

Catering Manager

Related Titles: Special Events Manager; Account Executive; Catering Director, Catering and Banquet Coordinator

Reports to: Food and Beverage Director

Supervises: Catering Account Executive, Events Coordinator, Catering support staff

Classification:

Education and/or Experience

- High School diploma or GED; one year of related experience and/or training.
- Two years of experience in catering operations.
- Extensive knowledge of the private club industry's food and beverage operations

Job Knowledge, Core Competencies and Expectations

- Promote the club's dining facilities for private banquets, business and social meetings and other member-related activities.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for all day-to-day catering services. Develop contracts for and oversee all administrative and operational aspects of preparing and selling events and catered parties. Work with banquet and other departments to assure that the members' and guests' expectations are exceeded and the highest quality food and service are delivered.

Job Tasks/Duties

- Promotes, advertises and markets the club's social event facilities and capabilities to all members.
- Assists members in arrangements for special dinner requests in the dining room.
- Helps member clients arrange banquets, luncheons, meetings, weddings, dances and other social events; obtains pertinent information needed for guest planning.
- Works with the Executive Chef to determine selling prices, menus and other details for catered events; oversees the development of contracts; assures that pre-planned banquet menu offerings are current and reflect general member interests.
- Transmits necessary information to and coordinates event planning with production, serving and housekeeping staff; arranges for printing of menus, procuring of decorations, entertainment and other special requests, etc.
- Inspects finished arrangements; may be present to oversee the actual greeting and serving of guests.
- Checks function sheets against actual room setup; oversees personnel scheduling for special functions and may help supervise service personnel.
- Oversees scheduling of banquet service employee meetings.
- Responsible for hands-on service work when needed and orchestrating events when necessary.
- Manages complaints.
- Maintains past and potential client files; schedules calls or visits to assess ongoing needs of prospective clients for catering services.
- Assists with completion of in-house banquet event orders (BEOs).
- Helps develop catering budgets; reviews financial reports and takes corrective actions as appropriate to help assure that budget goals are met.
- Represents members' needs and interests on applicable club committees.
- Obtains necessary permits for special events and functions.
- Critiques functions to determine future needs and to implement necessary changes for increased quality.
- Attends staff and management meetings to review policies and procedures, future business and to continually develop quality and image of banquet functions.
- Ensures the security of club's members and guests' valuables during catered events.
- Assumes responsibility of manager-on-duty when necessary.

- Ensures that proper housekeeping and energy conservation procedures are always followed.
- Plans professional development and training activities for subordinate staff.
- Diagrams room layout, banquet item placement and related function details.
- Meets with other department managers to plan food and beverage aspects of special events organized by the staff members.
- Manages banquet billing and arranges prompt payment for all events.
- Updates weekly function information for all affected staff.
- Serves as liaison between kitchen, service and management staff.
- Maintains club's master calendar and function book.
- Performs special projects as assigned by the Food and Beverage Director.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.