



JOB DESCRIPTION

Title:	Banquet Manager
Department:	Events and Meetings Department – Food & Beverage
Direct Report:	Director of Food & Beverage
Effective Date:	June 2017

Ramada Mission:

To deliver a welcoming and memorable experience, for every Guest, every time.

Catering Mission Statement:

We, the Catering Team, positively impact new and existing business relationships by consistently delivering exceptional and memorable event experiences for every customer at the Ramada Prince George, the #1 accommodation and event destination in Northern British Columbia.

Scope:

The primary purpose of the position is to maintain excellent Events and Meetings operations to ensure guest satisfaction. The Banquet Manager exudes a professional image at all times, is a great collaborator and is detailed and organized in every aspect of their work. The Banquet Manager's primary concern is guest satisfaction while appreciating the importance of maintaining an efficient operational pace with a motivated and engaged staff. The position is responsible for the execution of all events by: communicating with Sales and Kitchen departments supervising Events and Meetings staff, managing floor operations, managing inventory, and anticipating guest needs.

Primary Responsibilities:

- Adherence to brand standards established by Wyndham Worldwide, Ramada Plaza and Days Hospitality.
- Adherence to the Ramada Plaza Premium Guest Service standards.
- Knowledgeable of all menu offerings, event spaces, set up options and audio visual capabilities for events.
- Knowledgeable of hotel property, amenities, area attractions and transportation.
- Abides by all BCLC laws and regulations and consistently educates the Events and Meetings department of any additions or revisions to the current liquor laws

- Respond quickly to guest requests or complaints in a friendly manner and appropriate action is taken. Follows up to ensure guest satisfaction
- Creates personal touch with all event logistics before, during and after the events to ensure the highest level of guest satisfaction
- Collaborates with the Sales and Chef to organize and coordinate all events
- Executes Banquet Event Orders (Contracts) including detailing of set up, as well as deployment of staff, including returned signed Banquet Event Order with actual accounts plus any additional usage forms to Sales department for billing
- Helps Sales team maintain 24 hour billing cycle when required
- Creates an environment that is engaging, where motivated people want to join, learn, do their best and advance
- Leads a diverse team by modeling desired behavior and service standards while empowering and coaching team members
- Create an efficient work environment to lower labor cost and maximize guest satisfaction
- Schedules and trains staff
- Identifies and implements cost and quality control measures
- Responsible for the organization, inventory, and ordering of all supplies and equipment of the department, including; but not limited to:
 - Audio Visual equipment
 - Dishes, cutlery and linen
 - Meeting supplies
 - Liquor and beverages
 - Decorations
- Responsible for accurate handling and recording of liquor consumption, including the balancing of banquet bars
- Inspect all banquet venues to ensure cleanliness and proper set-up. Ensure any deficiencies are immediately corrected, and that the staff responsible is advised and coached for improvement.
- Provides recommendations for personal and staff development, including performance reviews for all Events and Meeting staff
- Recruits and staffs department using company hiring standards (i.e. behavioral questioning, reference checks, evaluations and team interviews)
- Follows company policies and procedures and is able to effectively communicate them to all staff and colleagues
- Prepares for, attends and takes the appropriate actions for weekly/monthly and annual meetings as required by the Direct Report
- Any other duties as assigned by direct report.

Relationships:

Internal:

Sales: Collaborates with Sales Team to understand guest needs and vision for their event and to deliver on contractual arrangements made by the sales staff, as they relate to events and meetings.

Kitchen: To obtain food & beverage items for service, communicate guests requests and allergies, and relay guests comments regarding menu items. To effectively communicate to Head Chef pertinent information during event delivery. Collaborate to strive for new and innovative best practices in food and beverage service while helping to identify cost and quality control measures.

Engineering: To relay guest needs and communicate equipment/venue issues. To collaborate on issues for and resolutions to an effective and efficient back-of-house operation as it relates to required repairs for equipment and delivery space.

Housekeeping: Collaborates to ensure cleanliness of banquet venues and the laundering of banquet linens in a timely and coordinated fashion

Administration: Collaborates to ensure timely billing and to relay requests for the ordering of supplies and payroll information

External:

Hotel guests: To provide customer service; to resolve problems

Local Businesses: To provide information for guests and develop relationships

Qualifications:

Education/ Experience:

High school diploma or equivalent. A College/University degree is preferred. Minimum 2 years experience in a full service Catering facility, including team management. Special consideration will be given to those who exhibit exemplary performance.

Certification and/or License Requirement:

- Food Safe
- Serving It Right

Skills:

Leadership

- Professional representation of Ramada Plaza Prince George brand.
- Ability to be an effective member of the Food & Beverage Team, including cross departmental collaboration to achieve effective delivery of Events and Meetings.
- Ability to mentor and coach staff.

Communication

- Proficient written and oral communication skills to a variety of audiences, including: General Manager, Department Leads, colleagues, subordinates, and guests.

Judgment and decision making

- Considering the relative costs and benefits of potential actions to choose the most appropriate one in order to maximize efficiency and guest satisfaction in a fast paced and guest centric environment.
- Ability to plan, implement and sustain new best practices.
- Ability to evaluate information to determine compliance with laws, regulations, and standards.

Co-ordination

- Co-ordinate multiple events and manage team in a fast paced and customer centric environment. Requires high degree of organization skills, delegation and a natural tendency towards attention to detail.

Computer skills

- Proficient in Microsoft Office programs including Word, Excel, and Email. Proficiency in Opera is a requirement for this role.

Working Conditions

- Will be required to work nights, weekends and holidays as determined by events schedule.
- Will be required to work in fast paced, customer centric environment.
- Will be required to be on call when away from work.
- Will be required to work more than 8 hours in a day or 40 hours in a week depending on business demands.
- Some heavy lifting may be required.