



Assistant Banquet Manager

Philadelphia Cricket Club

Founded in 1854, The Philadelphia Cricket Club is the oldest Country Club in the United States and has been recognized as a Platinum Club of America by Club Leaders Forum and a Distinguished Emerald Club of the World by Board Room Magazine. The club offers golf, tennis, squash, paddle, pool, and trapshooting across two campuses to its 1600 members.

We have an opening for an assistant manager to work beside our Banquet Manager in managing our Events department. This is an excellent opportunity for an entry-level hospitality professional with some supervisory experience who is looking to expand his/her expertise in execution of events! Our department is responsible for executing over 25 weddings per year, and countless other large and small events on a daily and weekly basis.

The Assistant Banquet Manager is responsible for assisting and overseeing the Banquet Department alongside the Banquet Manager. This position handles the scheduling and management of staff for banquet events, and must provide clear communication within and outside of the banquet department. The Assistant Banquet Manager works closely with the Banquet and Catering Managers, as well as the Culinary team and the Food and Beverage Department.

The hours are flexible depending upon the events taking place. The successful candidate must be willing to work irregular hours including weekends, evenings, and some holidays.

Key achievements for this position:

- Build authority with the staff to be able to take charge and direct them throughout the setup, execution, and break down of each event
- Help to develop and execute on a vision for the department which results in improved execution of all events and guest satisfaction
- Deliver 100% accurate details on the set up of every function
- Proactively identify and resolve problems, including suggesting changes to department processes, to maintain positive guest and employee relations

Responsibilities:

- Assist in managing all Banquet operations, including guest service standards and initiatives, product quality, budgeting and forecasting, and policy/procedure implementation and enforcement
- Supervise the setup of function rooms
- Visually inspect function rooms and equipment prior to functions for cleanliness, proper inventory, and set up
- Supervise clean-up of function room and proper breakdown and storage of equipment.
- Conduct inventory of glassware, plateware, and supplies to maintain proper levels for service
- Maintain complete knowledge of all departmental policies, service procedures and standards
- Maintain positive guest and employee relations
- Assist in preparing staff schedules and adjust them throughout the week to meet business demands and accommodate vacation requests
- Review daily banquet event orders and identify special requests, needs, set up or changes and convey those changes to all departments involved in set up and administration
- Assist with the recruitment and selection of staff by reviewing applications and conducting interviews
- Work closely with Banquet Manager to oversee training and onboarding of new hires

Desired Skills & Experience:

- Previous management/supervisory experience is preferred
- Degree in Hospitality and Tourism Management or equivalent experience
- Experience in Banquet/Catering Facilities; Private Club experience a plus
- Strong interpersonal, organizational, and communication skills
- Ability to work in a high-pressure, fast-paced environment
- Highly self-motivated and willing to work long and flexible hours, including nights and weekends
- Ability to maintain a cooperative and productive relationship with other departments

Please contact Laura Robinson, Director of Human Resources, at lrobinson@philacrick.com to submit your resume if interested in this position!