



The Country Club

2825 Lander Road
Pepper Pike, Ohio 44124

Job Title:

Banquet and Events Manager

Department:

Food and Beverage

Reports to:

Director of Catering & Events

Job Summary:

The primary focus areas include ensuring the highest level of service is maintained and member expectations are not only met but exceeded. Duties to include, but are not limited to, the management of all bar and service staff, management of inventory and supplies, as well as assisting the Director of Catering in planning of events. The Banquet and Events Manager works closely with all Food and Beverage Managers and Assistant Food and Beverage Managers. This position reports directly to the Director of Catering and Events.

Oversight of the following Areas:

- Flynn Bar and Flynn Grill
- Spoon & Niblick (Family Dining)
- Library
- Pine Room
- Men's Grill
- Crystal & Mather Rooms
- Burke's Bar
- South Porch
- Living Room
- Zelma's Soda Grill
- Main Events Terrace
- Ala-Carte Terrace
- Board Room & Small Room
- *Additional Areas as Needed*

Leadership:

- Supervise all service staff to help ensure proper service standards are met or exceeded with an emphasis on the Club's (banquet and member events department)
- Monitor service and food quality during all service times to ensure standards are met or exceeded
- Inspects service staff to ensure that they are always in proper and clean uniforms
- Ensures that all side-work is completed as scheduled, as well as cleaning and restocking area(s) upon completion of the shift
- Responsible for maintaining the cleanliness and organization of equipment and storage areas
- Makes suggestions about the improvements in the banquet and events service procedures and layout
- Makes sure all pre-event / post-event procedures have been completed
- Assists the Food and Beverage Managers with the responsibility of maintaining an inventory of all the front of house service items (silverware, glassware, coffee pots, water pitchers, salt and pepper shakers, sugar bowls, and all other supplies)
- Responsible for the Club's linen program. Ensure all linen is at the Club prior to each event and a la carte service as well
- Ensures the correct appearance, cleanliness, and safety of all Food and Beverage outlets and event spaces
- Responsible for regularly checking the functionality of all equipment and fixtures throughout the Club and reporting deficiencies and maintenance concerns

- Serves as liaison between the Food and Beverage department and Culinary department, while also coordinating and ensuring punctual service
- Make sure all Standard Operating Procedures are reviewed frequently, updated, and followed
- Assists in directing pre-shift and post-shift meeting(s) with service staff team members to relay information on club policies, events, newsletters, etc.
- Handles member and guest complaints in a professional manner according to established policies, and forwards all information to the Food and Beverage Managers and Assistant General Manager
- In conjunction with other Food and Beverage Managers is responsible for the recruitment, hiring/termination, performance evaluation, and management of all Food and Beverage staff
- Assists in initial training and on-going development of all Food and Beverage service staff including service assistants, servers, expeditors, and bartenders
- Works with other Food and Beverage Managers to ensure all dining outlets and events are properly staffed
- Approves all Food and Beverage staff payroll in accordance with the schedule
- Works in conjunction with Lead Bartender to properly order and maintain par levels for inventories to include spirits, beer, wine, and bar supplies
- Responsible for working with other Food and Beverage Manager(s) and the Lead Bartender to ensure accurate completion and maintenance of monthly beverage inventory
- Develops knowledge of Jonas Point-of-Sale system to assist in providing and training all Food and Beverage staff on all proper functionalities for operations
- Works to exceed monthly/annual food and beverage sales budgets
- Responsible for controlling all expenses, including supplies and labor in conjunction with the Food and Beverage Managers
- Maintains service standards while observing and making recommendations to improve service
- Participates and suggests creative ways of promoting Club events as an active member of the leadership staff in improving the service and operation of The Country Club
- Set clear and concise expectations for every team member in each dining outlet and event space earning respect of the Club's staff, Food & Beverage staff, and Club Department heads
- Follows and enforces all rules and policies of The Country Club
- Assists in setting up Club events in accordance to banquet function sheets or BEOs
- Attends Food & Beverage meetings to review policies and procedures, future business and to continually develop quality and image of the Club
- Produces daily or meal-period revenue analysis and other reports from point-of-sale systems used in the Dining Room, and Club events - "Nightly Recaps:" reviewing end of night reports for each shift
- Performs additional assignments and projects as assigned by the Food and Beverage Managers, Assistant General Manager or General Manager

Skills:

- Able to work at a rapid pace while maintaining attention to detail and the ability to multi-task
- Must have good supervisory skills
- Must have excellent communication and the ability to promote sales
- Must be skilled in time-management
- Must have teaching and motivational skills

Attitude:

- Adheres to the Club's mission and vision statement; consistently modeling behavior in alignment with The Country Club's values and leadership
- Promotes and maintains a positive working relationship between the service and culinary team
- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the Members and exceed their expectations
- Displays a sense of urgency with all tasks and always exemplifies a leadership presence within the team
- Must be flexible and able to adjust to meet the changing needs of the Club and the Members
- Must maintain a high level of professionalism and communicate effectively
- Must show enthusiasm for the job and the Club
- Must be considerate, patient, and willing to help fellow employees
- Must be able to command the respect of the employees
- Must be able to tolerate pressure and work calmly and efficiently during busy times
- Must handle all Member and Guest complaints according to Club policies and procedures
- Must possess a strong work ethic, sound moral judgment, and high integrity

Job Qualifications/Minimum Job Requirements:

- High school diploma or GED required
- Minimum of 2 years' supervisory experience in fine dining or upscale restaurant. Country Club experience is preferred
- 4-year Hospitality Degree or equivalent preferred
- This position requires initiative, creativity, and self-motivation, as well as discipline
- Maintain high visibility throughout the Club and exhibits a drive to provide an exceptional Member experience
- Full-time, flexible hours are required. Must be able to work days, nights, weekends, and holidays
- Must be able to stand and walk for extended periods. Must be able to bend, push, pull, and lift 30 lbs.
- Ability to adapt to changing technologies that would improve work efficiency, member service, and staff engagement
- Proficient in computer skills, including POS systems, website functions, and Microsoft Office
- Professional appearance appropriate for a platinum-level Country Club
- Maintain active involvement in professional organizations and continuing education in related classes

Employee(s) will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments. Management reserves the right to change, rescind, add, or delete the functions of this position.

Please Send Resumes to:**Grant Simpson**

Assistant General Manager

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Pepper Pike, Ohio 44124

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