

JOB BRIEF

BANQUET CAPTAIN

Brief Description of the Hotel

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Provide service to the required standards always within the Conference and Events guidelines of Fire, Life, Health, Safety and Security.

The ultimate goal of all our staff is to ensure that our guests enjoy their visit to "Le Gray" so much that by the time they leave they are already planning to come back.

Duties & Responsibilities

- Ensure all clients are greeted and dealt with in accordance with "Le Gray" IAAS manual.
- Be fully aware of your section's table allocations and special requests during service.
- Ensure regular clients are known and greeted accordingly.
- Ensure courtesy to guests at all times.
- Inform the kitchen team of any guest's food requirement in accordance with "Le Gray" Standards and Training Manual HTDI
- To familiarize with the reservations for each service and any associated special requirements. To identify hosts and treat them according to standards.
- Report any complaints/comments to the Banquet Manager, Assistant Manager or Headwaiter immediately.
- Ensure highest standards of customer care at all times, providing a friendly, courteous and professional service.
- Understand the flow of service in order to anticipate guests' needs whenever possible.
- Ensure that all tables are cleared, cleaned and reset in accordance with "Le Gray" IAAS Manual.
- Acknowledge and bid farewell departing guests in your section, leaving them with a good and professional lasting impression.

Requirements

- Minimum 1 year experience as a Banquet Captain
- Excellent hospitality skills
- Flexibility concerning schedule
- Fluency in English and Arabic, French is a plus
- Pleasant personality and positive attitude
- Presentable