

**WC Workshop, Inc.**  
**Job Description**

**Job Title:** Banquet Manager  
**Department:** Conference Center  
**Reports To:** Director of Operations  
**FLSA Status:** Non-Exempt  
**Prepared Date:** December 9, 2013  
**Revised Date:** September 2016

**Summary:** To lead and supervise the efforts of all front of the house employees as it relates to guest service. To ensure all guests expectations are met or exceeded by providing outstanding service to our guests on a consistent basis.

**Essential Functions of the Job:** The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable applicants with disabilities to perform the essential job functions. The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties:

- Supervise and lead banquet staff
- Oversee all training of servers and AV/set-up technicians.
- Works effectively with Convention sales and services.
- Ensure all banquet guest needs are met.
- Attend daily banquet event order meetings.
- Works closely with culinary management to ensure seamless service exists between front and back of the house operations.
- Pre-shift with staff to review details of each event.
- Coordinate all off site catering events.
- Coordinate scheduling of staff for appropriate service/event coverage.
- Linen and alcohol orders.
- Coordinate banquet set up and tear down.
- Coordinate with event planners.
- Completes work in timely manner; works quickly
- Must be available for a variety of shifts, including day, evening weekends and holidays based on needs of the organization.
- Other duties as assigned

**Supervisory Responsibilities**

Supervises dining room staff.

**Skills and Abilities**

- Must be able to perform each essential duty satisfactorily
- Ability to follow instructions both oral and written with little or no Supervision

ALL PERSONNEL ARE AT WILL EMPLOYEES

- Excellent telephone skills
- Familiar with office equipment

**Education and/or Experience:**

- High school education with up to two years related experience or training
- or equivalent combination of education and experience
- Supervisory experience preferred.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is required to:

- Frequently required to walk, stand, reach with hands and arms
- Frequently required to stoop, kneel, crouch, or crawl
- Occasionally required to climb or balance
- Occasionally lift and/or move up to 75 pounds.

**Work Environment:**

While performing the duties of this Job, the employee may frequently be exposed to toxic or caustic chemicals. The employee may occasionally be exposed to fumes or airborne particles. The noise level in the work environment is usually quiet.

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Employee Signature

Date

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