

JOB DESCRIPTION

JOB TITLE : ***BANQUET CAPTAIN***

DIVISION : ***F&B SERVICE***

REPORTS TO : ***BANQUET SUPERVISOR***

GENERAL MISSION

Responsible for assisting the Banquet supervisor in the overall supervision and coordination of all activities of personnel engaged in operation of the Banquet Department.

RESPONSIBILITIES & MEANS

Performs any other duties as assigned by your superior in a timely and efficient manner

ADMINISTRATIVE RESPONSIBILITIES

Controls part-timers hired for specific functions and checks attendance of all permanent and casuals.

Maintains proper records of Sales, guest complaints, solutions and all concerns pertaining to personnel or equipment in appropriate logbooks for reference.

TECHNICAL RESPONSIBILITIES

Sets and serves in functions in accordance to the Standard Operating Manual.

In charge of repair of fixtures, fittings and banquet operating equipment, initiates maintenance request as necessary.

Maintains establishment of par stock for operating supplies to ensure smooth operation.

Participates in daily briefings and monthly communication meetings to discuss various aspects of service and preparation.

Follows control procedures for billing before and after service

Implements and enforces safety regulations and house rules.

COMMERCIAL RESPONSIBILITIES

Welcomes host of function and assist any last minute changes or arrangement in the absence Of Banquet Manager.

PUBLIC RELATIONS

Attends to guest complaints, requests or inquiries regarding food and services and immediately takes all required corrective measures.

HUMAN RESPONSIBILITIES

Trains personnel according to established procedures; conducts orientation of all new employees and ongoing training of all staff. Establishes effective employee relations, maintains the highest level of professionalism, ethic and attitude towards all hotel guests, clients, heads of department and employees.

REPLACEMENT AND TEMPORARY MISSION

May be assigned to performed in other outlets when needed i.e. to served group breakfast in Chinese Restaurant when high OCC.