

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: Head Banquet Captain

Status: Full Time

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

POSITION OVERVIEW

The Head Banquet Captain will assist the Event Managers in the office along 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 Head 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. It requires more commitment, leadership and communication than the general Banquet Captain. Scheduling is not as flexible and there will be mandatory dates of employment based on the Events Schedule. You must be available to work multiple events in one weekend and occasional holidays.

OFFICE RESPONSIBILITIES

- Act as Manager on duty on Monday's and close the files from the weekend.
- Make sure all staffing is entered correctly into Paylocity and send temp time sheets to respective agencies.
- Create event packets that will include bar pulls, staff assignments, to do list and rental placement sheets.
- Communicate with the Event Managers to ensure weekly tasks and projects are complete.
- Create and print any upcoming tasting menus and make sure Parcel 32 is stocked correctly.
- Design and send out weekly newsletter for banquet captains and head bartenders.

EVENT RESPONSIBILITIES

- Oversee set up and 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 and appearance standards for all employees- no excessive jewelry, cleanly shaven face, correct attire.
- Assist teams during plate-up and monitor stations during events.
- Supervise, lead, and guide banquet staff (especially temporary staff) during events.

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- Oversee breakdown at each event.
- 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 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.
- Act as an opening manager; ensuring all rentals are delivered and correct, properly opening the house, and beginning set up.
- Train other banquet captains.
- 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 HEAD BANQUET CAPTAIN POSITION.

Accepted and Agreed,

Head Banquet Captain

Date



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HOSPITALITY GROUP

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Director of Operations/Events

Date



the AMERICAN THEATER

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