



LEAD SERVER/BANQUET CAPTAIN

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 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 execute and organize all event day logistics from serving staff arrival to end of event breakdown.
- Develop and maintain client and vendor relationships.
- Pack all necessary items to take to events following Partyman's set process.
- Consult with Culinary Teams prior to leaving for events and while onsite with any food-specific questions and concerns to ensure exceptional service.
- Full knowledge of direct setup processes including setup of guest tables, buffet/appetizer/coffee/dessert tables, and bar areas.
- Inform all serving staff during Partyman's pre-meal discussion to ensure full understanding of the event including setup, timeline, menu items, assigned server duties, and clean up.
- Provides guidance, training, and leadership to direct serving staff to perform all assigned tasks properly and efficiently with the highest quality of professionalism and attention to detail.
- Communicate with event hosts and vendors to ensure timeline accuracy and transparency.

- Communicate with the Warehouse Coordinator regarding any event changes or needs.
- Serve as the point of contact on event sites for any guest, venue owner, or staff questions and concerns, handle any issues.
- Work closely with onsite culinary and serving staff regarding food and beverage servicing timelines and scheduled breakdowns.
- 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.
- Remain onsite until the event's end and maintain all remaining serving duties, assist bartenders with bar breakdown, and assist with loading.
- Perform all end-of-event responsibilities upon return to PMHQ following Partyman's standards and policies. End of event duties include vehicle unloading, equipment return and cleaning, proper return of all Lead specific materials and event tips, and proper filling out of event summaries.

OCCASIONAL OTHER DUTIES MAY INCLUDE

- Assist servers and bartenders during the event.

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 lbs frequently and independently.
- Safely lift 100 lbs occasionally working with another team member.

Other

- Valid Driver's license and/or reliable transportation to work.

COMPENSATION

Pay

- Range from \$14.00 to \$20.00/hour based on skill set and experience.
- Non-exempt and hourly.
- Average wage in 2021 with tips was \$22.00/hour. Tipping varies from event to event, no guarantee for every event worked.

Benefits

- New employees will receive a Partyman Catering t-shirt that should be worn on event days for setup.

COMPANY CULTURE

- Monthly team building events, team lunch, and Cheers & Chill.
- Reward milestones.

- Employee scholarship.

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.

EMPLOYEE REVIEWS

- First review to occur 30-60 days after employment inception.
- Thereafter every six months during the Nov/Dec time period and Jul/Aug time period.
- Improvement plans and interventions as needed.