



Banquet & Events Manager **Portage Country Club – Akron, Ohio**

Portage Country Club, one of Ohio's premier private clubs, is seeking an energetic, organized, and hospitality driven professional to serve as our Banquet & Events Manager.

Founded in 1894, Portage Country Club has been a leader in hospitality, recreation, and service excellence in Northeast Ohio. Portage offers exceptional golf, dining, social, and family experiences in a member focused environment. With a robust calendar of member events, private celebrations, weddings, corporate functions, and golf outings, Portage Country Club provides an outstanding opportunity for a hospitality professional seeking to grow and advance their career.

The Banquet & Events Manager is responsible for planning, coordinating, and executing all private and club-sponsored events while delivering an exceptional experience for members and guests. This individual serves as a key leader within the Food & Beverage team and is responsible for ensuring the highest standards of hospitality, service, and event execution.

Position Summary

The successful candidate will possess a passion for hospitality, exceptional organizational skills, strong leadership abilities, a strong business acumen, an attention to detail, and a genuine desire to create memorable experiences for members and guests.

This position works closely with members, guests, vendors, Food and Beverage Directory, the Executive Chef, and service staff to ensure seamless event planning and execution from initial inquiry through final billing.

Essential Responsibilities

Member and Guest Relations

- Create and maintain positive relationships with members and guests through exceptional service and attention to detail.
- Meet with members, guests, and prospective clients to plan events and coordinate all event details.
- Respond promptly and professionally to inquiries, requests, and special accommodations.
- Deliver personalized experiences that exceed expectations and reinforce the Club's service culture.

Event Planning and Coordination

- Coordinate all aspects of banquet and private event operations.
- Develop event timelines, room diagrams, staffing plans, and service schedules.
- Collaborate with the Executive Chef and culinary team regarding menu planning and event execution.
- Coordinate with vendors, entertainment providers, florists, rental companies, and other event partners.
- Ensure accurate communication of all event details to operational departments.

Leadership and Team Development

- Recruit, train, schedule, supervise, and develop banquet service staff.
- Conduct pre-function meetings and provide clear direction regarding event expectations and service standards.
- Foster a positive, team-oriented culture focused on accountability, professionalism, and member satisfaction.
- Lead by example through active floor presence and hands-on service leadership.
- Conduct ongoing coaching and performance feedback to support employee growth and development.

Event Execution

- Oversee banquet room setup and presentation, ensuring adherence to Club standards.
- Supervise service operations during events, including food and beverage service, guest accommodations, and event flow.
- Monitor service quality and guest satisfaction throughout all events.
- Coordinate event breakdown and ensure proper storage of equipment and supplies.
- Ensure all event billing and administrative follow-up are completed accurately and timely.

Administrative Responsibilities

- Work with Food and Beverage Manager to help prepare and manage staff schedules.
- Maintain event records, contracts, and banquet event orders.
- Monitor labor utilization and assist in controlling departmental expenses.
- Participate in Food & Beverage and Operations meetings.
- Assist in developing and implementing service standards and operating procedures.
- Understands budgetary goals, and responsibilities include achieving financial targets.

Qualifications

- Minimum of three (3) years of banquet, event, food and beverage, hospitality, or private club management experience.
- Experience in a private club, luxury hotel, resort, or upscale catering environment preferred.
- Demonstrated success leading and developing hospitality teams.
- Exceptional interpersonal, communication, and relationship-building skills.
- Strong organizational abilities with attention to detail and follow-through.
- Ability to manage multiple events and priorities simultaneously.
- Strong computer skills, including event management and point-of-sale systems.
- Knowledge of banquet service, food and beverage operations, event planning, and hospitality standards.
- Professional appearance and commitment to exceptional service.

Physical Requirements

- Ability to stand and walk for extended periods during shifts and events.
- Ability to bend, lift, carry, and move banquet equipment and supplies.
- Ability to lift up to 25 pounds regularly and greater weights occasionally with assistance.
- Ability to work evenings, weekends, and holidays as required by the event schedule.

Compensation and Benefits

- Competitive salary of \$70,000 – \$90,000, commensurate with experience and qualifications.
- Performance-based bonus opportunity.
- Health insurance benefits.
- Paid vacation and holidays.
- 401(k) participation.
- Employee meals during shifts.
- Professional development support and continuing education opportunities.

Professional Development

Portage Country Club is committed to investing in its team members. Participation in professional organizations such as CMAA and other hospitality industry associations is encouraged and supported. Opportunities for continuing education, networking, and leadership development are available.

Qualified candidates should submit a resume and cover letter outlining their hospitality experience and leadership accomplishments.