
WESTWOOD PLATEAU ENTERTAINMENT
JOB DESCRIPTION

Team Member:	Banquet Supervisor
Location:	Westwood Plateau Golf and Country Club
Reports directly to:	Food & Beverage Management Team

While this outline attempts to be all encompassing, this position is expected to evolve beyond these categories. This role is expected to anticipate customer needs and make suggestions for improvement of the day to day operation on an ongoing basis. The role is expected to do anything and everything that will help the Food & Beverage Operation accomplish its objectives.

Above and Beyond Fulfillment

To ensure that our guests enjoy the *Westwood Plateau Experience* by providing Above & Beyond service during our wedding, tournament and corporate events; leaving the guests a lasting impression of an experience that they cannot receive any where else.

Responsibilities

The Banquet Supervisor's primary goal is to provide Above & Beyond service to our guests through customer service and leading the banquet team during events. They are to anticipate the needs of the guests, even before the guests realize what they want. The leadership that they provide for the wedding coordinators, banquet bartenders, and servers is an important step in ensuring that our team members are our biggest asset, giving us the edge above any competitor. This is a role that current team members earn their way up to or new team members with previous experience are brought into. In addition, it is great for those looking to build their professional background in the Event Operation or Event Planning Industry.

Expectations of the Senior Team Member

To have a thorough understanding of:

- ⇒ Our Above and Beyond Philosophy & Excellent Customer Service
- ⇒ The Country Club Food & Beverage Operation & The Country Club Facilities
- ⇒ Leading, managing, and molding the banquet servers and bartenders
- ⇒ Ringing in Events and handling cash as well as credit and debit card processing
- ⇒ Alcoholic and Non Alcoholic Bar Service
- ⇒ Wine Service, Table Service, and Coffee & Tea Service
- ⇒ Room Set Up Procedures
- ⇒ Product Knowledge is an asset e.g. Beer, wine and liquor
- ⇒ Problem Solving

*Previous experience in Banquet and/or Restaurant Supervision in a hotel and/or restaurant.

**Serving It Right Licensee is mandatory and Food Safe is an asset.

Reporting Relationships

Reports to: Director of Food & Beverage / Food & Beverage Services Manager

Relates to: All other F&B Staff
Golf Event Managers

Shift Duties prior to Guest Arrivals:

- ❑ Ensure that you look professionally dressed, with a clean and pressed uniform, polished shoes, and name tag.
- ❑ Look over the function sheets and amendments for the day's event as well as the next one.
- ❑ Discuss any questions with respect to the wedding, tournament, and corporate events with the Events Team and the Food & Beverage Management Team.
- ❑ Ensure entire team is briefed and knows exactly how the event will be executed.
- ❑ Ensure that the following tasks have been completed, whether through team member managing or by self:
 - ❑ Set up the bars and have them ready to serve the guests when scheduled to do so
 - ❑ Prepare bread baskets, butters and cream, and fill the water glasses on the guest tables.
 - ❑ Prepare the server station with coffee, tea and water.
 - ❑ Ensure tables in designated section are tidy and set correctly.
 - ❑ Ensure patio is tidy, patio tables & chairs are clean and in place.

Shift Duties upon Guest Arrivals and Food & Beverage Service:

- ❑ Be responsible for expenses on your shift including and not limited to labour, miscellaneous operating costs, liquor, small wares and overall revenues in your department.
- ❑ Meet and greet with the event's organizer or MC to coordinate the itinerary of the event as planned out by them with the Events Team.
- ❑ Coordinate and liaise with the Banquet Kitchen Team and Banquet Services Team to ensure a well executed and seamless event.
- ❑ Ensure that the following tasks have been completed, via team member managing or by self:
 - ❑ Welcome guests upon arrival; anticipate the needs of our guests.
 - ❑ Ensure the room remains tidy by clearing any glassware and dishes.
 - ❑ Act as a bar runner, providing the bartender with cash change, additional products, glassware, mixes and garnishes.
 - ❑ Place butters, cream and bread baskets on the guest tables prior to dinner.
 - ❑ Offer wine service to our guests whether it be by pouring wine for each individual or placing bottles of wine on the guest tables.
 - ❑ Ensure Above & Beyond table service and table maintenance by the servers and self
 - ❑ Reset the buffet line when dinner is over.
 - ❑ Ensure the tidiness of the banquet storage room.
 - ❑ Fold linen napkins, polish cutlery, polish glassware, and prepare glassware and chinaware for room resets.
- ❑ Thank guests for visiting Westwood Plateau and ensure that they have a safe drive home.
- ❑ Lead and execute the reset or the skeleton set of the banquet room.
- ❑ Ring in and deposit the event and bar sales for the shift.
- ❑ Ensure that the building's music and lights are turned off and ensure that the building is secured and armed.
- ❑ Assist with beverage, linen, china, glassware, silver and other inventory programs in place.
- ❑ Lead the Banquet Service Team by offering praise, encouragement, and constructive criticism as needed, through real time feedback.

- ❑ Take a proactive approach in assisting the Banquet Service Team develop and communicate your thoughts, concerns, and ideas with the Food & Beverage Management Team.
- ❑ Any other duties assigned by F&B Management Team.