POSITION: Banquet Captain
DEPARTMENT: SAVOR/Food and Beverage Services
REPORTS TO: Food & Beverage Manager/Director of Food & Beverage FLSA
STATUS: Hourly Non-Exempt Summary

SAVOR… a leading provider of food and beverage services at sports, entertainment and
convention facilities has an excellent and immediate opening for a Banquet Captain for
SAVOR/SMG at BB&T Arena. At the direction of the Food and Beverage Director/Manager,
this position oversees all food and beverage functions and coordinates activities of banquet
servers during food and beverage functions to ensure that events are serviced to management
and guest satisfaction. Is responsible for F&B operations in the absence of the F&B
Director/Manager. Regular attendance in conformance with the policies established by SMG
is essential to the successful performance of this position.

Major Responsibilities
Include the following. Other duties may be assigned.

• Training and directing Food & Beverage Servers, Cashiers and Bartenders
• Fulfilling the service per each Banquet Event Order (BEO).
• Consults with Food Services Manager regarding serving arrangements and if
  additional employees and equipment are required for a smooth event.
• Must be creative in designing food and beverage set ups and displays
• Observes food being served to ensure that food is correctly garnished, arranged and
  properly identified through signage
• Position is very hands on and interactive with clients during events
• Carries out responsibilities in accordance with the organization’s/policies and
  applicable laws.
• Responsible for consumption sheets.
• Maintains a professional appearance at all times.
• Communicates with food and beverage staff to ensure guest satisfaction. • Report any
customer concerns and/or complaints to Manager
• Maintains professional relationships with all coworkers.
• Follows checklists and standard operating procedures.
• Maintains a safe, clean, organized, and stocked work area.
• Maintains full knowledge of menus, recipes, and other pertinent information.
• Constantly increasing knowledge of food, beverages, and other products and services.
• Ensures that guests have a positive and memorable experience at each event.
• Responsible for constant sanitation, organization, and proper food handling.
• Prepares work area for either opening, mid-shift, or closing in accordance with company
  standards.
• Maintaining all Banquet equipment cleanliness, organization and annual maintenance •
  Notify Manager when low on items such as lemons, creamers, coffee, etc.
• All other duties as assigned.

Supervisory Responsibilities
Directly supervises all servers in Food and Beverage. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include, at the direction of the F&B Director/Manager, interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

Education and/or Experience

• High School diploma or G.E.D Or equivalent combination of education and experience
• One year’s experience as a banquet server or banquet captain
• Previous supervisory experience preferred.

Skills and Abilities

• Must be able to carry a service tray set with eight full plates.
• Position requires standing, walking and lifting up to 50 pounds.
• Must have the ability to work late hours, weekends, and holidays as needed.

Certificates, Licenses, Registrations

No certifications are required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long hours; use hands to handle files, type and operate office machines; to talk and hear on the telephone. Specific vision abilities required by this job include close vision to handle office correspondence.

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.
PLEASE NOTE: This position is required to pass a credit & background check.

To Apply: Please visit our website www.thebbtarena.com, click ARENA INFO and choose Employment Opportunities and click on the Application button.

NOTE: Only applicants that apply through our online portal will be considered.

Recruiter:
Tammy Fryman
HR Manager/Executive Assistant BB&T Arena
500 Nunn Drive
Highland Heights, KY 41099
Fax: 859-442-2659
Email: hr@thebbtarena.com

****Applicants that need reasonable accommodations to complete the application process may contact Tammy Fryman at 859/292-2886.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRAA Federal Contractor.