



JOB DESCRIPTION

I. JOB TITLE

Banquet & Events Operations Assistant Manager

II. DEPARTMENT

Food & Beverage

III. SUMMARY OF POSITION

The Banquet & Events Operations Assistant Manager oversees all Banquets and Club Events operations as planned by the Catering Director and other Management team members. He/She assists in planning and is active in the set-up and full operation of and execution of all service of the private events and Club events held in the Club's indoor and outdoor spaces. Assures activities of event execution are done professionally with a high level of quality and service that maintains and improves the Club's reputation for its catering services, and exceeds Members and guests expectations. Maintain an open and accurate channel of communication with the entire Management Team. Attends weekly Food and Beverage meetings. Assists Catering Director, Clubhouse Manager and General Manager in planning, developing and controlling club operations toward member and guest satisfaction. Pays special attention to Banquet Service quality control – operationally and fiscally. Great opportunity to learn and advance your knowledge with banquet & event operations in a Platinum Club of America, to one day become a Catering Director or similar type position with increased responsibility and career growth.

IV. REPORTS TO

Director of Catering.

V. WORKING RELATIONSHIP

Works closely with Catering Director, Wait Staff, Assistant Manager, Beverage Manager, Clubhouse Manager, General Manager, Executive Chef, Banquet Chef, Housekeeping and Maintenance Department.

VI. DIRECTLY SUPERVISES

Banquet Servers.

VII. DIMENSIONS OF POSITION

Work Experience: Server & Banquet experience in a high quality and high volume Five star Restaurant, Resort, or Top tier Country Club.

Certifications:

1. Basset Certification
2. ServSafe Certification

Personality / Work Traits: Friendly and outgoing personality, with a positive attitude. Be a leader and teach by example. Be organized, detail oriented and have great communication skills. Be a team motivator and player.

VIII. JOB DUTIES AND RESPONSIBILITIES

Overall

1. Be familiar and follow Club's policies and procedures, that are relevant to your specific position or as a general employee of the Club, as outlined in the Employee Handbook, Training Manuals, Supervisor Human Resource Manual, Maintenance Work Distribution, Emergency and Protection Against Fire Plan, Guidelines for Emergency Situations, Security and Safety Procedures Written
2. Attends weekly Food & Beverage Meetings.
3. Communicate to Catering Director regarding recruitment needs and assist with interviews as required.
4. Ensures proper methods and standard operating procedures.
5. Promote and practice relevant health and safety and fire safety standards. Report any possible hazards to the Clubhouse Manager immediately.
6. Assess training needs and provide relevant training as necessary.
7. Carry out any other reasonable duties as assigned by the Director of Catering, Clubhouse Manager or General Manager.
8. Present a professional appearance and exceptional communications skills

Banquet Department

1. Assists Director of Catering with making arrangements for Members or their sponsored guest's, banquets, meetings, weddings, anniversaries, club events, etc.
2. Consults with Executive Chef/Sous Chef to ensure the accurate set-up and needs for all buffets and service.
3. Assists Director of Catering in conducting tastings.
4. Be the lead person for all scheduled events as noted by the Catering Director ~ Always greet event sponsor and/or host to establish yourself as single point of contact for their utmost satisfaction from the beginning through the conclusion of their event
5. Ensures the completion of opening and closing duties/protocols in a timely and efficient manner
6. Supervises all phases of banquet and club event functions, coordinates such activity on a daily basis, and oversees each event for quality standards assurance
7. Assists Director of Catering in drafting and approving final bills to members and sponsored guests. Ensures final billing submitted to accounting is timely and is complete and accurate
8. Assists Director of Catering with constructing BEOs and distributing to the Club Management team.
9. Assists Director of Catering by working closely with Member's vendors to secure the proper décor, florals, audio - visual, etc
10. Train new staff in methods and standard operating procedures.
11. Promote and practice relevant health and safety and fire safety standards. Report any possible hazards to the Clubhouse Manager immediately.
12. Assess training needs and provide relevant training as necessary.
13. Assists Director of Catering in handling complaints in a fast and satisfactory manner to the Member or sponsored guest. Keeps General Manager and Clubhouse Manager informed.
14. Maintains past and potential client files for calls, assessment of on - going catering needs, repeat business, etc.
15. Assists Director of Catering by staying within the Social Event Budget for all club events
16. Be knowledgeable of the Club's By - Laws / House Rules as it relates to catering and club events.
17. Secures and schedules on-call labor as needed for each event, ensuring we are staying within the Club's guidelines.
18. Keeps an ongoing inventory of all banquet operational items – not limited to, but inclusive of, linens, silverware, plates, chaffing dishes, serving utensils, props, décor, etc.
19. Responsible for enforcing and ensuring the organization of the linen storage area, chafer storage area, banquet silver storage area, banquet plate ware storage area and prop room.
20. Other duties as periodically assigned by supervisor.
21. May occasionally be needed to assist with a la carte operation.

Interested applicants, please forward your resume to:

* Sandra Groseclose, Director of Catering, S.Groseclose@westmorelandcc.org

* CC to Mark Constantinou, Clubhouse Manager, M.Constantinou@westmorelandcc.org