



Banquet Manager

POSITION OVERVIEW

Provide leadership, direction and motivation to the banquet team, ensuring excellent guest service that upholds brand standards. Responsible for the entire operational service of all group, social, banquet and planned food and beverage events. Work with Banquet Director to help ensure club events are planned, marketed, managed and executed to the highest standards.

PRINCIPLE DUTIES AND RESPONSIBILITIES

Banquets & Catering Responsibilities

1. Develop and communicate a strategy for banquets that is aligned with the property and brand and lead in its execution.
2. Establish goals to optimize performance and hold the banquet team accountable for desired outcomes.
3. Direct coordination of entire Banquet service effort to include final stewarding requisition approval; service staffing levels; set-up (including displays, exhibits and decorations), service, clean-up, and guest relations; final pre-event function inspection.
4. Review and inspect function rooms and displays for conformance to the club's standards and client requirements.
5. Project and maintain pars for banquet supply needs (e.g. china, glass, silver, buffet presentations, props). Organize banquet specialty props, linen storage and handling standards (issuance, pars, etc.). Maintain optimal sanitation levels.
6. Accurately record banquet beverage use to control beverage costs and manage the beverage inventory.
7. Optimize the impact of Banquet operations on the overall success of an event and ensure activities maximize guest satisfaction.
8. Implement the highest standards of food product and satellite banquet staging area sanitation, storage and handling procedures. Monitor food quality, nutritional and portion control.
9. Set departmental goals and delegate responsibilities to optimize departmental performance.
10. Act as a liaison to the culinary team.
11. Lead shifts and actively participate in the servicing of events including set up on Golf Outings
12. Interact with guests to obtain and monitor feedback on product quality and service levels and monitor performance data and meeting planner feedback to optimize guest engagement and retention and take appropriate corrective action. Respond to and handle guest problems and complaints.
13. Schedule banquet service team to forecast and service standards while maximizing profits.
14. Work with F&B Manager to ensure departmental payroll including gratuities is processed accurately and timely.



15. Ensure regular, ongoing communication occurs (e.g. daily rallies, divisional/departmental meetings, and attendance at regular and ad hoc club meetings). Emphasize guest satisfaction during all departmental meetings and focus on continuous improvement.
16. Stay informed of market trends and introduces new products and services to drive guest engagement, increase revenue and ensure a competitive position in the market. Apply and continuously broaden knowledge of food and wine pairings and innovative cuisine with emphasis on current event trends and on sustainable events.
17. Monitor payroll and expenses related to banquets and club events to ensure budget goals are met.
18. Ensure proper controls are in place and policies are established and followed by all team members.
19. Identify opportunities to optimize performance and create value by challenging existing processes, encouraging innovation and driving necessary change.

Human Resources/Leadership

1. Establish and maintain open, collaborative internal and external relationships and ensure direct reports do the same. Assist team in developing lasting relationships with groups, guests and patrons to secure repeat business.
2. Provide inspirational leadership to ensure the Bridgewater Club's Vision, Mission and Core Values are upheld.
3. Recruit and select talented captains and team members who will enhance the club's culture and demonstrate functional expertise; ensuring staffing levels are appropriate to meet business demands.
4. Train department team members; plan, assign and direct work; reward and discipline team members; address complaints and resolve problems. Provide guidance and direction to subordinates through coaching, counseling, mentoring, and reviewing performance. Empower team members to deliver the ultimate guest experience.
5. Utilize interpersonal and communication skills to lead, influence and inspire others; advocate sound business decisions; demonstrate honesty and integrity; lead by example.
6. Build and maintain an organizational culture that maximizes guest and employee engagement and attracts top talent.

Member Events Coordinator in conjunction with Banquet Director

1. In conjunction with Banquet Director, coordinates the development of social activities/calendar for the club (wine dinners, Thanksgiving, cooking classes, etc.)
2. Work with Club Communication Manager to promote club activities using table tents, newsletters, email, flyers, social media and other means
3. Tracks the success (performance) of all membership activities



4. Plans, promotes, and generates enthusiasm and interest for the club's diverse social programs; coordinates the efforts of volunteers and the club's staff
5. Organizes monthly event planning meetings with key department heads
6. Arranges for special publicity needs and supplies for each event; decorates areas for promotions
7. Hires bands and entertainers; agrees on fees and times; contracts for and monitors entertainment
8. Manage reservations for all club events.
9. Manage the diagrams and BEO's for club events.
10. Keeps an accurate history file of each event; writes follow-up correspondence
11. Arrange, confirm and coordinate specialty entertainment and special event planning as necessary.
12. Maintain the furniture storage room and ensure all decorations are properly stored and labeled.

REPORTING RELATIONSHIPS

Reports to the Banquet Director. This position has oversight of the operations team for the Banquet & Special Events Department.

QUALIFICATIONS & SKILLS

REQUIRED:

1. A high school degree or GED; 2 years of experience in a comparable position and/or an equivalent combination of education and experience.
2. Detailed knowledge of Banquet operations and Food & Beverage; demonstrated strong leadership skills; and proven achievements in optimizing guest and team member engagement and financial performance.
3. Experience successfully leading in a fast-paced environment and prioritizing demands.
4. Strong interpersonal, team member relations and leadership abilities.
5. Well versed in Banquets and Food and Beverage financial aspects
6. Technically savvy and familiar with Banquet operating/budgeting systems and spreadsheets.
7. Ability to identify and solve problems.
8. Professional & appropriate business appearance and demeanor aligned with the one Club brand and culture.
9. Excellent verbal and written communication skills.
10. Flexibility to meet the demands of Club operations
11. Prior experience in a quality luxury Country Club; specifically, in Banquets.