



#### COMPANY PROFILE:

The White Room is a private event venue located in historic downtown St. Augustine on the waterfront. For each event hosted we focus on providing a unique event as well as upscale food and beverage service requiring extreme attention to detail and the highest level of customer service.

#### JOB DESCRIPTION

Position: Banquet Captain

Reports To: Event Manager and Event Director

#### POSITION OVERVIEW

Responsible for organization and execution of event details the day of the event. The ideal candidate will possess management and client relation skills and good knowledge of the local catering market, including a heavy concentration in the wedding, corporate, and social market. The candidate must possess excellent written and verbal communication skills. The Banquet Captain will offer personalized solutions for our clients and enhance our reputation and business by working with our Catering Sales Team and Banquet Operations Team to ensure we exceed our clientele's expectations. Creativity and passion are essential. Work is performed in a venue environment that is very fast paced. Requires the ability to multi-task and complete tasks in a timely and accurate manner. The ideal candidate must be extremely organized, personable and enthusiastic. The Banquet Captain represents the company at the event as well as to our clients and other business partners and as such will maintain the highest level of professionalism and customer service. Minimum two years luxury / upscale banquet captain experience is required, preferably in the hotel/resort/wedding market. Weekday and Weekend nights required.

#### RESPONSIBILITIES

- \* Responsible for overseeing and organizing everything pertaining to the event, such as scheduling food, beverage, staff, and catering requirements.
- \* Understands all details pertaining to the wedding, corporate, social, local, and small group market.
- \* Executes all details of the Event by reviewing the BEO, floor plan, room set up, timelines, rental orders, décor details, cost and billing details and any other requirements pertinent to their event in a timely manner and assist with those items as necessary.
- \* Greets client and assists Event Manager in conducting tastings, working in the best interest of The White Room regarding flow of event, layout of food stations and design of menu befitting of company standards.
- \* Coordinates menus, staffing and implementation of all group F&B events: preparation and distribution of specifications sheets (BEOs) on each function and catering schedule.
- \* Responsible for organization and set up of catering equipment and service ware.
- \* Manages food service during event to ensure proper service by staff, providing good communication with and working cooperatively with the culinary team.
- \* Interacts effectively with sales, kitchen, vendors, competitors, catering associations to ensure guest satisfaction.
- \* Completes Event Report, post-event file and submits all invoices, receipts and closing inventories to appropriate Event Director. Records Actual guest count in Company Software.
- \* Maintain appropriate par levels of events supplies, to include placing product orders.
- \* Practices and observes safety rules and regulations and encourage other to do the same.
- \* Participates in staff meetings.
- \* Promotes a pro-active work environment that creates an atmosphere of teamwork and quality service.
- \* Promotes positive guest relations, making every effort to accommodate any guest's reasonable request.

During the event, the Events Manager is the client's first point of contact.

- \* Will work cooperatively with outside vendors to conduct business professionally and in the best interest of The White Room.
- \* Performs other job related duties as assigned.

#### Job Requirements: REQUIRED SKILLS

- \* MUST HAVE hospitality & food/beverage manager experience. A minimum of 2 years background required.
- \* Must have knowledge of proper table service.
- \* Enjoys a team approach.
- \* Exceptional detail in follow-up.
- \* Clear, concise written and verbal communication skills.
- \* Strong customer service orientation and skills.
- \* Ability to prioritize and organize work assignments; delegate work when appropriate.
- \* Ability to focus attention on details. Must be extremely detail oriented and organized.
- \* Excellent listening skills.
- \* Flexible work schedule.
- \* Ability to multi task and prioritize.
- \* Ability to enforce The White Room standards, policies and procedures with assigned staff.
- \* Ability to motivate assigned staff and maintain a cohesive team.
- \* Ability to direct performance of assigned staff and follow up with corrections when necessary.
- \* Ability to be a clear thinker, analyze and resolve problems, exercising good judgment.
- \* Ability to exert physical effort in transporting and placement of tables, chairs, podiums and other event equipment.
- \* Ability to work without direct supervision.
- \* Ability to work cooperatively and professionally with other departments, with respect to the chain of command.
- \* Must possess mature, professional demeanor to interact with vendors, staff and guests.
- \* Is onsite for events to greet clients and ensure expectations are met (this position requires working nights and weekends)
- \* Must have a working knowledge of Microsoft Office, Word and Excel.
- \* Proficient with Social Media/Networks.

#### Education Requirements

- \* High School diploma or equivalent required; Bachelor's Degree preferred
- \* Hospitality Management Degree beneficial. MUST HAVE hospitality & food/beverage sales experience included in resume (previous Banquet Captain experience is beneficial). Email resume only.

No phone calls please.

Compensation: \$28,000-\$35,000 depending on experience. Health Insurance after 90 days.