



Westerner Park is Western Canada's Event Centre...Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing.

The Banquet Captain position is a key role in our Catering & Banquet Services, reporting to the Executive Chef. They are responsible for ensuring the business requirements for staffing are maintained and executed for all events and day to day needs in their business unit. This position will have impact on our ability to deliver an exceptional client and guest experience by ensuring the right people at the right time are in the right place.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Banquet Manager, the Banquet Captain's duties will include, but are not limited to:

- Having a professional, respectful, positive and helpful manner at all times, when interacting with internal and external customers by:
- Solving/responding to guest/client service problems in a timely and efficient manner using tact and professionalism; knowing when to escalate a situation to a manager.
- Creates 100% guest satisfaction by providing genuine hospitality and by exceeding guest expectations.
- Supervise employees ensuring the appropriate and efficient completion of job functions, and that customer and staff member needs are addressed while maintaining both their safety and a high level of customer service.
- Providing orientation, training and leadership to the catering team (Catering Bartenders, Servers, and Porters)
- Preparing position assignments, break schedules, event duties, and responsibilities.
- Ensuring scheduled staff arrives on time, have attended to personal hygiene and grooming, are dressed in proper uniform requirements, and issued equipment and supplies as necessary.
- Adjusts scheduling needs based upon last minute requests/changes; advising Managers
- Assists the Banquet Manager, Assistant Banquet Manager and catering staff in ensuring the level of sanitation and cleanliness exceeds the Department of Health standards.
- Constantly supervising all food handling to ensure the highest level of sanitation is maintained throughout all food service areas.
- Ensuring timesheets for staff are completed and submitted for signature.
- Evaluating new employees at designated intervals.
- Required to attend pre-shift meetings, staff meetings, shift preparation, service and closing duties.
- Make a list of all closing requirements and delegate duties to servers.
- Ability to follow instructions & work independently is required.
- Using exceptional attention to detail, reads, interprets and expedites instructions on the BEO and diagrams precisely and in a timely manner.



- Ensures all rooms are properly “set up” including dishware, glassware, silverware, linens and other amenities and rooms are "refreshed" to maintain professional presentation of the room during meeting breaks with non-interference of presentation material.
- Ensures the Catering Servers serve the courses in a timely manner.
- Maintains knowledge of policies and procedures and ensures adherence to them by catering staff.
- Maintain back of the house, front of the house and side work duties for overall productivity of banquet events.
- Understands, following Health and Safety practices at all times.
- Knows the menu for each function served and communications to Catering Servers so they are able to explain the major ingredients and preparation methods for each item to be served. Checks for any dietary requirements for the specific event and advises servers.
- Works as required to assist Catering Staff (Bartender/Server/Porter) as necessary
- Perform other duties as assigned by the Executive Chef and Banquet Manager

SKILLS AND ABILITIES

- Knowledge of Catering & Banquet operations, or Tourism and Hospitality experience
- Excellent leadership skills with the proven ability to lead and motivate team members.
- Ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse emotions, collect accurate information and resolve indifference.
- Excellent written and verbal communication skills
- Safe Food Handling, WHMIS, Service Best or Pro Serve is an asset
- Strong organizational, planning, and multi-tasking skills with attention to detail
- Computer proficiency required including advanced Excel, Word & Outlook, Inventory Control systems and POS Systems.
- Ability to work early mornings, afternoons, evenings and weekends as per events
- Some lifting is required up to 50 pounds

EXPERIENCE & QUALIFICATIONS

- 2 – 3 years' catering and banquet experience in progressively responsible positions.
- Previous supervisory experience required preferably in a club/golf/hospitality/service industry
- Safe Food Handling, WHMIS, Service or Pro Serve certificates is an asset



- Demonstrated experience in successfully building, coaching, and motivating high performing teams while holding employees accountable
- Experience in resolving customer issues/complaints as well as overall excellent customer service required;
- Experience in managing budgets and scheduling of staff.
- Experience working in a unionized environment is preferred.

AFFILIATIONS

Member of the Westerner Employees Association

RATE

\$16.32—\$18.27

TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to HR@westernerpark.ca

This job description is not intended to be all inclusive. Personnel may perform other related duties as requested to meet the ongoing needs of the organization.

Thank you for your interest with Westerner Park. We look forward to reviewing your application

Important Message: We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until successful applicants are found.