

# PARAGON CASINO RESORT

## Job Description

### BANQUET CAPTAIN

<b>Department:</b>	<b>Food &amp; Beverage</b>	<b>Reports to:</b>	<b>Banquet Manager</b>
<b>Job Code:</b>	<b>CAP01</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>CAP01</b>	<b>Costing:</b>	<b>300 3010 3016</b>
<b>Pay Grade:</b>	<b>N4</b>	<b>Date:</b>	<b>12/12/19</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### **SUMMARY:**

Responsible for performing and directing the banquet staff in serving all banquet activities in order to ensure a successful event that is in accordance to Paragon Casino Resort's standards.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Ensures all set up and closing duties are completely assigned and performed.
- Coordinates the timing of each course to correspond with the dining pace of the guests; assists in the plating of meals.
- Checks server and houseman BEOs to ensure that all information is accurate. Checks room set up to see that BEO directions are completely followed. Communicate all BEO changes to catering office and affected departments.
- Responsible for the training and directing the banquet staff in serving all banquet activities in order to ensure a successful function and repeat business.
- Coordinates with banquet staff set ups, changes and time schedules for all functions. Verifies staffing levels for next day's functions and adjusts schedules accordingly.
- Makes contact with group representatives and explain how to make contact if needed throughout the function. Monitors guest's needs on a continual basis ensuring all requests will be promptly fulfilled.
- Knowledge of all State Health Department regulations, Alcohol Beverage Control regulations, applicable OSHA requirements and ensures all conditions and standards are met.
- Operates as a banquet server when needed; setting up, greeting and serving the guest and breaking-down function.
- Ensures that all service equipment is handled safely and with reasonable care, reporting problems to the appropriate department.
- Maintains cleanliness of all stations and assists in inspections of rooms and equipment.
- Assists other restaurant personnel with maintenance (side work, opening/closing duties, inspections of rooms and equipment) as necessary.

- Recaps all banquet checks at the end of the day and turn in to Night Audit. Closes BEO Checks in Micros and assists in editing timekeeper in Kronos.
- Communicates variances from established standards to the Banquet Manager/Assistant Manager.
- Perform other non-gaming duties as assigned.

***Paragon Casino Resort requires all Associates to consistently:***

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

**REQUISITE QUALIFICATIONS:**

The requisite qualifications 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 general education degree (GED) required.

**Qualifications:** Strong organizational, interpersonal, and communication skills required. Must be able to work alone without supervision. Must have comprehensive knowledge of food and beverage preparations, service standards, guest relations and etiquette.

**Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.**

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

**Mathematical Skills:** Ability to work with mathematical concepts such as addition, subtraction and multiplication tables.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**Physical Demands:** The physical demands described here are representatives of those that must be met by an Associate 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 Associate is regularly required to use hands to finger, handle, or feel objects, reach with hands and arms; and talk or hear. The Associate frequently is required to stand and walk.

The Associate must frequently lift and/or move up to twenty-five (25) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.