POSITION DESCRIPTION

Position Title: Banquet Captain
Department: MacEwan Conference and Event Centre
Position Status: Active
Employment Type: Full-time, Hourly

POSITION SUMMARY

This position reports to the Manager, Event Operations. The Banquet Captain is a “hands-on” position, participating in and leading daily event related duties. Primary responsibilities of the Banquet Captain are to lead the set-up, execution and dismantling of a variety of events held within the MacEwan Student Centre and elsewhere on campus. The Banquet Captain has an integral role in the daily supervision and training of the Event Staff.

KEY RESPONSIBILITIES

1. Set up event rooms, as directed and outlined, to include all linen, service ware and décor required for the event. Lead the Event Staff during a shift to ensure all service orders are executed.

2. Coach staff on the proper techniques for required tasks. Ensure staff understand and follow the MCEC standards. Establish clear timelines and help staff to maintain the required pace of work.

3. Participate in pre-event meetings to guarantee a clear understanding of event details, including menu, dietary concerns, security and timelines.

4. Ensure timely delivery of food and beverages in accordance to the Banquet Event Orders and direction of the Event Operations Supervisors.

5. Work with Event Operations teammates to create a professional and enjoyable atmosphere for guests.

6. Maintain smooth operation of event areas by keeping all work spaces clean and safe, adhering to relevant health and safety regulations.
7. When the event is finished, re-set event room according to specifications, ensuring the readiness of the room for the next function.

8. Abide by all Students’ Union and AGLC rules and regulations concerning the responsible service of alcohol.

9. Assist with administrative tasks where necessary and perform any other job-related duties as assigned.

10. Comply with attendance rules and be available to work on a regular basis.

RECOMMENDATIONS, DECISION AND AUTONOMY

The position exercises considerable judgment in handling a variety of conventional problems and situations. Some standards and guidelines exist to assist in decision-making. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed. Reasoning is required to select the practical course of action.

The position works independently carrying out work that utilizes established methods, standard practices and/or clearly defined precedents while fulfilling related aspects of service agreements with various clients. The position works under general direction and guidance when working on new or complex tasks or projects. Unusual or unique situations are executed in consultation with Supervisors and management of the Conference and Events team.

This position requires the ability to follow instructions which are presented both in verbal and written form.

INFLUENCE – INTERNAL/EXTERNAL

Internal Contacts: Continuously interacts with Conference and Event team members, particularly those on the ‘operational’ side of the department. Also regularly interacts with out of department management and staff including those of the Den and Black Lounge, Facilities department, Programs department, Campus Security, contracted janitorial service, to: exchange and collect information; offer and ask for assistance, instructions or technical advice, assistance with interpretation of procedures and policies; and/or relay and receive facts, perceptions, opinions, etc. for the purposes of problem-solving, error-detection and enhancing the customer experience.

External Contacts: Regularly interacts with various off- and on-campus clients to: (as above). Also, regularly interacts with external suppliers and contractors to better service the customer especially in relation to event set up, equipment and A/V logistical needs.

LEADERSHIP

This position demonstrates personal leadership through excellence in execution of day to day work and provision of exemplary customer service. The Banquet Captain must also guide others toward the established goals of the Event Operations team.
WORKING CONDITIONS

This position is responsible for the disassembly, cleaning, and set up of event requirements (i.e. chairs, tables, staging, lecterns, risers, A/V, pipe and drape, and other events-related equipment).

Work Environment:
• indoor and outdoor, frequent noise and congestion

Conditions of Work:
• some desk work using the computer and telephone, work is routinely subject to deadlines, and a significant degree of interaction with department, contracted, and public is required
• physical requirements include:
  - lifting/carrying - 10 to 40 lbs - often
  - pushing/pulling - 10 to 80 lbs - often
  - repetitive motions - walking, bending, lifting
• Scheduling flexibility is required, including the ability to work early mornings, late nights and weekends. Mandatory shifts are a requirement of this position.

REQUIRED COMPETENCIES

• Excellent interpersonal skills with the ability to maintain a professional manner and manage self well under pressure
• Superior communication (verbal and written)
• Strong attention to detail and product improvement
• Team orientation with equal ability to work well individually
• Demonstrated planning, organizing and prioritizing abilities
• Consultation and coaching skills
• Cultural sensitivity; ability to work effectively with a wide variety of customers

EDUCATION AND EXPERIENCE

Minimum Requirements: High school education with two to three years of related industry experience or a technical diploma with related industry experience. Six months to one year of supervisory or lead-hand experience working with a team highly recommended. An equivalent combination of education and experience would also be considered.

Hospitality industry experience is strongly preferred. Previous experience working within a university setting would be considered an asset.

A valid Class 5 Alberta driver’s license is required.