



## **Position: Event Manager Job Description**

**REPORTS TO:** Catering Services Director

### **POSITION SUMMARY:**

Primarily responsible for the supervision of the Floor Captain and Serving Staff, coordinating all food and beverage services and event set-up as it pertains to the BEO, and makes sure to build a professional 5-star customer service relationship with the venue contact and client and/or day-of-event contact.

The Event Manager trains the floor captain, bartenders, and serving staff while enforcing company standards on setting up for the event, 5-star service, event procedures, cleaning, staff grooming and hygiene.

The Event Manager comes to the warehouse pre-event to help load truck and gather any additional materials or items as it pertains to the event.

He / She should maintain and develop the highest level of guest relations. Manage all guest requests, complaints and queries and ensure that all major issues, concerns, and compliments are brought to the Catering Service Director.

### **DUTIES AND RESPONSIBILITIES:**

- Meet and greet guests in a friendly and warm manner.
- Checks event room(s) or areas for cleanliness and proper set-up for serving staff. (Ex. Clearing stations, tray jacks, centerpieces, etc.)
- Oversee all aspects of assigned banquet function activities, ensuring that food counters are properly set and ready for execution at the appointed time.
- Ability to respond quickly and accurately to guest requests.
- Ability to obtain any government required certifications for example Title IV Alcohol Certification or Food Handlers Card.
- Must obtain MVD Report with a clean record in order to drive HEC Vehicles.
- Contacts the Catering Service Director to discuss event(s) for the week with a compiled list of questions.
- Load HEC Vehicle with proper event items while using check-out processes to ensure nothing is left behind at the warehouse.

- Makes sure to do final walk-through of loaded vehicle with the Head Event Chef to ensure nothing is left behind.
- Display good customer relation skills and take initiative to greet guests in a friendly manner.
- Observe guests to fulfill any additional requests, to perceive when next course should begin, or when meal is completed.
- Adhering to all event standard process and HEC policies and procedures.
- Supervises and trains staff in the set up and break down of assigned events and or event rooms/areas according to the BEO.
- Supervises and trains staff in the service of food, beverages, and guest relations according to company standards.
- Assists in placing of centerpieces and ensures all table settings and décor is proper and matches the design sheet(s).
- Discuss any last minute changes with the event team.
- Ensure all guest requirements are set and ready 30 minutes before event start time.
- Coordinates event details with serving staff and assigns side work.
- Maintain constant contact with the Head Event Chef, to ensure conclusion between food production and food service.
- Monitor event staff in the performance of their duties. Give end of night reviews to all staff or Floor Captain.
- Assist in conducting pre-shift and pre-function meetings.
- Communicates frequently with fellow supervisors and as to the progress of the day's work.
- Communicates frequently with event and venue contacts in order to ensure that their needs are being met.
- Ensure high grooming and hygiene standards are met by all event staff.
- Guide, direct, and motivate event staff, Provide guidance and direction to Event Staff, while monitoring their performance.
- Ability to take and pass all training provided and required by the event department to complete daily operational duties.
- Performs other duties as assigned

### **PREREQUISITES:**

Must be able to speak, read, write and understand the primary language(s) used in the workplace. Use judgment and reasoning to cope with emergencies such as sudden illness, accident, or interrupted service. Exceptional knowledge and understanding of event and food service techniques and standards.

**EDUCATION:**

High School Diploma, some college education preferred.

**EXPERIENCE:**

Three or more year's experience as Banquet Captain/ Event Manager in a high volume, up scale hotel, and/or Catering Company. Excellent oral and written communication skills required.