



DEPARTMENT: Food and Beverage Administration

POSITION TITLE: Banquet Manager/Event Coordinator

REPORTS TO: Club House Manager/General Manager

SUPERVISES: No supervisory duties are included in this position

STATUS: Full Time

POSITION SUMMARY:

The Banquet Manager works in collaboration with the Clubhouse Manager, Food/Beverage Manager, and Executive Chef to ensure the success of all events. The Banquet Manager gathers, plans, and communicates all information accurately for each event scheduled throughout the entire facility. The Banquet Manager works in collaboration with all department heads as well as outside vendors to ensure accuracy of event functions. Banquet managers need excellent customer service, communication, leadership, and management skills, along with critical-thinking and reasoning abilities. They must also be able to meet deadlines and multitask.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Marketing and sales for banquet facilities
 - Assist in planning menus based on approved pre-planned menus
 - Attend weekly staff meetings
 - Maintain reservation book
 - Provide accurate billing for parties
- Scheduling reservations
 - File current and past party arrangements schedules in chronological order
 - Schedule appointments for walk through appointments for yourself and others in your department
 - Plan well so that each event runs smoothly
 - Discuss sales contract details with service staff and head chef
 - Planning the venue layout according to the number of guests and event type
 - Answering customer's/member's questions and accommodating special requests
 - Briefing staff and checking the room set-up before the event
 - Follow up one week prior to event to finalize numbers and plan seating
 - Knowledge of hospitality equipment and venue requirements

- Accounting
 - Designate account numbers for parties
 - Receive and track deposits for parties
 - Forward deposits to A/R to process
 - Being sure that some parties are paid in full prior to (Weddings)
 - Price parties accurately according to club's price list
 - Review Bar Member/Non-Member sales for adjustments as needed
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 - Close parties after event is over
 - Audit billing, gratuities and service charges as presented by staff
 - Work in accounting software to reconcile parties and close final billing
 - Prepare closed banquet packet for the accounting department to process
- Administrative Responsibilities
 - Answer phones and emails promptly (usually within the same day)
 - Excellent interpersonal and communication skills
 - Communicates with Maintenance and Housekeeping staff for operational needs and requests
 - Organized with an emphasis on time management
 - Update Signara with daily events
 - Make changes as needed
 - Handle mail and deposits
 - Confirm reservations via phone, mail, or email
 - Take care of outgoing mail or email (sponsor letters, member function questionnaires, dress code, etc.)
 - Distribute menus to kitchen and service staff in a bi-monthly schedule
 - Accepts and labels packages, deliveries, event items dropped off prior to event
 - Maintains accurate files for all in-house, take-out and catering functions
 - Special projects as assigned
 - Perform miscellaneous office responsibilities

REQUIREMENTS/EDUCATION/EXPERIENCE:

2 Years of related experience