

Catering & Events Manager

Job Summary:

Works directly with the Clubhouse Manager. Responsible for the general operation of staff functions relating to the food and beverage operation. Responsible for all aspects of the club in the absence of the Clubhouse Manager and perform specific tasks as requested by the manager.

1. Schedule and coordinate personnel requirements for private and club functions.
2. Diagrams buffet tables, guest tables and other function room set-up needs for special events.
3. Holds pre-function meeting with servers to ensure smooth, efficient service.
4. Ensures that all banquet staff are well-groomed and in proper uniform (including name tags).
5. Assures proper inventory of all banquet service equipment and supplies to meet required needs.
6. Acts as floor manager in dining room and at private functions and may greet and seat guests as necessary.
7. Handles member and guest complaints in absence of Clubhouse Manager.
8. Hires, trains, supervises and evaluates front-of-house service staff.
9. Regularly inspects all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance and other standards for the department are met.
10. Assures the neatness, cleanliness and safety of all bar and dining areas.
11. Inspects finished arrangements; may be present to oversee the actual greeting and serving of guests.
12. Assist members and guests with parking, entertainment, decorations, audio-visual, floral and any other requirements integral to the event's success.
13. Participates in scheduled staff and management meetings.
14. Assumes closing manager or manager on duty responsibilities when assigned.
15. Ensures that all appropriate charges are billed correctly to each event and forwarded to the accounting department for billing.
16. Assures that state and local laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
17. Assures that dining room and banquet event closing procedures are followed.
18. Helps members and clients arrange banquets, luncheons, meetings, weddings, and other social events; obtains pertinent information needed for guest planning.
19. Assists with on-going sales efforts for group and local function business.
20. Oversees all administrative and operational aspects of preparing and serving events. Work with other departments to ensure that the guests' expectations are exceeded.
21. Provides guest tours when needed and offers suggestions in efforts to sell the club's facilities for the occasion being planned.
22. Suggest and help guests plan menus in conjunction with the executive chef or other culinary personnel.
23. Maintains past and potential client files; schedules calls or visits to assess on-going needs of prospective clients for catering services.
24. Performs other tasks as requested by the Clubhouse Manager.

Reports directly to Clubhouse Manager. Supervises Hospitality Captain, Bar Manager.