July 28, 2021

**Banquet Captain, (2 Positions) UAS 1072**  
UAS Dining Services

**Salary Range:** $22.50 - $27.50/Hourly

**Work Schedule:** This is a full-time position: This position will work a flexible schedule, which may include weekends, and/or evenings: non-exempt position. This position is eligible for benefits.

**Summary:** Golden Eagle Hospitality provides catering and event services for the California State University Los Angeles campus. The Banquet Captain would be in charge of banquet functions in the Golden Eagle Ballrooms and all UAS dining catering and events to assure guest satisfaction through proper food and beverage service and presentation. Responsible for ensuring successful execution of the food and beverage activities and functions happening during his/her shift. The candidate for this position must be able to adhere to an extremely high set of customer service standards. The incumbent reports to the Catering and Events Manager.

**Duties:**

- Works with Catering and Events Manager on daily basis with the current events.
- Reviews assigned banquet staff functions, banquet menus prior to the scheduled event.
- Ensures that appropriate quantities of china, glassware, silverware, linens, and other items are available for upcoming events. Secures requisitions for those items not available in inventory.
- Must have ability to professionally communicate verbally and in writing to clients with regards to pre and post event information
- Ensuring guests are satisfied and all food and beverage needs are met.
- Experienced in formal table setting for sit down events
- Experienced with setting up large banquet rooms for events up to 700 guests
- Execute Ballroom Set-up for buffet tables for all function room set-up needs for special events and meetings.
- Holds pre-function meetings with servers to ensure smooth, efficient service, assigns server stations and coordinates the timing of courses with the kitchen staff
- Ensures that all banquet staff are well-groomed and in proper uniform (including name tag) before clocking in.
- Regularly reviews banquet schedule for changes, calendar of events, and special events.
- Assures proper inventory of all banquet service equipment and supplies to meet required needs.
- Regularly inspects all front and back of the house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met.
- Develop on-going training for all FOH service employees.
- Acts as Lead Waiter at special, private functions as needed.
- Meet and greet guest upon arrival and make contact with host of event.
- Trains, supervises and evaluates FOH service staff.
• Assures that all functions are properly staffed in accordance to the event.
• Assures the neatness, cleanliness and safety of the Golden Eagle Ballrooms and event spaces within the Golden Eagle Building
• Participates in weekly food & beverage meetings
• Conducts after-event evaluations to improve quality and efficiency of all FOH functions
• Responsible for ensuring staff is aware and ready to execute daily assignments and side work to be completed in their respective areas
• Notify Catering and Events Manager complaints at the time they occur. Rectify, practicing service recover, any complaints as soon as possible.
• Incorporates safe work practices in job performance.
• Performs other duties as required.

Requirements:

• Must be able to work at a rapid pace while maintaining attention to detail
• Must have the ability to handle more than one task at a time.
• Must have demonstrated good supervisory skills.
• Must have good communication and promotional skills.
• Must have teaching and motivational skills.
• 3 - 5yrs experience in the food & beverage industry.
• 1 - 3yrs supervisory experience
• High School Diploma
• Food Handler Certification

The incumbent must also demonstrate an interest or ability in working in a multicultural/multiethnic environment. A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the UAS. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current UAS employees who apply for the position.

Review of applications/resumes will begin July 30, 2021, and will continue until the position is filled; however, the position may close when an adequate number of qualified applications are received.

UAS hires only those individuals lawfully authorized to work in the United States. Americans with Disabilities (ADA) requested accommodations should be made in advance to the UAS Human Resources Department.

Cal State LA University Auxiliary Services, Inc. is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

Click to Apply:

https://workforcenow.adp.com/mascar/default/mdf/recruitment/recruitment.html?cid=51c6cdd7-185f-4313-b429-ca6b13d93f50&ccId=19000101_000001&jobId=388246&source=CC2&lang=en_US