



**HARWOOD**  
INTERNATIONAL

## HARWOOD INTERNATIONAL CAREERS

### Banquet Manager

#### Summary

The Banquet Manager oversees all banquet events for Harwood Hospitality. They supervise set-ups, breakdowns, staffing levels and quality of service. They are well-organized and exceed the guest's expectations to provide the ultimate fine-dining experience.

#### Classification

Exempt / Salaried

#### Essential Functions

##### *Job Functions*

##### Leadership:

- Oversees the development and implementation of:
  - Relationships with outside vendors (musicians, florists, rental company)
  - Community groups sponsoring events
  - Responsible for budgetary and expenses of the in-house events, including labor, cost of goods, and net profit.

##### Administrative:

- Oversee service operations until completion to ensure great customer service
- Scheduling and prioritizing work assignments, and implementation of effective operating policies, procedures, and systems.
- Provides assistance and represents Harwood Hospitality as appropriate in communicating with internal and external constituents
- Address any and all guest concerns related to in-house events and bring them and their resolution to the attention of the DOC
- Prepare all Banquet Event Orders and lead BEO Meetings as they relate to in-house events.
- Assisting in the development of policies and procedures related to in-house event planning
- Socialize with guests and members as required (scheduled events, etc.).
- Recruit needed volunteers and contract service employees (e.g., special guests such as musicians, artists, etc.).
- Garner publicity for the special events by working with the resorts marketing and public relations agencies and Director of marketing on various media visits and events.
- Determine recommended fees to be charged as required for special events.
- Controls revenues and expenditures; and makes recommendations for future budget appropriations.
- Book all music and entertainment programming for the Resort venues; handle arrangements regarding travel, housing and contract negotiations for the entertainers. Work in conjunction with the florist on weekly and monthly and holiday decoration.
- As directed, oversee special cultural events including art, shows, antique shows and music events.
- Responsible for full range planning and department daily operations
- Manage records, reports, and payroll costs
- Updated on industry trends

- Ensure proper arrangements of tables, decorations, and table place settings

#### **External Relationships:**

- Has regular contact with the company's social and group clients, prospective clients, guests and members.
- Maintains appropriate relationships with these and other constituencies (including musicians, instructors, etc.) in order to enhance the image of the Company and the attainment of its objectives.

#### **Guest Relationships:**

- Meets and greets guests, builds strong guests relationships, constantly inquiries about guest's satisfaction,
- Makes sure his/her service team inquires ad memorizes guests preferences and birthday dates, and records these data in the guests database
- Interacts with VIPs, Ownership and Guests on behalf of the HH – greeting VIP's, handling special requests, etc.
- Regularly review and evaluate the degree of customer satisfaction of the individual restaurant.
- Constantly updates guests database and maintains it as an effective marketing and PR tool
- Learns from defects and incidents and implement resolutions to ensure they do not happen again. Makes sure guests issues are recorded. Reports on guests issues to GM or DOO
- Monitors guest's comments on social media (Facebook, Trip Advisor, etc.) and gives appropriate feedback

#### **Employee management, engagement & training:**

- Brief waiters on functions and procedures of service
- Always manages/leads by example. Takes accountability for problems
- Delegates and follows-up effectively
- Energizes HH Division mission statement and core values among his/her team
- Makes sure all his/her associates are perfectly groomed and always behave according to HH codes of practice, image and core values.
- Ensure that fair discipline is affected.
- Be fully conversant with all statutory requirements regarding a food and beverage operation.

#### **Procurement and deliveries:**

- Identifies and estimates food\* and beverage supply requirements and places beverage orders with suppliers (\*together with Head Chef)
- Checks and orders supplies of non-food items
- To ensure that consumable and non-consumable goods are ordered, correctly stored and inventoried.
- Checks quality of deliveries and documentation
- Ensures that all terms and conditions of signed contracts with approved vendors/suppliers of his/her unit are executed and followed. Reports to Restaurant GM on any contract breach
- Ensures correct storage of supplies

#### **Finance, Cost Control & Budgeting:**

- Monitors contracts and profitability.
- Ensure that all events deposits are received on time
- Manage effective control of food, beverage and labor costs among all outlets.
- Achieve predetermined profit objectives and desire standards of quality food, service, cleanliness, merchandising and promotion.
- Review schedules for the operation of the restaurants, to insure the highest level of guest service while also monitoring labor costs
- Implement effective control of beverage and labor costs among all sub-departments

#### **Meetings & Communication:**

- Prepares and analyzes management reports for his/her unit
- Attends meetings with Restaurant GM or DOO
- Reports immediately on any major product defect or any major guest issue and takes all necessary corrective actions
- Ensures a smooth communication with all direct reports and other Restaurants/Units GM's
- Monitors HH Division social media activities and HH Division F&B unit's websites. Feeds HH Marketing Manager with helpful news or updates
- Identifies and evaluates competitors
- Keeps current with trends in the restaurant industry

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### *Competencies*

- Budgets / Cost Control
- Customer Focus
- Job Knowledge
- Leadership
- Managing Performance
- Personal Organization
- Productivity
- Quality
- Sense of Urgency
- Team Leadership

### *Supervisory Responsibility*

Yes

### *Work Environment*

This job operates in a restaurant setting. This role routinely requires the employee to be on their feet for extended periods of time.

### *Position Type and Expected Hours of Work*

This is a full-time position; Flexibility in hours and work on weekends required

### *Required Education & Experience*

- Minimum of 2 years management experience or related experience
- Advanced knowledge of catering, food and beverage
- Effective written / verbal communication skills
- Well-organized and able to complete projects in a timely-manner
- Ability to lift and carry up to 50lbs

### *Preferred Education & Experience*

- Associate's degree in relevant field
- Fluency in Spanish

### **Work Authorization/Clearance**

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also take into account the results of any reference checks, behavioral interview results, and/or pre-hire tests or profiles.

### **AAP/EEO Statement**

Harwood is committed to equal employment opportunity and will not discriminate against Associates or applicants in any terms and conditions of employment on the basis of any legally-recognized basis (protected classes) included but not limited to: age, race, color, religion, genetic information, sex, national origin, disability, ancestry, creed, marital status, sexual orientation, or any other protected class under federal, state or local law. This non-discrimination policy extends to all terms, conditions and privileges of employment as well as the use of all Company facilities, participation in all Company-sponsored activities, and all employment actions, such as promotions, compensation, training, benefits and termination of employment.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, schedules, work hours, responsibilities and other work activities may change at any time with or without notice.

Please send your resume to [yleon@harwoodinc.com](mailto:yleon@harwoodinc.com)