

Position Description Banquet Supervisor



Quaaout Lodge & Spa, Talking Rock Golf Resort
Unique | Authentic | Unforgettable

Position Description – Quaaout Lodge and Talking Rock resort

Title: Banquet Captain

Department: Sales Department, Rooms Division

Reports to: Catering Manager, Director of Food & Beverage

Classification: F/T Permanent

Job purpose:

The Banquets Supervisor ensures the successful and seamless operation of the events and functions at the Quaaout Lodge conference centre as well as offsite events. Guest experience and profitability are key factors in determining the success of the events.

This role works closely with F&B and Sales/Events departments to ensure the delivery of prompt and professional service in adherence with banquets key service standards.

Responsibilities:

- Meet clients and be a consistent contact point during the tenure of their function.
- Supervise and assist with the set up of catering functions, ensuring Resort standards are met, and advance preparation for service is adequate to allow efficient service once the function begins.
- Responsible for making the function space visually appealing including the overall sanitation and cleanliness of the work areas, banquet rooms and storage areas.
- Responsible for the proper usage of and all equipment, furniture and fixtures in the Banquet department is in good working order during the shift assigned.
- Provide excellent customer service and ensure customer needs are met.
- Maintain proper control over banquet service including adhering to liquor policies and processes.
- Provide unique and creative ideas to enhance meetings & group experience.
- Supervise team members throughout banquet service.
- Be familiar and well informed regarding all current and upcoming event details.
- Resolve staff concerns quickly and efficiently.
- Respond quickly to guest requests in a friendly and professional manner, follow up to ensure guest satisfaction.
- Maintain strong communication between the Kitchen, Sales and Banquet Department.
- Preparation of weekly/daily task lists.
- Assist the Catering Manager or designate with scheduling and training. Be aware of labour costs to assist management team with cost controls.
- Organize transportation of food and equipment to offsite catering events.
- Responsible for ensuring necessary operating guest supplies, beverage supplies and operating equipment for functions assigned.
- Maintain an awareness and knowledge of where to find up to date resort and regional information supplied including but not limited to currently available packages, special rates,

upcoming events based on information provided by resort management, local tourism, news sources, and social media,

- Lead by example and showcase our standards in grooming, punctuality, friendliness, professionalism and knowledge.
- Integration of Secwepemc culture into all aspects of the Resort experience.
- Knowledge and ability to enhance guest experience through sharing of resort and regional information.
- Ensure that staff are adhering to all resort policies and procedures.
- Follow all health and safety regulations and ensure all equipment is in safe working order.
- Other tasks as requested by the Food & Beverage Manager and/or designate

Knowledge, skills, and requirements:

- Minimum 2 years catering and banquet service in progressively responsible positions.
- High School Diploma and Post-Secondary Hospitality Education preferred, or related experience.
- Should possess in depth knowledge of food and beverage preparation and presentation including safe food handling.
- Should be able to work under pressure with superior interpersonal skills - ability to effectively deal with internal and external customers, some of who may require patience, tact and diplomacy to collect accurate information and resolve issues.
- Ability to prioritize workload and meet deadlines in a multifunctional work environment while remaining organized and professional.
- Ability to create a courteous, friendly and professional work environment.
- Good knowledge of computers Windows operation systems – Word, Excel and Outlook.
- Ability to work all shifts – early morning, afternoons, evenings and weekends as per events booked.
- Should have experience in operating POS (point of sales) software.
- Speak with others using clear and professional language, and answer telephones using appropriate etiquette.
- Current First Aid Certification would be an asset
- Knowledge and understanding of emergency procedures including OH&S rights and responsibilities.
- Ability to lead by example and motivate team members to ensure a well-balanced work environment.

PHYSICAL DEMANDS

Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Ability to reach overhead and below the knees, including bending, twisting, pulling, and stooping.

SCHEDULE

The work hours will depend on scheduled events and will often include evenings/weekends.

EQUIPMENT AND SOFTWARE

Resort Suite Software
Microsoft Word, Excel and Outlook
Photocopier and fax

