



*Carolina Country Club*

## JOB DESCRIPTION

**DEPARTMENT: Food & Beverage – 22**

**FSLA STATUSES: Non-Exempt**

**JOB TITLE: Banquets/MDR Captain**

**SUPERVISES: Servers, Bussers**

**REPORTS TO: Club Manager, Assistant Club Manager, Banquets & MDR**

### **Job Summary:**

The Banquets/MDR Captain manages and executes catered events for members and guests with quality, platinum level service throughout the Club. She/he supervises and assists in the proper & adequate training of banquet personnel staff. Greets members by name and seats members & guests. Always maintains order and cleanliness throughout. Will assure that member's satisfaction standards are consistently attained. Will seek opportunities to create memorable moments and deliver legendary service with gracious hospitality. This individual will embody The Carolina Country Club Platinum Service Absolutes and ensure Platinum Level Service at all times.

### **Job Functions include:**

- Arrives on scheduled shifts on time, fully uniformed.
- Receives, reviews daily BEO's.
- Organize and delegate daily tasks to banquet staff.
- Coordinates food service between kitchen and service staff.
- Inspects all linens daily for proper appearance.
- Maintains all silver service ware items.
- Receives and greets members and guests.
- Maximize efficient production of tasks as assigned by the manager on duty.
- Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assures that revenue control procedures are continually followed.
- Selects, trains, schedules, supervises and evaluates service staff.
- Inspects dining room to ensure proper maintenance, cleanliness and safety.
- Provides layout and design recommendations to applicable managers.
- Suggests dining room decorations for special themes.
- Assures that pre-opening cleaning tasks are assigned and completed as required.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Assists with table clearing and re-setting as needed.
- Suggests when additional service supplies and small equipment are needed.
- Enforces established rules, regulations and policies.
- Assists in dining room inventory assessments.
- Assists and or conducts pre-service employee briefings (line-up meetings).



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- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Coordinates any special requests including dietary needs with the executive chef.
- Performs and/or delegates other appropriate assignments and projects as required by management.
- Create a high level of moral and atmosphere of Platinum & Gracious Service within the F&B department, developing a good working relationship with other departments through cooperation and professionalism.
- Professionally and quickly handles complaints from club members, guests, and visitor and communicates other relative departments and reports to Management.
- Completes and turns in "end of shift" and day reports to the Dining Room Manager.
- Stays alert and promptly reports accidents, injuries, maintenance issues, suspicious activity and unsafe work conditions to management.
- Attend weekly Food and Beverage meetings with fellow Captains and Managers.
- Completes required training courses, North Carolina Alcohol Beverage Control rules and regulations.
- Performs other duties as assigned.

**Working Conditions, Physical Functions and Abilities:**

The physical demands of work environment characteristic described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Equitable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have 95% knowledge of all food & beverage options for various areas of supervision.
- Must be a minimum of twenty one (21) years of age.
- Capable of lifting twenty five (25) pounds or more.
- Capable of standing and maneuvering independently and safely around work area.
- Capable of standing on a tile floor for an eight hour shift.
- Ability to see and hear, or to use prosthetics that will enable these senses to function adequately to assure that position requirements can be fully met.
- Ability to read, write, speak and understand English. Sound mental and physical health: ability to get along well with others, to demonstrate a high level of sensitivity and interest in people.
- Must be able to inspire teamwork among banquet personnel and work well with a diverse group of employees.
- Subject to moderate physical and emotional stress associated with food/beverage service. Must be able to work a flexible schedule including weekends and holidays.

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**I acknowledge receipt of the above job description for the Main Dining Room Captain.**

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**Employee Signature & Date**

**Print Name**