

BANQUETING MANAGER

Job Title:

Banqueting Manager

Place of Work:

A hotel

Scope and General Purpose:

To supervise and control the banqueting department to the required standards and within agreed budgetary limits.

Responsible to:

General Manager

Food and Beverage Manager

Responsible for:

Assistant Banqueting Manager

Banqueting Coordinator

Banqueting Waiters

Wine Stewards

Cleaners

Liases with:

Housekeeper

Front of House Manager

Maintenance Manager

Security Manager

Accountant

Head Chef

PRO

Limits of Authority:

According to establishment

Main Duties:

- To ensure that the agreed budgeted targets are achieved or bettered.
- To ensure that the food and liquor costs are maintained at their agreed levels and that the correct profit margins are achieved.
- To ensure a prompt, courteous response and follow up to all enquiries.
- To ensure that once a booking is confirmed, all details and requirements are noted, using a check list, so that nothing is forgotten, e.g.:
 - Number of covers

- Where to assemble
 - Where to serve
 - Details of menu
 - Plan of tables
 - List of guests
 - Drinks, aperitifs, wines, liqueurs, spirits, and whether per-ordered or cash, cigars, cigarettes
 - Entertainment
- To liaise or ensure liaison with the client a few days before the function to confirm exact numbers, in turn informing the appropriate departmental heads.
 - To ensure that bands, discos, or entertainment have been booked as directed.
 - To ensure that duty rosters are compiled, making certain that adequate numbers of experienced permanent and casual waiting staff will be on duty.
 - To check the function room, ante rooms and cloakrooms for cleanliness before guests arrive, table layout and stipulated specific requirements to enable shortcomings to be rectified.
 - To greet the host and circulate during the course of the function to ensure availability in the event of a problem or complaint.
 - To ensure that the accounts department receives accurate information to enable it to correctly bill the client.
 - To ensure that all staff are correctly and smartly dressed at all times.
 - To ensure effective briefing of waiting staff before the function commences.
 - To ensure that bar and waiting staff know the limit of open bars and that this is not exceeded.
 - To ensure that the service of food and drink is courteous and professional.
 - To ensure that tables are correctly set and that table appointments, including flower arrangements, are impeccable.
 - To ensure that surplus equipment is removed once the function is over and returned to its correct storage place.
 - To check equipment against the function checklist to ensure that no items have been misappropriated or mislaid.
 - To check equipment regularly against the inventory to ensure minimum losses.
 - To ensure maximum security of all areas under your control, paying particular attention to valuable assets, e.g. silverware.
 - To ensure that all items are used for their correct purpose and not abused, e.g. knives used as screwdrivers, table-cloths or napkins used for cleaning.
 - To give feedback on guest letters and comments.
 - To ensure that attendance registers are completed daily in accordance with statutory procedures and that any anomalies are reported to the Personnel Department.
 - To carry out or ensure that regular On-the-Job Training is carried out to enable staff to perform their duties correctly.
 - To prepare and submit on the required format all information necessary for budgeting purposes, timeously and accurately.