

ASSISTANT BANQUET MANAGER

Job Description

Reports to: Banquet Manager

Supervises: Banquet Servers

Education and/or Experience

- High school graduate or equivalent.
- Previous fine dining and banquet experience.
- Must be at least 18 years of age to serve alcohol.
- Minimum two years of Banquet Server experience.
- Proven track record in successfully assisting all types of banquet functions and other special events.
- Some liquor and public entertainment license knowledge.

Job Knowledge, Core Competencies and Expectations

- Knowledge of the principles, procedures and equipment used in the storage, care, preparation, cooking, dispensing and serving of food in large quantities.
- Able to work flexible schedule that includes weekends, holidays and split shifts.
- Must have good communications skills and a dynamic, outgoing personality.
- Good organizational and follow-through skills.
- Ability to demonstrate proper banquet wine service.
- Knowledge of kitchen and banquet equipment.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Supervise the banquet functions for the club when the Banquet Manager is not available or assist the Banquet Manager during the function. Assists management in supervising service personnel to ensure that property owner and guest satisfaction and presentation standards are consistently attained.

Job Tasks/Duties

- Under general supervision, coordinates and supervises catered events based on client specifications and documented in the Banquet Event Order.
- Works with Food and Beverage Managers, Banquet Manager, Chef and others to coordinate personnel requirements for private functions.
- Supervises and directs banquet staff during all phases of a catered event.
- Effectively and regularly communicates expectations and service goals to staff.
- Assists in the creation and implementation of employee incentives and morale-boosting programs.
- Assists in the development and execution of short- and long-term department goals.
- Coordinates food service between kitchen and banquet service staff.
- Inspects all linens daily for proper appearance.
- Assists with inventory of all banquet service ware, equipment and supplies to meet required needs.
- Enforces established club rules, regulations and policies.

- Prepares and reviews table diagrams, guest tables and set-up needs for special functions.
- Participates in or conducts pre-function meeting with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses.
- Ensures that all banquet staff are well-groomed and in proper uniform.
- Assists with training, supervising, scheduling and evaluating of banquet service staff.
- Assures the neatness, cleanliness and safety of all banquet areas.
- Interacts with banquet host or hostess to assure all needs are being met.
- May serve “VIP” guests.
- Assures that state and local laws and Big Canoe’s policies and procedures for the service of alcoholic beverages are consistently followed.
- Analyzes accurately situations requiring solutions and adopts an effective plan of action.
- Notifies management of member and guest complaints.
- Oversees breakdown of event, including clean-up activities and securing the facilities.
- Completes an after-event “Banquet Service Catering Report” to improve quality and efficiency of banquet functions.
- Ensures that all appropriate charges are billed correctly to each event and forwarded to the Accounting Department.
- Attends Banquet Department meetings and confers with management to identify, plan and develop methods and procedures to obtain greater efficiency.
- Completes other appropriate assignments made by the Banquet Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcohol beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Contact Information

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