

## Banquet Supervisor

Hollyburn Country Club is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business.

We pride ourselves on the excellent employee experience we offer here at Hollyburn. We are firm believers that everyone should enjoy their work. We offer benefits for both full and part time employees, employee engagement initiatives (staff events and games), employee recognition programs and development opportunities.

### Job Snapshot

Employment Type:	Full-time
Benefits:	Yes*
Reports to:	Jan Freeman – Catering Manager
Date Posted:	February 11, 2019
Location:	Hollyburn Country Club, 950 Cross Creek Road, West Vancouver, BC

### **Position Summary**

Hollyburn Country Club requires a Banquet Supervisor who, under the direction of Catering Management, will primarily be responsible for supervising and executing events. This role will also act as administrative support for Catering Management. The ideal candidate will be an individual who has food and beverage experience and who is looking to develop more knowledge and leadership for a Catering Management position.

### **Administration Responsibilities:**

- Event invoicing
- Assisting in site tours with prospective clients
- Assisting in the creation of floor plans
- Assisting in the preparation of Banquet Event Orders (BEO)
- Answering inquiries in the absence of Catering Management
- Creating weekly staffing schedule
- Participating in the hiring of new staff
- Training of new staff and ongoing training of current staff, including bar staff, service staff and banquet captains
- Assist with audio visual equipment set-up and maintenance
- Participate in weekly meeting with Executive Sous Chef and Catering Sales and Event Coordinator or Catering Manager to review upcoming events

### **Event Supervisor Responsibilities:**

- Providing and overseeing the appropriate set up for the scheduled event/function
- Establishing rapport with guests through prompt and courteous service
- Liaises with guests to ensure all requirements are met and any problems dealt with in an efficient manner
- Accurately serve food and beverages to guests as per the BEO or specific needs

- Oversees set up and take down of banquet rooms; supervises food and bar service activities
- Lead a banquet service team by example in manners of professionalism, appearance and work ethic
- Report feedback to Catering Management following the event
- Prioritize and delegate duties to staff, ensuring a properly executed event
- Reports work orders to Catering Management
- Communicate with the kitchen staff during the events to provide consistent and timely food service
- Assists in serving tables and/or bartending when necessary (including food, wine and coffee service)
- Ensuring all banquet areas are kept organized, clean and tidy

\*Please note that duties will be added, deleted or assigned as required.

#### Specific Requirements:

- Customer service and food & beverage experience
- Open flexibility for days, evenings and weekend shifts required
- Personal transportation an asset
- Excellent communication skills, team player, positive attitude, and being able to follow directions efficiently
- Strong leadership abilities
- Ability to delegate tasks to team members and facilitate their completion
- Demonstrated superior skills in customer service and organization
- Ability to perform tasks in a timely manner
- Serving It Right certification is required
- Food Safe level 1 certification or higher an asset
- Experience in a similar role an asset
- Experience in supervisory role in a high volume banquet/catering or restaurant facility an asset
- Must be effective at handling concerns in the work place including anticipating, preventing, identifying and problem solving where necessary
- You agree to get a Criminal Record Check with a vulnerable sector search at your local Police Department immediately upon being hired --- you will be reimbursed for this expense in full
- You currently live the values of the HCC Staff team: being *Powered ON* or energized at all times; displaying a *Service First* attitude (excellent customer service skills); and creating FOMO (the fear of missing out) in your daily interactions
- You consistently display evidence of the following key characteristics required for optimal delivery of customer service to members, guests, and staff: (1) enthusiasm, (2) teamwork, (3) initiative, (4) adaptability, (5) empathy, and (6) accountability



# Hollyburn Country Club

- You go above and beyond to demonstrate awareness and understanding of Hollyburn's aim to deliver exceptional service to its members

## STAFF BENEFITS

- Competitive wages & extended health benefits\*
- On-duty staff meals (taxable benefit for full-time and part-time employees only)
- Free on-site parking
- Rewards and recognition programs
- Development and educational opportunities
- Career advancement opportunities
- Seasonal staff team building events & activities
- Exclusive access to *Facebook At Work*®, our new internal communication tool for HCC Staff
- Staff discount in the Sports Boutique

*\*PT and FT staff eligible for benefits after passing 3-month probationary review*

## Sounds like Hollyburn Country Club will be a great fit for you?

Apply today! Please send your cover letter and resume to the Hiring Manager for this role:

Hiring Manager's Name & Position: Jan Freeman – Catering Manager

Hiring Manager's email address: JFreeman@hollyburn.org

*\*No phone calls please. Only shortlisted candidates will be contacted.*

Thank you for your time --- We look forward to hearing from you!

Sincerely,

