

**HOFFMAN ESTATES PARK DISTRICT
JOB DESCRIPTION
Banquet & Special Event Captain**

Salary Range: \$18-\$20 per hour

**Non-Exempt
Function**

The Banquet Captain is responsible for supervising banquets as needed. Working directly with clients on their events.

Supervision Received

All worked is performed under the supervision of the Director of Golf Operations and Sales/catering manager

Essential Functions and Responsibilities

A. General Administration

1. Provides assistance in supervising part-time banquet employees.
2. Provides assistance in training part-time banquet employees.
3. Works with the Director of Golf, Sales & Catering Supervisor, and Bar Coordinator to develop and administers training programs.
4. Performs other duties as assigned by the Director of Golf, Sales & Catering Supervisor and Bar Coordinator.

B. Customer Service

1. Staff will greet guests in a friendly manner.
2. Be courteous, understand and treat guests with respect.
3. Provide guests with accurate information in all Park District communications.
4. Voice mailbox will be checked daily and messages will be returned the same day.

C. Safety, Health and Loss Control

1. Support, promote and make recommendations regarding all safety, health and loss control policies as adopted by the park district.
2. Be familiar with the Employee Safety Manual.

Marginal Responsibilities

1. Communicate with residents, employees and vendors via telephone.

Psychological Considerations

1. Must be able to handle stressful situations with the public and other staff
2. Must be able to respond to guests needs.

Physiological Considerations

1. Must be able to work prolonged hours while standing.
2. Must be able to work prolonged hours during days and nights as needed including holidays.
3. Must be able to work inside and outside in various weather conditions.

Environmental Considerations

1. May perform his/her duties indoors and outdoors, and will be subject to extreme hot and cold weather conditions occasionally.

Cognitive considerations

1. Must be able to follow directions and perform responsibilities as described.

Requirements

1. 18 years or older
2. Valid Illinois drivers license
3. Able to lift 50lbs with no bending or twisting restrictions.
4. Deal with the public and fellow employees in a polite and businesslike manner.
5. Become familiar with the Employee Safety Manuals.
6. Perform all other duties as assigned

Experience

1. Two to five years wait-staff experience in banquets or two years of banquet coordinating experience.

Education

1. High School diploma.