

BANQUET CAPTAIN'S ROLES

BASIC ROLES

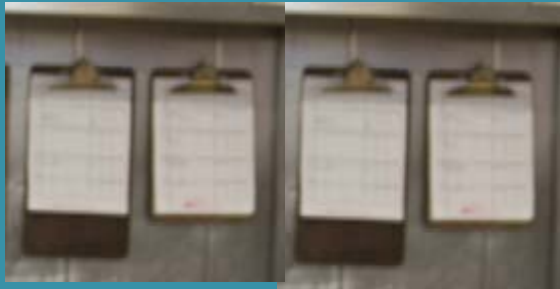
A Banquet Captain's job is important in working as a liaison between at several different parties or departments, including the event host, event guests, chef and kitchen staff, the banquet manager, and the serving staff, and the bar staff. The banquet captain's main goal is to ensure guests' overall satisfaction and happiness at the function by calling on his well-oiled banquet staff.

- **Makes Staff Assignments**
- **Coordinate Food Service between the kitchen and the banquet servers.**
- **Assists in Administrative Duties.**
- **Attends to the Guests' Needs and Complaints**
- **Helps to Prepare Tables and Food**

Organize Department and Staff to deliver functions

“We ensure what is delivered is what has been promised to the guest.”

1. Organize BEO's



- Organize all the BEO's received from catering by day, date and time order.
- Attach the corresponding BEO to the correct day's clipboard.
- Verify all events for each day and ensure they are noted on the daily event skeleton cover sheet.
- Trace all BEO's more than seven days out on next weeks clipboards.
- Note all changes from the log of changes sheet on the original BEO's.
- Highlight all items that are unusual or special requests.
- Guarantees must be noted on the clipboard BEO.

2. Weekly BEO Meeting



- Catering Sales Staff provide BEO Package for present day and next 7 days.
- Review each BEO and make special notes on staffing, amount of bars, and special requirements.
- Ask questions about unsettled issues and have all important questions ready.
- If missing any BEO's, ask the respective catering/group service manager when it will be distributed and obtain details for staffing needs.
- Banquet Manager must attend the BEO meeting.
- If Banquet Manager is unable to attend, a Captain must attend and take notes.

3. Log of Change Notices



- Whenever a log of changes notice is received from the catering office, check each change against the corresponding clipboard BEO and write the correction.
- Ensure all Team Members know the corrections and they are written on the clipboard BEO.
- All corrections must be written when log of changes notice is received and at least on day prior to the scheduled function.

TASK:

Organize, communicate and update needed information regarding all functions.

STANDARDS:

- Organized and staff each function.
- Hold daily pre-shift meetings communicating needed information.
- Post changes and organize up to two weeks out.

Beginning of Shift - Preparation of team for successful shift

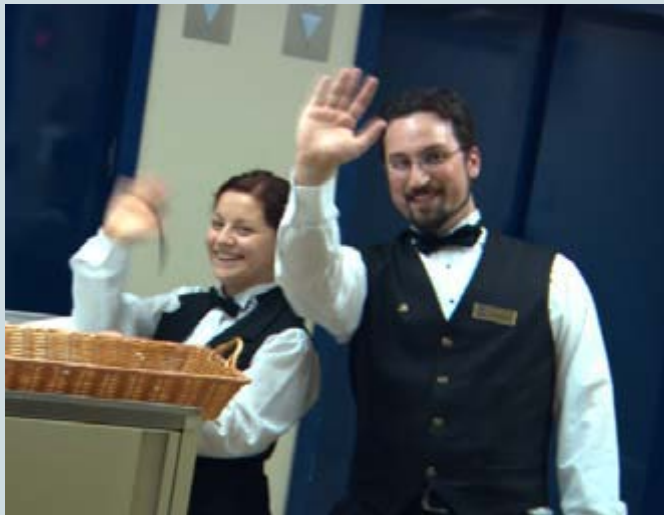
“Team is prepared to provide service to the guest’s expectations.”

1. Arrival



- Arrive to work station in complete uniform and punch in at designated time clock.
- Ensure all banquet event orders have a consumption sheet attached.
- Attend a pre-shift meeting with manager to verify that all special items have been accounted for.
- Double check consumption sheet against inventory.

2. Pre-Function Meeting



- A complete Team Line-up must be conducted when the employees arrive, prior to each function.
- The Team Members must be informed of all pertinent details with regard to the service of a particular function.
- Inform all bartenders of special items.
- VIP's and special guests must be identified and reviewed with the staff prior to the function.
- Verify with group contact any special needs.
- Double check and follow through with any special arrangements.
- Stations must be assigned according to staffing guidelines and BEO specifications.
- Stations must be rotated and divided equally.
- All duties must be reassigned and verified before, during and after they are completed.

