



## BANQUET MANAGER

**Department:**

Dining Room

**Reports to:**

Clubhouse Manager

**Job Summary:**

A passion for planning and coordinating events for Members and Guests. The Banquet Manager will work with Members and Guests to plan special events, weddings, private parties, business functions, and all other related activities. The Banquet Manager will oversee all administrative and operational aspects from planning to executing these events. He or She will work in conjunction with the Clubhouse Manager, Executive Chef, and Service personnel to ensure that member and guest expectations are exceeded.

**Job Tasks:**

- Promotes, advertises, and markets the club's facilities for private events as permitted by the club by-laws
- Planning and Execution of all Club events and Private-party banquets.
- Recommend menus to members and guests in conjunction with the Executive Chef and other service personnel as needed.
- Provides tours and offers suggestions in efforts to sell the merits of the Club's facilities for potential events.
- Responsible for development and execution of all banquet contracts outlining services and responsibilities of the club and host member.
- Day of event management and execution. Supervises the set-ups, breakdowns, staffing levels, and quality of service.
- Attendance at weekly BEO and Management meetings to assure all function details are communicated.
- Work closely with FOH and BOH teams to ensure the event is set-up and service is carried out according to member and guest expectations.
- Management participation and execution of all club-sponsored events.
- Clear and Open communication with the Executive Chef for all revisions and adjustments to BEO's.
- Promotes and maintains a positive working relationship between the service and culinary team.
- Demonstrate clear Communication with both FOH and BOH staff on events.

- Regularly assess Member and Guest satisfaction levels for each event.
- Maintains accurate and comprehensive files with event information for past and present functions.

**Supervises:**

Banquet Captain, Service Staff

**Attitude:**

- Adheres to the Club's mission and vision statement; consistently modeling behavior in alignment with The Cleveland Yachting Club's values and leadership
- Promotes and maintains a positive working relationship amongst peers.
- Must exhibit an excellent service attitude and be willing to go out of your way to accommodate members and exceed their expectations.
- Display a sense of urgency with all tasks and always exemplify a leadership presence within the team.
- Must be flexible and able to adjust to meet the changing needs of the Club and its Members.
- Must maintain a high level of professionalism and communicate effectively.
- Must show enthusiasm for the job and the Club.
- Must be considerate, patient, and willing to help fellow employees.
- Must have a good self-image and be able to command the respect of employees
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle complaints according to Club policies and procedures.
- Must possess a strong work ethic, sound moral judgement, and high integrity.

**Job Requirements:**

- High school diploma or GED equivalent
- Minimum of 3 years of event management experience with a preference at private clubs.
- Bachelor's Degree in Hospitality management or equivalent preferred.
- This position requires initiative, creativity, and self-motivation, as well as discipline.
- Maintain high visibility throughout the Club and exhibits a drive to provide exceptional Member experience.
- Full-time, flexible hours are required. Must be able to work: days, nights, weekends, and holidays.
- Must be able to stand and walk for extended periods of time. Must be able to bend, push, pull and lift 30 lbs.
- Ability to adapt to changing technologies that would improve work efficiency, member service, and staff engagement.
- Proficient in computer skills, including POS systems, website functions, and Microsoft Office.
- Professional appearance appropriate for a premier private yachting club.