banquet environment.

### **Skills and Abilities**

- Ability to perform all essential functions of a Banquet Server and Bartender.
- Ability to lead a strong team and train staff members.
- Ability to read, understand, and implement LCC Standards of Service, Banquet Event Orders, and other policies and procedures.
- Ability to work in Outlook, Publisher, and EMS/Event Software
- An ideal candidate will possess unparalleled service standards and the ability to motivate all team members
- Excellent interpersonal, customer service, communications, team-building and problem-solving skills are required

### **Certificates, Licenses, Registrations**

- Must hold or obtain upon hiring a Washington State Food Workers Card and a MAST Permit Class 12/13.
- First Aid/CPR card

### **Other Qualifications**

- Ability to pass a credit check and criminal background check.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

- Must be able to lift 35 pounds unaided.
- Must be able to carry and balance a tray with 5 entrée plates on the shoulder.

**Note**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

**Click the Link to Apply:**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000564620306#/>

Applicants that need reasonable accommodations to complete the application process may contact

Michelle Keasal  
Lynnwood Convention Center  
Lynnwood, WA  
HR@lynnwoodcc.com

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.