

Assistant Banquet Manager

Reports to: Banquet Manager

Department: Banquets/Food & Beverage

Classification: Salary

Liaises with:

Executive Chef/ Sous Chefs/Restaurant Cooks

Banquet Captains and Catering Managers

Other Departmental Managers

Scope and General Purpose:

To share their passion for food & beverage, high level of service standards, business acumen and a commitment to build highly effective teams in order to maintain the creativity and service levels expected of a luxury resort.

Essential Duties

- Approaches all encounters with guests and team members in a friendly, service-oriented manner
- Maintains floor presence and directs colleagues, engaging in all aspects of service during restaurant service hours
- Engage guests with intelligent conversation regarding their time at the resort and their f&b experiences
- Assists the Banquet Manager with the development of each f&b outlet through training programs, regularly scheduled departmental meetings, daily line ups, and coach and counseling sessions.
- Maintains and updates service standards as directed by the Food and Beverage director and Banquet Manager
- Assists in developing quarterly training plans and testing to ensure staff meets the necessary requirements of their role
- Taking responsibility for the business performance of the restaurant.
- Assist the Banquet Manager with planning, organizing and executing events
- Preparing reports at the end of the shift/week, including staff control, food control and sales.
- Support and execute plans for department sales, profit and staff development.
- Planning and coordinating menus as necessary for large party dining as well as private dining
- Performs an accurate monthly inventory as well as random inventories throughout each month, utilizing approved spreadsheets and/or inventory programs
- Maintains proper inventory levels of wines, other beverages, equipment, glassware and supplies
- Ensures the appropriate handling, storage, and security of wine, liquor and other beverages
- Managing staff and providing them with feedback.
- Responding to customer complaints.
- Ensuring that all employees adhere to the company's uniform standards.
- Meeting and greeting customers and organizing events
- Recruiting, training and motivating staff.
- Assists the Banquet Manager with payroll and scheduling of colleagues.
- Hold each colleague accountable to the service standards and take appropriate disciplinary actions as necessary.

Marginal Duties

- Participates in weekly meetings with F&B management, offering updates on program additions, omissions, and provide forward vision for beverage program
- Accurately perform administrative tasks as required

Knowledge, Skills & Ability Requirements

- College experience is an asset but not required
- Working knowledge of wines, other beverages and their proper service
- Working knowledge of health, safety and beverage service regulations
- Excellent communication and guest relation skills in English
- The ability to work well with a large group of people in a team environment
- Must maintain composure and objectivity under pressure
- Ability to work a flexible schedule including nights, days, weekends and holidays

Physical Demands

Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more without assistance. The employee must have normal vision (corrected), hearing and verbal communication.

Environmental Conditions

Duties are typically performed in an indoor setting; however duties may be assigned periodically which take place out of doors and in the elements.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.]