

Warwick Country Club

Warwick, Rhode Island

Experienced Banquet Operations Manager

Warwick Country Club is currently expanding our team. We are looking for enthusiastic and energetic candidate who is dedicated, hard-working and focused. We have an immediate opening for a fulltime, year-round position.

Scope and General Purpose:

The Banquet Manager of the Club is responsible for the day-to-day operations of the banquet department. The Banquet Manager will hire, train, supervise and direct all banquet staff to fulfill the needs of all guests and members who are hosting or attending a banquet event. The Banquet Service Manager must possess strong communication skills and must be committed to providing the highest quality service to all the Club members and guests. Computer knowledge, specifically Microsoft Office and Excel programs and Point of Sales Systems, are a *preferred requirement* of the position. The Banquet Manager must have a solid background in service and needs to focus on development of staff through constant training and skill development.

Essential Duties:

- Ability to work cohesively with other departments as part of a team
- Approaches all encounters with guests and colleagues in a friendly, service-oriented manner.
- Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded.
- Coordinates with other staff and departments to arrange for the delivery of requested services.
- Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service.
- Ensures all functions are set and staff is prepared and organized before required time on BEO.
- Inspects table place settings, including table linen, china, glass, silverware and condiments for correct placement and ensures that each element is clean, undamaged and attractive.
- Monitors banquet team members to ensure all operating procedures are followed.
- Manages room setup of tables, chairs, av, and other event details
- Supervises clearing and post function cleanup and resets.

- Maintains clean and orderly back areas, pre-function areas and storage areas.
- Ensure all new/existing staff are fully trained
- Conducts regular staff meetings to build rapport and ensure colleagues are well informed.
- Meticulously plans event service with captains to ensure execution is achieved at the highest level.
- Attends regular management and event meetings
- Accurately prepares daily summary of events as required.
- Attend meetings/trainings as required.
- Accurately perform administrative tasks as required.

Continuation of Essential Job Duties:

- Previous supervisory/management experience is required.
- Knowledge of food and beverage operations and preparation is required.
- Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results.
- Must be effective at listening to, understanding and clarifying concerns and issues raised by team members and guests.
- 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.

Job Type: Full-time

\$45,000.00 - \$60,000.00 per year based on previous experience

Education:

Bachelor's in food service management or hospitality management (Preferred)

Experience:

Banquet Experience in a country club or hotel setting 5 years (Preferred)

License/Certification:

- Driver's License (Preferred)
- Food Safety Certification
- TIPS Certification
- CPR Certification

Benefit Conditions:

- We offer a full benefit package including health, dental, 401K & paid vacation
- Waiting period may apply
- Only full-time employees eligible

COVID-19 Precaution(s):

- Temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting, or cleaning procedures in place

Resumes can be emailed or mailed to:

wccjobsearch@gmail.com

Warwick Country Club
Att: General Manager
394 Narragansett Bay Avenue
Warwick RI 02889