



**Job Title:** Banquet Manager  
**Department:** Food & Beverage  
**Reports To:** Director of Food & Beverage  
**FLSA Status:** Salaried- Exempt

### **SUMMARY**

The Banquet Manager coordinates all private parties and club function related food and beverage service operations for the Club. He/She will plan, implement, and maintain standards and procedures that will improve the staff, services, and overall member satisfaction. He/She will set the example for all areas as outlined and maintain a professional, business profile while acting as a Saddle & Cycle Club representative. He/she will assist in all areas as assigned, promoting teamwork, and maintaining the standards and policies of the Club. **The Banquet Manager will be highly visible and interact with the membership as much as needed.**

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Implements and enforces general policies established by the Board of Governors and General Manager; directs their administration and effective execution.
- Plans, develops, and approves specific operational policies, programs, procedures, and methods in concert with general policies.
- Selects, administers, and develops all employees under his/her supervision consistent with Club philosophy and standards.
- Actively recruits team members.
- Develops and builds his/her team and leads them to significant, positive membership and guest satisfaction outcomes.
- A collaborative team player who leads through others but is willing and able to be “hands-on” when necessary.
- Attends Staff and Committee meetings as requested.
- Provides operational and strategic advice and recommendations to the Director of Food & Beverage.
- Consistently assures that the club is operated in accordance with all applicable local, state, and federal laws.
- Ensures execution exceeds member expectations for all member parties and club functions including timeliness, quality, sanitation and communication through maintaining standards and goals.
- Responsible for the proper setup, execution, and breakdown of all private parties and club functions.
- Assures that the appropriate event opening and closing standards are followed.
- Diagrams buffet tables, guest tables and other function room setup needs in conjunction with the special events team for all club functions and private parties.
- Holds pre-function meetings with service staff to ensure smooth, efficient service; assigns server assignments and coordinates the accurate timing of courses with the culinary team.
- Assures the neatness and cleanliness of all banquet areas.

- Conducts banquet captain reports for all events and updates diagrams for special events as needed.
- When applicable, acts as head server at special, private events and may greet and seat guests as necessary.
- Actively participates in weekly food and beverage, special events and operations meetings.
- Responsible for developing detailed plans and the successful coordination and execution of all Club events with the food and beverage team including the Director of Special Events, Director of Food & Beverage, Banquet Chef, and Executive Housekeeper.
- Works with Communications Director for signage on buffet, posters as needed for private parties and club functions.
- Ensures that appropriate IRS forms are completed for private events and submitted to catering.
- Assists the special events team with adjustments to reservation lists to ensure appropriate billing.
- Makes recommendations to the special events team about improvements to current club events and private party layouts. Offers suggestions regarding new event ideas.
- Responsible for forecasting and planning seasonal needs of staffing.
- Responsible for scheduling and payroll.
- Responsible for coordinating efforts with Human Resources in the following: recruiting, hiring, orienting, evaluating, rewarding, discipline, terminating and any other employee related issues of the team.
- Ensures banquet staff are well groomed and in proper uniform at all times.
- Responsible for creating and implementing staff training manuals and programs.
- Responsible for initial and continual staff training.
- Responsible for safety information and trainings as it relates to banquet team.
- Plans professional development and training activities for captains and line level employees.
- Creates and implements new service standards in coordination with the Director of Food & Beverage.
- Investigates and resolves complaints from members and staff.
- Completes both the annual banquet operating and capital budget. Works within those budget limitations once approved, utilizing tracking methods.
- Assures proper inventory of all banquet service and supplies including all clubhouse silverware, glassware, and china.
- Responsible for the cleanliness and maintenance of storage areas as they pertain to food and beverage service supplies.
- Responsible for selecting and ordering all food service-related materials and service items pertaining to the banquet department and authorized by the budget. Responsible for staying in accordance with control procedures and ensuring timely receipt and proper handling and storage of such materials.
- Maintains inventory of AV equipment and ensures all equipment is in working order.
- Places maintenance requests as needed for all banquet spaces, kitchen, office, and storage.
- Responsible for maintaining proper safety standards, adherence to safety policies, and applicable Health Department regulations.
- Assures the state and local laws and the Club's policies and procedures for the service and consumption of alcoholic beverages are consistently followed.
- Keeps abreast of industry changes, trends, and products as it relates to special events and banquets.
- Completion of management projects as assigned by the Director of Food & Beverage.

- Any other job related tasks as assigned.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises event captains, interns, line level employees, and temporary labor as well as other food and beverage service departments when applicable. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A./B.S) or equivalent from four year college; or 3-5 years related experience and/or training; or equivalent combination of education and experience. Hospitality degree preferred.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must continuously hold certification in property food safety through ServSafe or similar accredited institution. Must be continuously certified in the intervention training for the responsible sale, service and use of alcohol. (TIPS or related certification).

**COMPUTER SKILLS**

ClubEssential Management Software, Reserve, Canva, Social Tables, proficiency in Microsoft Office including Word, Excel, Outlook, and PowerPoint.

**LANGUAGE SKILLS**

Ability to read and interpret multiple documents such as safety rules, operating instructions, financial documents, professional journals and procedure manuals. Ability to write complex reports and correspondence. Ability to speak effectively before groups of members or employees of the Club.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts of basic algebra and geometry. Ability to interpret financial statements and conduct variance reports.

**REASONING ABILITY**

Ability to apply problem solving skills to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving concrete variables in standardized or changing situations.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to balance. The employee is occasionally required to sit and taste or smell. The employee must regularly lift and/or move up to 15 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

### **How to Apply:**

- Please email Director of Food and Beverage, Maddy Grillo, at [mgrillo@saddleandcycle.com](mailto:mgrillo@saddleandcycle.com)
- No phone calls, please.