

CityFlatsHotel

Job Posting

Banquet Captain

Organization: CityFlatsHotel Grand Rapids, LLC

Report to: Event Manager, Event Coordinator, Banquet Manager

Location: Grand Rapids, Michigan

Position Summary:

CityFlatsHotel is a uniquely designed 48 room boutique hotel located in the heart of Downtown Grand Rapids. We have multiple event spaces which includes a Ballroom, Events Room, and Conference Rooms for which we provide exclusive catering. Due to our continued growth and expansion, the Events Department @CityFlatsHotel is seeking and experienced an energetic individual for the position of Banquet Captain. The ideal candidate will have excellent communication skills, be detailed orientated, and work well under pressure in a fast paced environment. CityFlatsHotel encourages all employees to strive for a professional environment that promotes teamwork, respect, and consideration for one another. If this is you, we'd love to hear from you!

Responsibilities & Duties:

- Execution of all event details including the set-up and management of food and beverage services, audio-visual, timing, and furniture layout per the client's request
- Management of banquet staff during events to ensure prompt service of food and beverages
- Communicate with Banquet Manger, Event Coordinators, Kitchen Staff, and the Event Manager to ensure adequate and appropriate accommodations for all food and beverage services
- Execute proper cash handling and safety/security of property keys and passcodes
- Act as opening or closing manager on assigned event days
- Maintain contact with guests, hosts, and staff regarding safety/security

Qualifications and Skills:

- Must be 18 years of age
- Minimum of one year of experience in food and beverage or events as well as working towards a bachelor's degree in Hospitality or equivalent
- Exceptional customer service and talent for anticipating guests needs
- Highly motivated and passionate about the industry
- Ability to lift 30-50 pounds
- Ability to work on your feet for long periods of time
- Work a flexible schedule including weekends (10-30 hours per week)
- Exceptional attention to detail
- Excellent communication, organizational, and management skills
- Proficient in MS Office
- Strong ability to think strategically, creatively, and resourcefully while working as a team or individually