



## **JOB DESCRIPTION**

Title: Banquet Coordinator

FLSA Status: Part Time

Effective Date: 7/16/17

### **GENERAL PURPOSE**

Under supervision from the General Manager, the Banquet Coordinator will generate revenue in the banquet facility and catering through direct sales, direct mail, and other sales and marketing efforts. The Banquet Coordinator will work with clients interested in holding one or several banquets. This will include calling potential clients, providing tours of the facility, creating proposals and coordinating banquets to meet the clients' needs. This involves coordinating banquet staff, food and drink menus, entertainment or required audio/visual equipment and ensuring the satisfaction of the clients. Manage employees in the Catering areas. This individual is responsible for the overall direction, coordination, and evaluation of the unit. Carry out supervisory responsibilities in accordance with Glenwoodie policies and applicable laws.

### **ESSENTIAL FUNCTIONS:**

- **Oversee all aspects of banquet or event, including set-up, catering menu, food presentation, serving and clean up while focusing on detail and quality presentation and customer service.**
- Book and sell catering events, golf related food and beverage, Business/social room needs.
- Assist in developing menus for events and help establish pricing for services
- Working with the General Manager to ensure proper scheduling and staffing for all events
- Assist clients with catering menu selection
- Follow up with clients prior to event
- Establish clients' operational needs for events
- Assist with preparation and setup of catering functions
- Inspect food service facilities to ensure equipment and buildings meet requirements of state and local health laws and internal regulations
- Inspect and taste prepared foods to maintain quality standards and sanitation regulations
- Oversee events to ensure client satisfaction and quality control standards.
- Follow events through to completion
- Perform/Assist in opening & closing procedures for catering and restaurant operations
- Functional knowledge of POS system
  - To include troubleshooting, resolving server issues, entering data, running reports
- Assist in recruiting and training staff
- Daily management of catering department, along with Bar and grill when necessary
- Assist with creation of sales projections and budgets for events

- Work within budget and projected guidelines for food, labor and all other costs
- Assist with financial analysis concerning sales revenue, labor, and costs of sales to help reduce costs
- Uphold Glenwoodie Food & Beverage Department's policies
- Market the facility, meet with prospective clients and pursue new business to generate revenue.
- Monitor outside vendors to ensure compliance with agreed upon standards
- Order and monitor inventory of food and beverages
- Ensures that function rooms are set-up in accordance with customer satisfaction by supervising set-up staff and inspecting function room.
- Ability to bartend or serve events as needed
- Conducts function review with customer; adjusts specifications as necessary and performs follow-up to insure all details are correct.
- Assures proper sanitation and hygiene techniques with staff.
- Insures the timeliness of all banquet activities.
- Inspects function rooms regularly to ensure the room is maintained and in excellent condition at all times.
- Provides the proper skills training for all staff on a regular basis so the staff may provide value added service to the guests.
- Utilizes one-on-one training skills
- Monitors service and teamwork on a regular basis and counsels employees on providing this for guests.
- Ensures readiness and compliance in case of last minute changes to banquet orders.
- Trains qualified staff.
- Determines, communicates, and monitors achievement of standards of performance on a timely basis
- Identify and implement sales goals and objectives
- Professionally represent Glenwoodie at any industry/community function as assigned by the General Manager
- Keep abreast of local hospitality and meeting trends
- Maintain contact with active accounts to promote repeat business and generate leads for future business
- Perform sales calls and presentations to prospective customers...build data base.
- Conduct site tours to prospective customers promoting the facility and its services
- Maintain accurate documentation of all proposals, quotes, correspondence, and contracts related to prospective sales accounts.
- Performs other duties as required

## **MINIMUM QUALIFICATIONS**

1. Minimum two years experience as a banquet supervisor
2. Ability to provide legible communication
3. Ability to focus attention on details, speed and accuracy.
4. Ability to work with minimal supervision
5. Microsoft programs, Word, Excel, and Power Point
6. Social Media prowess
7. Bartender and Server Certification

## **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 reach with hands and arms. The employee frequently is required to stand; talk or hear, walk and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 20 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 Banquet Hall may be a busy facility. The Banquet Coordinator may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of employees, clients and contractors. The Banquet Coordinator may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

The noise level in the work environment is moderately noisy.

## **EQUIPMENT**

Phone	Computer	Copier	Fryer	Range Top
Oven	Convection Oven	Food Warmers		Grill Top

Flat top Grill      Dishwasher      Small Electrical Appliances      Microwave  
Coffee Maker      Beverage Dispenser

Department/Division Approved By: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_