

**Banquet Manager**

**Reports to:** Vice President of Field Operations

**Department:** Catering

**Supervises:**

Banquet staff: Banquet Captains, Servers, Bartenders, Setup and Teardown Crew

**Liaises with:**

Executive Chef, Facilities Manager, Sales Manager, Sales coordinator and Wedding Coordinator

**Scope and General Purpose:**

The Banquet Manager oversees all aspects of a banquet or event, including set-up, menu selection and food presentation, serving, and cleanup while focusing on detail and quality presentation and customer service. Banquet managers are also responsible for all aspects of supervision of banquet staff including: hiring, training, coaching, disciplining and reviewing banquet staff.

**Essential Duties**

- Approaches all encounters with guests and colleagues in a friendly, service-oriented manner
- Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded
- Remains alert of complaints and/or unsatisfied guests and responds appropriately to ensure guest satisfaction
- Coordinates with other staff and departments to arrange for the delivery of requested services
- Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service
- Ensures all functions are set and staff is prepared and organized before required time on BEO
- Inspects table place settings, including table linen, china, glass, silverware and condiments for correct placement and ensures that each element is clean, undamaged and attractive
- Ensures proper setting of buffet tables and other food service tables
- Arranges for and ensures proper sequence of service for each event
- Monitors banquet team members to ensure all operating procedures are followed
- Supervises clearing and post function cleanup and garbage removal
- Maintains clean and orderly back areas, pre-function areas and storage areas
- Assures that all china, glassware, silverware, linen, etc are returned to their proper locations after each event
- Supervises the handling, storage, and security of all catering service equipment, including catering vehicles and golf carts
- Ensures staff training programs are implemented and measured regularly
- Conducts regular staff meetings to build rapport and ensure colleagues are well informed
- Provides colleagues with a work schedule each Thursday by 2pm
- Clearly projects the visions of the department and measures progress
- Conducts quarterly reviews of colleagues performance and provides council as needed
- Meticulously plans events with captains to ensure execution is achieved at the highest level
- Conducts regular meetings with catering managers and catering director to ensure the needs of the clients are being met
- Conducts regular meetings with the sales managers, VP Field Operations, as well as the executive chef to continuously evaluate strategies and ideas for enhancements to benefit the guests experience
- Conducts interviews carefully outlining the functions of the position for which a potential colleague is being interviewed for
- Reviews scheduling and labor needs to meet the guests needs as well as maximize efficiency

**Marginal Duties**

- Accurately prepares daily summary of events as required
- Attend meetings/trainings as required
- Accurately perform administrative tasks as required

**Knowledge, Skills & Ability Requirements**

- A degree in hospitality or business management is an asset but not required.
- Previous supervisory experience is required
- Knowledge of food and beverage operations and preparation is required
- Excellent communication and guest relation skills in English
- The ability to work well with a large group of people in a team environment
- Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results
- Must maintain composure and objectivity under pressure
- Must be effective at listening to, understanding and clarifying concerns and issues raised by team members and guests
- Ability to work a flexible schedule including nights, days, weekends and holidays

**Physical Demands**

Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more. The employee must have normal vision (corrected), hearing and verbal communication.

**Environmental Conditions**

Duties are performed in both indoor and outdoor settings, with events often taking place in the elements in all four seasons. Events often involve loud music.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.