



JOB DESCRIPTION

TITLE: Banquet Captain

REPORTS TO: Banquet Manager &
Assistant Banquet Manager

DEPARTMENT: Banquets & Events

FLSA STATUS: Non-Exempt (Hourly) Exempt

JOB SUMMARY

The Banquet & Events Captain at Owl's Nest Resort is responsible for supervising, coordinating, and assisting the Banquet and Event service team in executing functions to the highest resort standards. This role ensures that all event details are carried out according to client specifications while delivering exceptional guest experiences. The Captain serves as the primary on-site liaison between the client, banquet staff, and other resort departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a high level of visibility during events to support both guests and staff.
- Oversee the setup, service, and breakdown of banquets, conferences, weddings, and special events.
- Ensure all event details (timelines, menus, room layouts, AV needs, décor, etc.) are executed accurately.
- Act as the main contact for clients during events, addressing needs promptly and professionally.
- Direct, delegate, and support banquet servers, bartenders, and housemen during events.
- Conduct pre-shift briefings to review event details, service standards, and assignments.
- Lead by example in maintaining resort service standards, professionalism, and appearance.
- Provide exemplary guest service.
- Anticipate and respond to guest needs to ensure a memorable experience.
- Handle and resolve guest concerns or service issues with urgency and discretion.
- Ensure compliance with safety, sanitation, and alcohol service regulations.
- Maintain event space cleanliness, organization, and proper presentation.
- Coordinate with Banquet Management team and Culinary team to coordinate F&B timing and execution.
- Communicate event outcomes and staff performance to Banquet Management for continuous improvement.
- Attend required quarterly/seasonal trainings.

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED.

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- Minimum of one (1) year experience in a banquet-related position.
- Knowledge of wine, beer & alcoholic beverages
- Demonstrate efficient problem-solving skills.
- Ability to convey a professional demeanor with guests and co-workers.
- Excellent communication skills both verbally and visually.
- Able to multi-task while still paying attention to detail.
- Experience in the resort/hospitality industry preferred.

LICENSURE / CERTIFICATION REQUIREMENTS

- TIPS Certified (or within 30 days of hire).
- Valid Driver’s License
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 75 pounds occasionally and frequently exert 10 to 30 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Tolerate, at times, extreme temperatures like refrigerators (36F) and kitchens (+100F) for one or more hours.
- Ability to work in darkly lit rooms, potentially around flashing/strobing lights.
- Ability to work and handle stress arising from demands in production.
- Exposure at times to inclement weather.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Manager’s guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl’s Nest; it is my responsibility to notify the Banquet & Events Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

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Date

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