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## **Job Description**

The Loveless Cafe is a popular restaurant with an abundant amount of history and a wonderful reputation in the Nashville area. Loveless Events encompasses on-site events and catering in both the Barn and the Harpeth Room (on-site event space) as well as off-site catering in the Nashville area, always providing a sophisticated southern experience.

The Loveless Events team is seeking a full-time Event Captain.

## **Pay**

- Full-time Pay Range: \$22-\$24/hr DOE plus additional gratuity opportunities.

## **Excellent benefits are available for eligible employees such as:**

- Medical, Dental, Vision, Life Insurance, and various supplemental insurances
- Company Matched 401(k)/ROTH
- Student Loan Payment plan (Gradifi)
- Paid Parental Leave for new mothers and fathers
- Paid Time Off
- Holiday Pay
- Professional Development opportunities
- Employee discounts and engagement events throughout the year

Benefits are available for eligible employees beginning as early as 60 days! Promoting from within the company is encouraged and practiced regularly.

## **Job Objective**

Loveless Events is seeking a full-time Event Captain to oversee the day-to-day operations and execution of catered events across two on-site venues, off-site catering, and food truck events. The Event Captain acts as the venue representative, client liaison, and leader of the front-of-house team. This role requires excellent communication, proactive problem-solving, and the ability to ensure events run smoothly while upholding the high hospitality standards Loveless Events is known for.

## **Essential Functions**

### ***Operations & Event Duties***

- Lead the execution of catered events in the Loveless Barn, Harpeth Room, off-site locations, or Food Truck.
- Oversee the food service timeline and maintain direct communication with kitchen to ensure all food is served accurately, replenished as needed, and consistently meets Loveless Events' quality standards.
- Attend weekly Banquet Event Order (BEO) meetings and carry out all event details.
- Be knowledgeable about the menu for each event to answer guest questions and accommodate dietary restrictions or allergies.
- Create and assign server duties to ensure smooth event execution.
- Assist in maintaining and reporting inventory levels of disposable items and equipment.
- Identify and resolve issues proactively in a calm, solution-oriented manner.
- Maintain cleanliness, sanitation, and organization of event spaces and storage areas.
- Pack, load, and unload vans for off-site events.
- Oversee Event teardown and cleaning; assign duties and assist as needed
- Complete post-event recaps and submit to the Event Team.

### ***Staff Leadership & Development***

- Lead and supervise front of house staff during events.
- Provide on the spot coaching, training, and feedback to ensure consistency and service excellence.

- Uphold company standards and protect all venue licenses and permits.

### ***Guest & Customer Service***

- Serve as the main point of contact for clients and guests during events.
- Model a professional and positive demeanor to create a welcoming environment.
- Foster a guest-first culture by encouraging staff to be proactive and attentive to client needs.
- Address guest concerns and complaints within scope of authority, escalating to management when appropriate.
- Take pride in the visual impact and overall ambiance of each event, ensuring the guest impression aligns with Loveless Events' hospitality standards.

### ***Position Type/Expected Hours of Work***

- This is a full-time position averaging 35–40 hours per week. Hours may vary depending on the event schedule, with longer weeks during peak season and lighter weeks during slower months.
- Expected to be available to work evenings, weekends, and holidays, with flexible scheduling.
- Weekly schedules vary depending on business needs, with more events clustered during peak seasons.

### **Qualifications**

- Previous Banquet Service, Catering and/or Event Venue experience.
- Excellent oral, reading and written communication skills, including the use of email.
- Valid Tennessee Driver's License with the ability to drive large vans and navigate to various venues.
- ABC Certified required prior or immediately after hire.
- Must have reliable form of transportation.

### **Preferences**

- Serve Safe Certified a plus
- Knowledge of Square Software
- Knowledge of Outlook, Excel and Word
- Ability to work in a diverse environment with focus on client and customer services is essential to success in this role.
- Supportive team player that is willing to be hands-on with staff and operations.

### **Physical Demands**

- Must be able to stand for shifts up to 12 hours.
- Ability to reach, bend, stoop, and lift up to 50 lbs.
- Must be able to work in non-climate-controlled environments.

### ***Why Join our Company?***

The Loveless Cafe is locally owned and operated in Nashville, which means that every purchase supports local jobs, causes, and community initiatives. Our company has been a part of the Nashville community for generations, and we do our best to give back at every opportunity. To demonstrate, we even have a dedicated Community Relations Specialist on-site! Transparent leadership, competitive benefits and a safe, enjoyable work environment are key drivers in our company culture. We are committed to not only providing a great experience for our customers and community, but also an inclusive space to foster employee ambitions. Our commitment to these core values enable us to cultivate our employees' professional strengths and help each individual achieve their full potential.

*The Loveless Cafe GP is an equal-opportunity employer and is committed to hiring and maintaining a capable and committed workforce. EOE/M/F/D/V*