

Warwick Country Club
Warwick, RI
Banquet Manager

Join our team as a Banquet Manager for an exciting opportunity to showcase your leadership skills in a fast-paced environment! We are seeking a skilled, motivated, and detail-oriented candidate to manage the banquet and food service for weddings and special events, ensuring seamless execution and exceptional guest experiences. You'll be part of a dynamic team and work closely with culinary, sales, and operations departments to ensure a successful event from start to finish. Join us in creating unforgettable memories for our guests!

Qualifications:

- Previous supervisory/management experience and skills
- 2 years banquet management experience preferred
- Ability to lead and manage a team
- Requires computer skills and knowledge of Microsoft Office Suite
- Preferred experience with industry relevant POS/Jonas System, willing to train
- Clear, concise written and verbal communication skills. Candidate must be comfortable speaking to guests and conducting meetings
- Highly developed customer service skills; possessing a friendly approachable demeanor, a passion for providing warm, engaging, personalized service, and strong problem-solving abilities, with a keen eye for detail
- Must maintain composure and objectivity under pressure, including the ability to oversee guest complaints and disputes and resolve them to satisfactory results
- Candidate must be able to work in a fast-paced environment and be able to manage multiple priorities
- This individual must be willing to work flexible hours as needed during busy times and high-profile events, including nights, weekends and holidays
- Ability to walk or stand for extended time periods. Ability to lift up to 50 lbs. and frequently lift, push, pull, or carry up to 30 lbs.

Responsibilities:

- Attend BEO and management team meetings
- Responsible to ensure that all service staff perform all tasks necessary to ensure assigned events are well executed. Communication is clear, controlled and well managed throughout all levels of the banquet department and its team members in a timely, consistent, and effective manner
- Hire, supervise, and schedule adequate staff to meet customer service delivery requirements
- Oversee the training and continuous development of Banquet staff
- Provide feedback and coaching to serve staff members on a fair and equitable basis

- Execute events as developed by Sales Department in a timely and consistent format
- Responsible for ensuring event room set to specifications, ensuring food quality and presentation
- Conduct effective and timely pre-meal meeting with banquet staff to prepare them to meet the needs of the assigned functions
- Ensure opening and closing side work is completed as assigned by the service staff on an ongoing and consistent basis
- Task service assignments, set up tasks, floor plan and table assignments, and breakdown tasks
- Supervise food/beverage execution for all events, coordinate with kitchen operations on service timeline
- Function as a primary food and beverage event contact with guests on floor
- During meal service remain in the dining area; see to the seating of guests, assists wait staff with service, and oversee all meals are served timely and accurately
- Perform accurate beverage bar reconciliations at event conclusion
- Manage banquet room turnovers and preparation of service for next event
- Maintain banquet equipment, catering supplies, and keep organized storage rooms
- Respond swiftly and effectively in any emergency or safety situations. Ensure a safe working and guest environment to reduce the risk of injury or accident
- Completes any duties or projects assigned by the Management

Contact:

Caren Colombi
ccolombi@warwickcc.com