

Banquet Captain

UF4123

Job Overview:

The Banquet Captain provides direct, on-floor leadership during banquet and catered events by coordinating service execution and directing Banquet Servers and Banquet Porters. This role serves as the primary service lead for assigned events and is responsible for ensuring service is delivered according to Banquet Event Orders (BEOs), timelines, and service standards.

The Banquet Captain actively participates in event setup, service, and breakdown while maintaining a strong focus on guest satisfaction, communication, and attention to detail. This position works closely with the Banquet Supervisor, culinary team, and service staff to ensure events are executed smoothly and professionally. Responsibilities may vary based on event size, service style, and business needs.

General Responsibilities:

- Provide on-floor leadership for banquet and catered events.
- Direct Banquet Servers and Banquet Porters during setup, service, and breakdown.
- Review Banquet Event Orders (BEOs) prior to events and ensure service execution aligns with specifications.
- Conduct pre-event briefings with service staff to review event details, service flow, and assignments.
- Ensure banquet rooms and service areas are properly set, clean, and presentation-ready.
- Coordinate service timing with culinary and beverage teams to support accurate and timely delivery.
- Monitor service quality and guest experience throughout events and make adjustments as needed.
- Maintain clear communication with the Banquet Supervisor regarding event progress or issues.
- Reinforce proper uniform standards, grooming, and professional appearance.
- Ensure compliance with food safety, sanitation, HACCP (Hazard Analysis Critical Control Point), and alcohol service policies.
- Address guest requests or service concerns promptly and escalate issues when appropriate.
- Assist with training and onboarding of banquet service staff as directed.
- Ensure proper handling and storage of banquet equipment, china, glassware, linens, and supplies.
- Support event breakdown, cleanup, and reset activities.

- Attend required training, safety meetings, and pre-event briefings.
- Report accidents, injuries, or unsafe conditions promptly.
- Perform additional duties and responsibilities as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience preferred.
- Minimum of 1–3 years of banquet, catering, or food and beverage service experience.
- Prior lead or captain experience in a banquet or event environment preferred.
- Must meet minimum age requirements to serve alcohol based on local and state regulations.

Skills/Aptitude:

- Strong leadership and teamwork skills.
- Ability to provide clear direction and support to service staff.
- Strong organizational skills and attention to detail.
- Ability to manage service flow in fast-paced event environments.
- Strong guest service and problem-solving skills.
- Ability to communicate effectively with staff, supervisors, and culinary teams.
- Ability to follow and implement written and verbal instructions accurately.

License/Qualifications

Certifications

- Must maintain a valid TIPS (Training for Intervention Procedures), TEAM (Techniques for Effective Alcohol Management), or equivalent alcohol-service certification, and comply with all state-specific alcohol training requirements.
- A food handler certification may also be required based on state or local regulations.

General Qualifications:

- Willingness to learn and take on increased responsibility.
- Maturity of judgment and professional demeanor.
- Maintains high standards for service execution, cleanliness, and appearance.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and event schedules.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus, with or without corrective lenses.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to frequently move throughout banquet rooms, kitchens, and service areas.
- Ability to reach, bend, stoop, push, and pull.
- Ability to frequently lift and move up to 35 pounds and occasionally lift and move up to 40 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Works primarily in banquet rooms, meeting spaces, and event venues.
- Exposure to fast-paced service environments, crowds, and moderate to loud noise levels.
- May work indoors or outdoors depending on event location.
- May be exposed to varying temperatures during setup and breakdown activities.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ **Date** _____
Manager _____ **Date** _____