3. Check Environment.



- The environment must be checked prior to the start of each function to ensure proper appearance and cleanliness.
- Ensure that all rooms are being turned as scheduled.
- All lights must be at the correct setting with no bulbs burned out.
- The temperature must be at the proper setting and comfortable for the guest.
- All music must be correct and played at the proper volume level.
- Displays must be fresh.
- Mirrors and windows must be free of streaks, smudges, cracks or chips.
- Plants must be alive and dust free in clean planters.
- Restrooms must be clean, presentable and checked throughout service.

TASK:

Organize what is needed for the day's events, conduct pre-shift meeting and check the environment.

STANDARDS:

Function room is ready 30 minutes prior to service.

Pre-shift meeting is conducted.

Beginning of Service - Ensure successful service.

1. Greet Guests

- Prior to guests entering the room, make an introduction to the group contact.
- Assist in greeting the guests by smiling, maintaining eye contact and using the guest name whenever possible as you welcome the guests.
- Conveying a welcoming attitude is the most important step in making sure the guests have a positive experience.

2. Supervise Service

- Conduct walkthroughs of all areas of service during the shift.
- Observe and critique Team member performance.
- Assist in service by directing traffic, anticipating problems and filling in when needed.
- Visually monitor the service in each station and the performance of each bartender/server while being discreet and unobtrusive.
- Verify “Head Count” to kitchen.



Beginning of Service - Continued.



3.

Monitor Cashier Procedures

- Monitor cashiering procedures to ensure accounting standards are being followed.
- Have cashier sign and verify all tickets amounts, ticket numbers and petty cash procedures.
- Review all procedures and have bartender sign the bartender ticket sheet.
- Review all cash sales, room charges, credit card charges and note all ticket sales on the ticket report.

Task	Organize what is needed for the day's event, introduce Contact, Greet guests and Monitor cash and pour at the bar.
Standards	POC is introduced. Guests are welcomed. Accounting procedures followed.

Prior to end of shift – Close out the day and prep for next days events.

“We ensure department is prepared for next day’s events. Inventory is secured.”



- Prepare for next day
 - Check BEO's and any changes on all next-day functions.
 - Check the staffing and fill in any gaps as necessary.
 - Check par stock and complete an requisition to meet the business demands.
 - Check linen supply and requisition napkins.
 - All next day functions must be previewed on week in advance to make sure staffing meets the guarantee numbers.
 - All glassware must be checked one day prior to the function.
- Final walk through
 - All rooms and storage areas must be checked for cleanliness, security and proper stocking.
 - Perishable items must be kept properly stored at correct temperatures.
 - Refrigerators must be secured and clean.
 - Cabinets and storerooms must be clean, neatly stocked and locked.
 - There must be no dirty linen left out overnight.
 - All trash must be emptied at the end of each shift.
 - Liquor must be placed neatly in cabinets and locked.
 - No supplies must be left under bars or in function room.



Prior to end of shift – Close out the day and prep for next days events.

continued



- Close out at the end of day
 - All side work must be completed.
 - All work stations must be clean and sanitized.
 - Team Members must check with the Captain before departing.
 - Ensure all paperwork is complete.
 - Sign off computer and lock all cabinets, drawers, office and liquor storerooms.
- Captain's Report
 - Fill out a Captain's Report, which must include the group name, day, time, type of function, guest number served, service quality, guest feedback, follow-up and incidents.
 - Makes copies and distribute daily.

TASK

Proper preparation of paperwork. Items ordered for next day's events. Inventory secured. Meeting rooms clean and presentable.

STANDARDS

Staffing guidelines. Linen, tables, glassware, dishes, cutlery ordered to standard time limits. Trash emptied. Proper Accounting and paperwork processing.

Sample of the Sequence of Service

- 1. Seat the guest**
- 2. Pour the first course wine (servers and runners)**
- 3. Runners go to kitchen after first course wine is poured.**
- 4. Serve appetizers. Have someone start brewing coffee.**
- 5. After appetizers are served, servers should check on water, wine, and bread refills.**
- 6. Runners bring oval trays out so that the servers can start to clear. Runners takes full trays back to the kitchen and give to the dishwasher. Continue until all of the dining room is clear.**
- 7. Serve salads the same way the appetizer course was delivered.**
- 8. Servers are to check on water, wine, and bread refills.**
- 9. Salads are cleared the same way that apps were cleared.**
- 10. Everyone pours Red Wine.**
- 11. Entrees are served using the same method of service as before.**
- 12. Servers check on water, bread, wine refills.**
- 13. Clear entrees**
- 14. Serve dessert**
- 15. Pour Coffee**