

## Banquets Manager Job Description

**Objective:** To provide exceptional efficient business management of Banquet operations and staff.

**Reports to:** General Manager

**Specific Expectations:** The primary purpose of the position is to perform all duties within the facility at an exceptional level, in order to properly train new employees of such standards. The Banquet Manager must be willing to work as a hands-on employee in all areas as necessary. The Manager will help minimize the costs of operating events while maximizing revenue. The Manager will attend necessary leadership, department, operations, and management meetings. The Manager will communicate effectively with all other Managers within his or her own Canad Inns facility, the Executive Chef and sales department. The Manager will assist in creating annual budgets for Banquet revenue, plus related expenses, and the implementation and maintenance of up-selling and incentive programs. The Manager will coordinate the recruitment, selection and orientation activities of all Banquets personnel. The Manager will participate in community and volunteer events. The Manager will settle disputes and establish positive morale. The Manager will ensure team members understand and are trained in all security prevention methods. The Manager will ensure time sheets are completed in an orderly and timely fashion. The Manager will participate in a monthly inspection of furniture, fixtures and equipment with the Maintenance Manager and Assistant General Manager.

### **Shift Duties:**

- ✓ Adhere to all MLCC regulations governing the service of alcohol, that are appropriate to the position and all other government codes and regulations.
- ✓ Anticipate and tend to all guest needs;
- ✓ Assist with the development of cost control systems to reduce waste in food, supplies, and labour;

- ✓ Balance bills;
- ✓ Brief all employees;
- ✓ Check all function rooms to ensure they are ready, with all equipment in good working order;
- ✓ Communicate regularly with Captains, Assistant Manager, Executive Chef and sales department to discuss upcoming events, menu needs and guest requests;
- ✓ Consistently observe to ensure all operations run smoothly;
- ✓ Ensure all team members have the necessary tools and equipment to perform his or her jobs efficiently;
- ✓ Greet the contact persons and ensure all needs and expectations are met;
- ✓ Lead, coach, encourage, inspire, train and motivate employees as necessary;
- ✓ Liaise with all goods and service suppliers;
- ✓ Maintain a presence near all event areas, assisting in different areas as needed;
- ✓ Motivate staff to perform duties to the highest level of excellence;
- ✓ Promote and maintain exceptional guest service standards;
- ✓ Reinforce a high standard of cleanliness and food safe standards;
- ✓ Respond to guest inquiries, concerns and complaints.

**Qualifications:**

- ✓ Bondable;
- ✓ Can acquire Criminal Background Check and Serve it Safe certificate;
- ✓ Clean, with good hygiene habits;
- ✓ Communicates both verbally and in writing;
- ✓ Confident and assertive;
- ✓ Detail-oriented and artistic;
- ✓ Enjoys meeting and talking with different people;
- ✓ Exceptional knowledge of hospitality and conference operations;

- ✓ Experience of two years minimum in a management role;
- ✓ Extroverted personality;
- ✓ Leadership skills;
- ✓ Legal age;
- ✓ Motivates and inspires staff to achieve guest service excellence;
- ✓ Multi-tasks efficiently;
- ✓ Organized, accurate and reliable;
- ✓ Prioritizes and works efficiently with limited supervision;
- ✓ Professional attitude and expectations;
- ✓ Positive and upbeat attitude and demeanour;
- ✓ Recognizes and resolves problems quickly and efficiently;
- ✓ Strong mathematics and basic computer skills;
- ✓ Works in a team environment;
- ✓ Works with the public in a calm, courteous, friendly and professional manner.

**Supplies & Equipment:**

1. Basic office supplies: pens, calculator, etc.
2. Clean and pressed uniform with nametag: business wear for informal functions and day-to-day duties, and formal wear with black jacket for semi-formal and formal functions

**Workplace Abilities:**

- ✓ Bend and stretch frequently;
- ✓ Deal with loud noises, large crowds and potentially upset guests;
- ✓ Effectively manage all banquet personnel;

- ✓ Handle a fast-paced environment that is often demanding;
- ✓ Learn facility layout, audio/visual equipment standards, and set-up layouts;
- ✓ Lift, balance and carry trays of up to 20 lbs over extended periods of time;
- ✓ Recruit, hire, train, evaluate, praise and discipline employees;
- ✓ Stand, walk and remain on feet and perform job duties for entire shift duration;
- ✓ Work quickly and quietly.

**All job descriptions are subject to a periodic review. Other duties will be assigned occasionally by management. Changes will be discussed prior to or at the time of amendment.**