



BANQUET OPERATIONS MANAGER (Event Manager)

Department: Events (Banquets & Catering)
Reports To: Director of Events
FLSA Status: Exempt
Direct Reports: Event Supervisor, Houseperson, Banquet Bartenders & Banquet Servers

SUMMARY: *Oversees, coordinates & strives to improve the set-up, execution and breakdown of all private parties and club functions related to the Event Departments operation. The Event Manager will be highly visible and interact with the service team, vendors of events and event host to exceed our members expectations. Stay current on all special event trends and techniques and implement processes for including these into best practices in the department.*

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 35% Responsible for coordinating efforts with Director of Events and/or Human Resources/Administration in the following: scheduling, Payroll, hiring, orientation, evaluations, reward programming, discipline, terminating and any other employee related issues.
- Develops and maintains training sessions to promote awareness of standards regarding Club & banquet policies and procedures.*
 - Develop, implement and maintain reward and recognition programs to increase employee morale.*
- 30% Ensures event set-up, execution & breakdown exceeds expectations for all member parties and Club functions including timeliness, quality, sanitation and communication through maintaining standards and goals.
- Holds pre function meetings with service staff to ensure smooth, efficient service; assigns server assignments and coordinates the accurate timing of courses.*
 - Prepares proper requisitions for each event (including beverages)*
 - Conducts post event evaluations (Event Rundowns) to improve quality and efficiency of banquet functions. Assures that the appropriate event closing standards are followed.*
- 20% Manages & Oversees the beverage ordering of all private & Club events. This includes conducting monthly inventories, accepting beverage deliveries and assuring that all beverage storage locations are properly maintained.
- Ensures that event consumption reports are accurate and turned into the proper coordinator for billing.*
 - Ensures that pricing for billing is correct.*
- 10% Responsible for assuring proper inventory of all banquet service supplies as well as managing the proper storage of these items. This includes preparing & planning for seasonal needs & the ordering of weekly linen for events.
- Assists in managing and keeping department purchases in order, invoices, manuals and warranties*
- 5% Assist Director or Events in scheduling, planning and executing internal events from booking, layout and Food and Beverage needs.

SUPPORTIVE FUNCTIONS

- Greet and assist members/guests and respond to needs in a timely, friendly manner (walk-in's and phone calls).
- Assist Event Supervisor(s), servers and housemen with the execution of events according to the event order and established BCC quality standards
- Attends and participates in meetings such as; Banquet Event Order Meetings, F&B Meetings, Leaders Meetings and all required client meetings as noted.
- Assists the Events Department with adjustments to reservation lists to ensure proper and timely billing.
- Makes recommendations to the catering department about improvements to current club events. Offers suggestions regarding new event ideas.

OTHER DUTIES

- Assimilate into The BCC culture through understanding, supporting and participating in all elements of our club dynamics. Demonstrate working knowledge of the service standards.
- Attend BCC organized meetings, including but not limited to: Town Hall, Open Enrollment (if applicable), Health Fair, etc.
- Regular attendance in conformance with the standards, which may be established by BCC from time to time, is essential to the successful performance of this position.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the club.
- Other Duties as assigned.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

- The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.
- Thorough knowledge of food and beverage operations including foods, beverages, supervisory aspects, service techniques, and guest interaction.

ORGANIZATIONAL RELATIONSHIPS

- Director of Events
- General Manager

Additionally may report to & take direction from

- Executive Chef

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands and/or fingers to, handle, or feel; reach with hands and arms; crouch and bend. The employee is constantly required to talk. The employee frequently is required to smell and taste. The employee is occasionally required to sit; climb stairs; and push/pull. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

JOB REQUIREMENTS

EDUCATION

High School graduate or equivalent required
Bachelor's Degree (preferably in Hospitality)

EXPERIENCE

Five or more years of management experience in Hospitality

LICENSES OR CERTIFICATES

Food Service Sanitation/County Issued food handlers card, preferred
Alcohol Service Permit / TIPS training card(if state-required), preferred
CPR certification preferred

GROOMING/UNIFORMS

All employees must maintain a neat, clean and well-groomed appearance. Specific uniform guidelines and/or required articles of clothing will be explained to you as a part of the orientation process.

OTHER

N/A

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Personal Protective Equipment (PPE) may be required when performing work duties that may have the potential of risk to your health or safety. The hotel will provide the required PPE. Team members will be trained in the proper use and care of any assigned PPE. It is your responsibility to report defective, damaged or lost PPE, or equipment that does not fit properly, to your Manager.

Employee (Print Name)

Employee Signature

Supervisor Signature



Date

Date