

I. Position

Banquet Manager (2.30)

II. Related Titles

Catering Manager;* Catering Coordinator

III. Job Summary

In charge of the banquet service function in the club. Supervise banquet service personnel to assure member and guest satisfaction through proper food and beverage service and presentation. Maximize the club's profitability from the catering function.

IV. Job Tasks (Duties):

1. Works with the Catering Manager, Banquet Chef and others to schedule/coordinate personnel requirements for private functions
2. Develops detailed plans for each catered event in conjunction with the club's function committee (Food and Beverage Director, Executive Chef, Banquet Chef, Catering Manager and Executive Housekeeper, as necessary)
3. Serves as liaison between banquet service personnel and other staff members on the club's function committee
4. Diagrams buffet tables, guest tables and other function room set-up needs for special events
5. Holds pre-function meeting with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses
6. Ensures that all banquet staff are well-groomed and in proper uniform (including name tags)
7. Assists with on-going sales efforts for group and local function business
8. Assists in the preparation of the marketing plan and annual budget to increase the profitability of the banquet operation; monitors performance against budgets; recommends corrective actions as necessary to help assure that budget goals are met
9. Assures proper inventory of all banquet service equipment and supplies to meet required needs
10. Acts as Head Waiter at special, private functions and may greet and seat guests as necessary
11. Handles member and guest complaints
12. Hires, trains, supervises and evaluates banquet service staff
13. Regularly inspects all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met
14. Assures that all functions are properly staffed in accordance with the approved banquet staffing schedule
15. Assures the neatness, cleanliness and safety of all banquet areas
16. Participates in scheduled staff and management meetings
17. Assumes Closing Manager and/or Manager on Duty (MOD) responsibilities when assigned
18. Conducts after-event evaluations to improve quality and efficiency of banquet functions
19. Ensures that all appropriate charges are billed correctly to each event and forwarded to the accounting department for billing
20. Recommends advertising
21. Plans professional development and training activities for staff
22. Performs other tasks as requested by the Food and Beverage Director

V. Reports to

Food and Beverage Director

VI. Supervises

Banquet Captain

* See job description for this position