



LEAD SERVER / BANQUET CAPTAIN

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PARTYMAN CATERING CORE VALUES

Happiness | Respect | Teamwork | Success | Passion | Relationships

SKILLS FOR SUCCESS

- Understands and demonstrates Partyman's Core Values
- Customer service focused
- Handles a fast-paced work environment
- Great problem solving and adaptability skills
- Ability to train people
- Ability to schedule and action plan
- Exceptional verbal communication and leadership skills, including; writing, speaking, and interpersonal skills

JOB DESCRIPTION

As a Lead Server / Banquet Captain you will be responsible for the complete execution, planning, and coordination of an event. This includes setup, service of food and beverages, managing the serving staff, event breakdown, and catering to all guest needs to exceed customer expectations following Partyman's set process standards. This role will work very closely with all departments within Partyman Catering to provide our guests and staff with an enjoyable experience and ensure flawless events while demonstrating Partyman's culture through all performances.

PRIMARY DUTIES & RESPONSIBILITIES

- Promptly and professionally creating, executing, and organizing all event day planned logistics from serving staff arrival checks to end of event breakdown.
- Communicating, developing, and maintaining client and vendor relationships.
- Knowledge of and coordinate packing of any and all necessary items required to take to events using designated form and following Partyman's set process standards.
- Communicating and consulting with Culinary Teams prior to leaving for events and while onsite with any imperative or food specific questions and concerns to ensure exceptional service.
- Full knowledge of direct setup processes including setup of; guest tables, accessory tables, buffet/appetizer/coffee/dessert tables, and bar areas.
- Informing all serving staff during Partyman's pre-meal discussion to ensure full understanding of the events entirely including; setup action plans, timeline, menu items and serving specifics, assigned server duties, and clean up plans.
- Provide guidance, training, and leadership to direct serving staff to perform all assigned action tasks properly and efficiently with the highest quality of professionalism and attention to detail.
- Communicate with event hosts and vendors to ensure timeline accuracies and transparency.
- Communicating with the Warehouse Coordinate in a quick professional manner regarding any event changes or needs.

- Serving as the point of contact on event sites for any guest, venue owner, or staff questions, concerns, and comments and handles neutralizing any issues.
- Work closely with onsite culinary and serving staff regarding food and beverage servicing timelines and scheduled breakdowns.
- Coordinate and communicate with onsite Culinary Team and Servers regarding loading process including; event breakdown, onsite loading specifics, staff departure and return to PMHQ, and end of event clean up.
- Remaining at site until event's end and maintaining all remaining serving duties, assisting bartenders with serving and bar breakdown, and assisting with loading when applicable.
- Perform all end of event process responsibilities upon return to PMHQ following Partyman's set standards and policies. End event process duties include; vehicle unloading, equipment return and cleaning, proper return of all Lead specific materials and event tips, and proper filling out of digital event summaries.

JOB REQUIREMENTS

Education

- High School diploma or GED preferred.

Experience

- Basic food industry experience required.

Skills

- Basic computer skills.

Physical

- Ability to work in a standing position for long periods of time.
- Ability to lift up to 25 pounds frequently and independently along with ability to lift up to 100 pounds with another team member.

Other

- Valid Driver's license.

COMPENSATION

Ranges based on experience.

Non-exempt and hourly.

Tipping varies from event to event, no guarantee for every event worked.

SCHEDULE REQUIREMENTS

Serving staff training prior to Lead Server position.

Schedule will fluctuate seasonally and based on event bookings.

Weekend and late night availability are required.

Occasional holiday availability.

APPLICATION

Please submit your application to scheduling@partymancatering.com

