UNIVERSITY OF SOUTHERN CALIFORNIA

Banquet Assistant Manager

Job Code: 143223

Grade: G
OT Eligible: No
Comp Approval: 7/6/2011

JOB SUMMARY:
Assists with the execution of banquets or events at one or more facilities (e.g., weddings, reunions, meetings, etc.). Provides assistance with and close supervision of all aspects of banquet or event functions including set-up, serving, maintenance, cleanup, and break-down of equipment. Provides excellent customer service to guests. Supervises all assigned subordinate staff.

JOB ACCOUNTABILITIES:

<table>
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<th>% TIME</th>
<th>Description</th>
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<td>E</td>
<td>Assists with the execution of banquets or events at one or more facilities (e.g., weddings, reunions, meetings, etc.). Provides assistance with and close supervision of all aspects of banquet or event functions including set-up, serving, maintenance, cleanup, and break-down of equipment.</td>
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<tr>
<td>M</td>
<td>Assists in supervising the execution of all banquet functions to ensure clients' specifications are adhered to and that functions run smoothly and efficiently. Makes recommendations to improve the operations of the unit.</td>
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<td>NA</td>
<td>Assists in overseeing set-up of event to include proper placement of linens, cutlery, china, and glassware according to event order specifications. Conducts visual inspections of rooms and equipment prior to banquet event for cleanliness, proper inventory and set-up. Assists in overseeing dismantling, removal, and storage of equipment. Assists in supervising clean up of room and storage of linens, cutlery, china, glassware, etc.</td>
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<td>Supervises at least two full-time subordinate staff or the equivalent. Assists in recruitment, screening, hiring, orientation and training of staff. Evaluates employee performance and provides guidance and feedback to assigned staff. Counsels and disciplines supervised staff. Assists with scheduling staffing for wait staff, bartenders, etc. for specific events.</td>
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<td>Provides excellent customer service to guests. Handles client queries on the day of the event. Troubleshoots operational problems and provides solutions.</td>
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<td>Assists with monitoring and ensuring compliance with health and safety standards and adherence to insurance and legal obligations.</td>
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<td>Contributes to post-event analysis and evaluation including entering event information into database and producing assessment reports for event stakeholders and management, as requested.</td>
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<td>Assist in maintaining necessary inventories on equipment, food, and beverage items.</td>
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<td>Assists with producing detailed proposals for clients' events (e.g. timelines, venues, suppliers, staffing, etc.). Assists with planning room layouts and securing audio-visual equipment.</td>
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<td>Interacts with other special events and catering areas (e.g., sales, catering, etc.) to ensure coordination of event specifications such as scheduling, assignment of responsibilities, and vendor communication for banquet or event as a whole.</td>
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Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.*

**EMERGENCY RESPONSE/RECOVERY:**

Essential: [ ] No
[ ] Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
High school or equivalent

**Minimum Experience:**
1 year

**Minimum Field of Expertise:**
Some experience supervising a banquet team. Knowledge of various food service styles (i.e., French service, Russian service, Family Style service, Butler style service). General understanding of all levels of banquet service. Outstanding verbal and written communication skills. Demonstrated attention to detail and excellent organizational and interpersonal skills. Ability to prioritize work in an active work environment while providing excellent customer service.

**Preferred Field of Expertise:**
Two years experience in restaurant or hotel industry. Degree in food service or hospitality management.

**Skills:** Other:
- Analysis
- Assessment/evaluation
- Coaching
- Communication -- written and oral skills
- Conflict resolution
- Consulting
- Counseling
- Customer service
Facilitation  
Human resource process and employment knowledge  
Interpretation of policies/analyses/trends/etc.  
Interviewing  
Knowledge of applicable laws/policies/principles/etc.  
Networking  
Organization  
Planning  
Problem identification and resolution  
Project management  
Research  
Scheduling  
Staff development  
Supervisory skills  
Teaching/training

**Skills:** Machine/Equipment:
- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

**Supervises:** Level:
- Supervises employees and/or student workers.

**Supervises:** Nature of Work:
- Service/Maintenance

**SIGNATURES:**

Employee: ___________________________  Date: ___________________________
Supervisor: ___________________________  Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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