



Hybrid Off Premise Captain & Event Specialist

Basic Function:

The Off-Premise Captain is responsible for leading the execution of off-site catered events to ensure timely delivery, consistent service, and exceptional guest experiences.

The Event Specialist is responsible for soliciting, coordinating, planning, and executing catered events. Ensures exceptional service and adherence to company standards.

Scope and Impact:

This position ensures accurate communication between Sales and Operations, delivers high-quality service, and represents A Spice of Life professionally and positively.

Supports company revenue, client satisfaction, operational efficiency, and repeat business.

Major Responsibilities, Duties, and Authority:

1. Serve as liaison between Sales, Operations, clients, and venue managers.
2. Attend meetings and participate in walk-throughs as needed.
3. Lead staff through event setup, execution, and breakdown.
4. Maintain organization, cleanliness, and efficiency at event sites.
5. Ensure proper communication before, during, and after events.
6. Submit required event paperwork and participate in follow-up communication.
7. Maintain standards of service, professionalism, positivity, and safety.
8. Solicit, negotiate, and secure new and repeat business.
9. Plan, upsell, and coordinate events with clients.
10. Utilize all Sales tools to create proposals, send payment
11. Attend weekly Banquet Event Order (BEO) meetings fully prepared with all event details organized and communicate finalized event specifications to the operations and culinary teams to ensure seamless execution.
12. Prepare itineraries, floor plans, rental confirmations, and event materials.
13. Follow up with clients post-event for satisfaction and feedback.
14. Build and maintain relationships with venues, community foundations, and clients to include visiting, gift giving, post event follow up, and networking on a regular basis.
15. Attend and actively participate in weekly Sales meetings.
16. Collaborate with all departments and support teamwork.
17. Communicate effectively with Kitchen and Operations teams.

Job Specifications:

Education:

- Hospitality Degree or equivalent event planning, catering, or business experience.

Skills and Abilities:

- Ability to maintain professionalism under pressure.
- Excellent communication and customer service abilities.
- Strong sales and negotiation skills.
- Highly organized with strong attention to detail.
- Ability to multitask and prioritize effectively.



Experience:

- Experience in catering, hospitality, or event planning preferred. Leadership experience is highly desirable.

Specific Knowledge:

- Understanding of event logistics and catering processes.

Decision-Making:

- Ability to make informed decisions during events to resolve issues.
- Ability to make informed, client-focused, and profit-oriented decisions.

Interpersonal Skills:

- Strong interpersonal skills
- Strong relationship-building skills
- Strong client-facing communication and conflict resolution skills

Equipment / Software Skills:

- Microsoft Word, Excel, Outlook; Caterease preferred.
- Ability to operate and drive company vehicles safely

Physical Demands:

- Ability to lift, carry, and move equipment and stand for long periods.
- Ability to be stationary behind a desk for 75% of time in office.