UNIVERSITY OF SOUTHERN CALIFORNIA

Banquet Manager

Job Code: 143227

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

JOB SUMMARY:
Has responsibility for management of banquets or events for one or more facilities (e.g., weddings, reunions, meetings, etc.). Oversees all aspects of banquet or event functions from pre-planning to completion such as room set-up, serving, maintenance, cleanup, and breakdown of equipment. Provides excellent customer service to guests. Supervises subordinate banquet staff.

JOB ACCOUNTABILITIES:

<table>
<thead>
<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Oversees the dining requirements of guests during meetings, business and social gatherings at one or more facilities (e.g., weddings, reunions, etc.). Oversees all aspects of banquet or event functions from pre-planning to completion such as room set-up, serving, maintenance, cleanup, and breakdown of equipment. Plans, organizes and executes banquet or event functions based on client's budget, audio-visual requirements, schedule and other specifications outlined in banquet event order.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Coordinates and supervises the execution of all banquet functions to ensure clients' specifications are adhered to and that functions run smoothly and efficiently.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Oversees set-up of banquet 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. Oversees dismantling, removal, and storage of equipment. Supervises clean up of room, proper cleaning and storage of linens, cutlery, china, glassware, etc.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supervises at least two full-time subordinate staff or the equivalent. Recruits, screens, hires, orients, and trains staff. Evaluates employee performance, provides guidance and feedback. Counsels, disciplines and/or terminates employees as required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Schedules, assigns and prioritizes workloads. Schedules staffing for wait staff, bartenders, etc. for specific events. Sets appropriate deadlines. Monitors employee performance on a day-to-day basis. Ensures timely completion of unit's work.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Liaises with clients to ascertain precise event requirements. Negotiates arrangements with clients and executes banquet or event that meets or exceeds expectations. Produces detailed proposals for clients' events (e.g. timelines, venues, suppliers, staffing, etc.). Plans room layouts in collaboration with clients. Secures audio-visual equipment and staffing.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Creates an environment establishing highest standards of quality customer service to guests. Handles client queries on the day of the event. Troubleshoots operational problems and provides solutions.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provides projections and reports for development and administration of budget. Monitors expense and labor costs to meet budget guidelines.</td>
</tr>
</tbody>
</table>
______ ______ Monitors and ensures compliance with health and safety standards and adherence to insurance and legal obligations.

______ ______ Conducts post-event analysis and evaluation including entering event information into database and producing reports for event stakeholders and management, as requested.

______ ______ Oversees maintenance of inventories on equipment, food, and beverage items.

______ ______ Liaises with clients and designers to create a brand/theme for the event.

______ ______ Interacts with other special events and catering areas (e.g., sales, catering, etc.) and event planners to ensure coordination of banquet or event specifications such as scheduling, assignment of responsibilities, and vendor communication for the banquet or event as a whole.

__E__ ______ 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:**

Associate’s degree

Combined experience/education as substitute for minimum education

**Minimum Experience:**

2 years

**Minimum Field of Expertise:**

Experience managing and training a banquet team. Knowledge of various food service styles (i.e., French service, Russian service, Family Style service, Butler style service). Thorough 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 Education:
Preferred Experience:

3 years

Preferred Field of Expertise:

Three years experience in restaurant or hotel industry. Degree in food service or hospitality management.

Skills: Other:

Analysis
Assessment/evaluation
Budget control
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.
Managerial skills
Negotiation
Networking
Organization
Planning
Problem identification and resolution
Project management
Research
Scheduling
Staff development
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.

The University of Southern California is an Equal Opportunity Employer