

BANQUET HALL MANAGER

Job Code: NHBH001

PAY RANGE: \$16.00 - \$22.00 per hour

HOURS OF WORK: Varies

Reports to: Chairman of Trustee Board
Appointed Trustees

POSITION SUMMARY:

The banquet manager supervises all aspects of the banquet hall and all events. Responsible for assisting with hiring, training, and evaluating employees. Orchestrates all activities and ensures that customers have an excellent event.

DUTIES AND RESPONSIBILITIES:

- Ensures the hall books a reasonable number of events/parties
- Meets with clients and provides guidance relative to available services
- Takes orders from clients and obtains a clear understanding of their requirements
- Handles all arrangements for each event
- Provides clients with information on all costs associated with their event
- Markets the services of the banquet hall to expand client base
- Must be present throughout all scheduled events or have a person assigned.
- Addresses problems that arise with the client or their guests
- Trains the banquet staff
- Keeps a thorough record of income and expenses
- Ensures that the hall is presentable at all times (keep foyer area, kitchen and offices neat and clean at all times)
- Maintains accurate records on policies, procedures and completion of all forms
- Maintain accurate records for inventory, labor costs, food costs, etc.
- Assists with menu planning and pricing
- Provide excellent customer service to all clients
- Coordinates general housekeeping of all rooms, restrooms, kitchen, storage area, entrance area, etc.
- Ensure that all bills are paid on time
- Works with maintenance staff to ensure rooms are set-up and broke down and prepared for next event (maintenance staff reports directly to the trustee board)
- Other duties as assigned

SKILLS AND QUALIFICATIONS:

- Excellent and effective communication skills, with selling and negotiation skills
- Two years of college and a minimum of three (3) years hotel/banquet management experience. Bachelor Degree is preferred in hospitality management or related field.
- Excellent event planning, administrative and organizational skills
- Excellent customer service skills
- Exceptional problem solving skills and decision making abilities
- Ability to work under pressure
- Creativity to plan successful events and attract clients
- Strong leadership skills
- Must have experience and working knowledge of Word, Excel is required.
- Excellent marketing skills is preferred