



JOB POSTING – Mayfair Lakes Golf & Country Club  
and The Lakeside Grill

<b>Position Title:</b>	Banquet Captain	<i>The Lakeside Grill at Mayfair Lakes' relaxed atmosphere perfectly complements the exquisite West Coast fare, where everything is prepared with the freshest ingredients, a refreshing twist and then served with care. The Lakeside Grill is open daily all year round for breakfast, weekend brunch, lunch and après-golf. Featuring a lounge/dining room, wedding and banquet facilities, and a large patio with scenic views of the golf course and North Shore mountains.</i>
<b>Department:</b>	Food & Beverage	
<b>Reports to:</b>	Food & Beverage Manager	
<b>Job Type:</b>	Full Time	
<b>Application Deadline:</b>	May 1, 2017	



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 Departmental Service Standards are exceeded and exceptional guest service is provided.
3. To coach, develop and train Team Members. To ensure an “up sell” program is in place for events and regularly delivered by the Team.
4. To manage the Banquet and Events operation as profitably as possible.

STRUCTURE

Reports to: Food & Beverage Manager  
Works Closely With: Food & Beverage Manager, Assistant Food & Beverage Manager, Executive Chef, Sous Chef, Banquet Servers

DUTIES AND RESPONSIBILITIES

1. **Banquets and Events**
  - Ensure the successful administration of weddings and banquets with the assistance of the Food and Beverage and Sales and Events Departments.
  - Supervise all service delivery throughout every event and perform specific tasks as requested.
  - Assist and maintain event business for the golf course by providing courteous and effective selling techniques.
  - Communicate effectively with the all Team Members at all times
  - Administer daily communication updates regarding banquets and weddings to the Service Team.
  - 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 room temperature, lighting, music and fire systems.
- Assist Food and Beverage and Event department personnel as required.
- Maintain and improve industry knowledge through training seminars and personal evaluations.
- Ensure Team Members are always neat, clean, presentable and professional

**2. Lakeside Grill**

- Maximizing revenue potential of the Food and Beverage department through suggestive selling techniques and team member training.
- When scheduled to work in the Lakeside Grill will follow the duties and tasks that pertain to the position of server or server assistant, as scheduled, and will report to Food & Beverage Supervisor

**3. Team Member Development**

- Providing leadership, motivation, and direction to Team.
- Administering timely and ongoing training of direct reports.
- Providing regular and effective communication and feedback to Team.
- Developing a team oriented environment, dedicated to exceeding guest expectations.
- Ensuring that GolfBC human resource policies promote fair treatment to all Team Members.

**4. Guest Experience**

- Ensure that Team Members are trained to exceed guest expectations to 98% of met or exceeded expectations per event survey and the guest comment card.
- Develop a Team that is knowledgeable and able to answer questions about the property and company.
- Ensure all Food and Beverage Departmental Service Standards are met.

**5. Sales and Events**

- Assist in site inspections and FAM tours as required
- Be conversant with all noise liquor, fire and safety regulations as they apply to the operation of the clubhouse
- Assist with preparation of post event evaluation reports

**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 computer skills and communication skills

**2. Abilities**

- Results oriented, positive, service driven with a sense of urgency and ability to prioritize
- Proven leadership skills which supports and environment of employee growth, development and teamwork
- Adapts to change with ease and is able to handle many tasks simultaneously

- Creative individual who has a proactive eye for detail and cleanliness

**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 restaurant 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:**

Food & Beverage Manager: Troy Ross  
tross@golfbc.com

We thank you for applying. Only qualified applicants will be contacted for an interview.

**Posting closes: May 1, 2017**

**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