

Biltmore Forest Country Club
Job Description

Title: Banquet Supervisor
Department: Food & Beverage
Classification: Full-time Non-Exempt

Reports To: Clubhouse Manager/Events Manager
Supervises: Service Personnel/Banquet Set-up
Date: 8/19/2015

Job Summary

Directly supervises special and Club events. This includes the planning, set-up, execution and break down of all events. The Banquet Supervisor stays in contact with the host (on-site contact) throughout the event to ensure the highest member satisfaction possible. All duties to be performed in accordance with BFCC policies, practices and procedures.

Essential Job Functions

- Responsible for proper special and club event and catering event set up.
- Prepare assignments for staff assigned to each event. Includes assignments for each portion of the work shift; including set-up, reception, event break down and side work.
- Conducts meeting with the staff at the start of each shift. Inspect uniforms, review assignments, and steps of service for each event.
- Work closely with Event Coordinator and Executive Chef to plan and successfully execute all events.
- Coordinates food service between kitchen and service staff.
- Inspects all linens daily for proper appearance.
- Maintains all silver and service ware items.
- Resolves member/guest complaints within scope of authority; otherwise refers the matter to management.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assists in training, supervising and evaluating service staff.
- Inspects dining room to ensure proper maintenance, cleanliness and safety.
- Enforces established rules, regulations and policies of the Club.
- Assures that all local and state laws for the service of alcohol are complied with and in accordance with BFCC policies.
- Conducts after-event evaluations to improve the quality and efficiency of banquet and special event functions.
- Manages area within budgetary guidelines in coordination with Clubhouse Manager.
- Attends to member special requests and makes every effort to fulfill member desires, to provide a memorable world class dining experience.

Secondary Job Functions

- Provides layout and design recommendations to applicable managers.
- Suggests dining room decorations for special themes.
- Ensure front and back of the house are maintained in a clean and orderly fashion.

Qualifications/Skills/Education

- Minimum of two years experience as a supervisor in a high volume restaurant or banquet facility, fine dining experience preferred.
- High school diploma or equivalent, prefer minimum Two year associate degree.
- Knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Ability to lead team to desired results and work well with people in a team environment.
- Ability to work well around a large number of people and in a fast-paced environment.
- Ability to work with limited supervision and with attention to detail.
- Wine knowledge and menu implementation skills.
- Good written and verbal communication skills.
- Excellent hospitality skills.
- The ability to communicate and understand the directions of managers and comply with those directions.
- The ability to communicate in English, written and verbal, for the purpose of direct communication with members and coworkers.
- Microsoft Office Suite and relevant POS knowledge and skills preferred.

Working Conditions

- Requires indoor and outdoor work.
- Occasional exposure to extreme cold, heat and humidity.
- Exposure to various chemicals, fumes, noise.
- Must be able to lift, push and pull up to 20 lbs. on a regular basis.
- Requires various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting.
- Schedule varies according to the needs of the Club including extended hours, weekends and holidays.

Performance Standards

- Must comply with all rules and regulations as stated in the employee handbook.
- Must be polite and courteous when dealing with all external and internal customers.
- Must present a neat appearance and possess a pleasant personality.
- Must be willing to work with co-workers as a team.
- Must be in constant daily communication with Management to assure common goals and duties are maintained.

Note this job description includes, but is not limited to the duties and responsibilities noted above.*

I have read and understand the requirements of this job description.

Employee Signature

Date