



JOB POSTING – Olympic View Golf Club

Position Title:	Banquet Captain	<i>Olympic View Golf Club is a Bill Robinson design 18-hole championship golf course with a superb practice facility, the award winning GBC Golf Academy, magnificent Clubhouse and Forester's Restaurant. Located in beautiful Victoria BC, Olympic View delivers on the golfing and culinary experience with exceptional service, stunning scenery, spectacular waterfalls and meticulous course conditioning.</i>
Department:	Food & Beverage	
Reports to:	Food & Beverage Manager, Wedding and Banquet Coordinator	
Job Type:	Full-Time	
Application Deadline:	May 4, 2018	

POSITION OBJECTIVE

1. To ensure the proficient operation of Banquets and Events, overall guest satisfaction and Banquet Team Member morale.
2. To ensure the Food and Beverage Dept. Service Standards are exceeded and exceptional guest service is provided.
3. Coach, develop and train Team Members.
4. To manage the Banquet and Events operation as profitably as possible.

STRUCTURE

Works Closely With: Food and Beverage Manager, Sales and Events Coordinators, and Team Members
Direct Reports: Team Members

DUTIES AND RESPONSIBILITIES

1. **Banquets and Events**
 - Ensure the successful administration of weddings, banquets, meetings and any other possible events pertaining to food and beverage.
 - Supervise all service delivery throughout every event and perform specific tasks as requested.
 - Communicate effectively with all Team Members at all times for any potential updates or adjustments to an event.
 - Exceed the expectations of guests by serving, catering and anticipating their needs.
 - Provide direction and supervision of the Banquet Team leading up to, during and following an event.

- Assist with preparation of documents for guest billing as required.
- Assist with preparation of post event evaluation reports as required.
- Have a thorough knowledge of set up, layouts and maximum room configurations for a variety of banquet activities including meetings, conferences, exhibits, receptions and banquets.
- Set up mechanical systems for events including AV, room temperature, lighting, music and fire systems.
- Maintain and improve industry knowledge through training seminars and personal evaluations.
- Ensure Team Members are always neat, clean, presentable and professional.
- Have a complete understanding of all noise, liquor, fire and safety regulations as they apply to the Golf Course.

2. Team Member Development

- Providing leadership, motivation, and development to a team dedicated on exceeding guest expectations.
- Assist training all new Team Members.
- Providing regular and effective communication and feedback to the Team.
- Conducting formal performance evaluations during an appropriate timeframe.
- Ensure all Food and Beverage Departmental Service Standards are met.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Solid understanding of the golf and event environment
- Education related to the industry
- Problem solving and decision making abilities
- Food Safe and Serving it Right
- Exemplary communication skills

2. Abilities

- High level of organizational skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude

WORK CHARACTERISTICS

- May require heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary.
- Primarily inside work within a banquet environment, some outside work required.
- Must be able to work in a fast paced environment and be able to maintain organization.
- Must be able to meet deadlines as required.
- Work efficiently in a non-supervised position.

Please send your resume and cover letter to:

Seiz Tsuchi Food & Beverage Manager
stsuchi@golfbc.com

Posting closes: Friday, May 4th, 2018

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance