

COMPANY PROFILE

Since 1997, Patrick Properties has been restoring and preserving historic Charleston properties, including Parcel 32, The American Theater, The William Aiken House and Lowndes Grove. While we were at it, we crafted a tradition of warm, inviting hospitality that ensures our guests feel welcome, well cared for and ever ready to come back for more. With each event we host, our focus is the oversight of our venues as well as the upscale food and beverage service we provide within them, requiring a keen eye for detail and the highest standard of customer service.

JOB DESCRIPTION

Position: Banquet Captain

Status: Part Time

Reports To: Director of Operations, Event Managers and Operations Associate

POSITION OVERVIEW

The Banquet Captain will assist the Event Managers with supervising wait staff and bartenders at events. He or she will be the point of contact during set ups and oversee the operation of the event. The Banquet Captain must possess qualities to lead, set up under little to no supervision and be able to work closely with interns for training, set up and events. Scheduling is not as flexible and there will be mandatory dates of employment as dictated by the Operations Associate. You must be available to work multiple events in one weekend and occasional holidays.

EVENT RESPONSIBILITIES

- Oversee set up, supervise and guide all banquet staff during events to ensure proper and timely service
- Oversee sign in/sign out of all staff. As staff arrives, sign them in and orient rental staff to the layout of the property and locations of specifically-used areas
- Oversees sign in/sign out of shirts, aprons and bowties; collecting collateral to ensure we receive all items back from staff at the conclusion of the event
- Enforce uniform & appearance standards for employees - no excessive jewelry, cleanly shaven face, correct attire
- Assist teams during plate-up and monitor stations during events
- Oversee breakdown at each event and ensure PPHG items are cleaned and stored away properly in the correct place
- Act as a closing manager; sending the event report email, reviewing the house of any damages, properly locking the house, signing out staff, checking the grounds to make sure everything is in its proper place, and monitor rental company's removal of items
- Notify Event Manager of any purchasing needs, damages to the house or property, any items to be included in the event recap, or misbehavior of staff
- Develop training system for new employees and re-train any employees that are lacking in any necessary skills
- Ensure staff continues to stay busy throughout the duration of the event
- Act as an opening manager; ensuring all rentals are delivered and correct, properly opening the house, and beginning set up

- Responsible for tasting room opening and closing procedures

REQUIRED SKILLS

- Ability to manage staff and enforce Patrick Properties standards, policies and procedures
- Ability to prioritize and organize work assignments along with delegating work
- Ability to motivate assigned staff and maintain a cohesive team
- Ability to be a clear thinker, analyze and resolve problems, exercising good judgment
- Ability to focus attention on details
- Ability to communicate and feel comfortable and confident working with clients, planners and other vendors.
- Ability to be on time and have a flexible schedule
- Ability to exert physical effort in transporting and placement of tables, chairs, 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
- Prior service knowledge and office experience required
- Serv Safe Certification preferred or must be attained

THIS DOCUMENT IN NO WAY CONSTITUTES AN EMPLOYMENT CONTRACT. THIS OUTLINE INCLUDES BUT IS NOT LIMITED TO THE RESPONSIBILITIES OF THE BANQUET CAPTAIN POSITION.

Accepted and Agreed,

Banquet Captain

Date

Director of Operations

Date