

## Banquet & Events Supervisor

### Job Description

The primary role of the Banquet & Events Supervisor is the person who oversees, supervises and performs serving duties during meal services, including setting up for events/meal services in any of the designated dining halls or meeting spaces, while also replenishing the buffet or other type of meal service, serving guests, and cleaning up after the event. The Banquet & Events Supervisor will be responsible for creating, sending and posting weekly schedules for the banquet captains, banquet servers and special events staff, along with the corresponding task lists to follow. This will also include working with the Events Coordinator in contacting casual special events staff for their availability for upcoming events. This will be overseen by the Events Coordinator to ensure consistency. The Banquet & Events Supervisor will be the primary contact for staff regarding shifts, schedules and shift, but will be communicating this information regularly with the Events Coordinator in the weekly meetings. Moreover, the Banquet & Events Supervisor will be responsible to fill any necessary shifts by contacting necessary staff and ensure that the tasks at hand are completed. In the absence of the Events Coordinator the Banquet & Events Supervisor will be the onsite contact for some client communication, which will include, but not limited to, providing a brief orientation to arrival groups, closing supervisory role for some events and all special events and other administrative and supervisory duties as they arise. The Banquet & Events Supervisor and the Events Coordinator will work together in the recruitment, interviewing, hiring and training of all banquet staff and all special events staff at Cheakamus Centre.

### Primary Duties and Responsibilities

- Create, send and post schedules and task lists for banquet captains, banquet servers and special events staff.
- Oversee, supervise and perform set up duties in the banquet room and meeting rooms around the property, as requested by the Events Coordinator and as noted in the BEO, the daily task list and the corresponding manual. This will be clearly identified on the BEO and the corresponding daily task list.
- Review and oversee the dietary/allergy list for that group/meal service, to ensure that all meals meant for any individual with any restrictions are clearly identified. If no specific meal is made for them, they will need to be made aware of what they can consume off the buffet. It is important that you are aware of all the ingredients in the meals served, so you can answer their questions or requests in a friendly & efficient.
- Oversee, supervise and perform set-up of the buffet (or other meal service styles) with any necessary risers, décor, chafers, cutlery, small wares, food labels etc. as indicated in the food and beverage manual 'meal service diagrams', whether this is for breakfast, lunch, dinner or snacks. Ensure that hot water is poured into the chafers and lit 20 minutes prior to meal service. Replenish the buffet or other type of meal service, when necessary.
- Oversee, supervise and perform set-up of any beverage requirements, as noted in the BEO and daily task list. Replenish beverages and stations when necessary.
- Oversee, supervise and perform set-up of the standard clearing station, using the laminated signage to correspond. No hand-written signage is permitted, so if you should require a specific sign please contact your supervisor and they will ensure that they have one ready for you, if not prior to meal service, then for next time.
- Greet and welcome guests as they arrive for the meal service and ensure that all staff is maintaining this standard during their shifts. If this is the first meal for this group, please ensure that the "welcome" speech is provided, as indicated in the food and beverage manual. This will be information on the clearing station as well as our compost, recycling and garbage disposal procedures, and any specifics regarding the meal service, such as portions etc.
- Providing orientations to some arrival groups, as directed by the Events Coordinator.
- After the banquet, oversee, supervise and/or reset banquet room and any meeting rooms around the property in accordance with the BEO and task list, to ensure the readiness of the room for other functions following.
- Oversee, supervise and ensure that any clean-up tasks, such as bathrooms, sweeping, mopping etc. are followed in accordance with the task list.

### **Required Knowledge, Skills and Abilities**

- Work effectively independently and in a collaborative team environment
- Work varied hours including early mornings, evenings and weekends
- Work in a fast-paced environment, while striving to offer high quality service to all guests
- Friendly, positive and enthusiastic demeanor
- Strong communication and interpersonal skills
- Valid Serving it Right Certificate
- Access to reliable means of travel

### **Job Term**

Full-time (shifts based on bookings)

### **Job Location**

Cheakamus Centre, Brackendale, BC (near Squamish)

### **Compensation**

\$17.00/hour

### **Application Process**

Email a cover letter stating why you are the best person for this opportunity and how you would be a great addition to our team, along with your resume to: [amanda@cheakamuscentre.ca](mailto:amanda@cheakamuscentre.ca)

### **Application Deadline**

April 1<sup>st</sup>, 2017

### **About Us**

Located on 420 acres of ecological reserve in Paradise Valley, Cheakamus Centre is owned by the North Vancouver School District and offers a wide variety of experiential environmental programs to children and adults from the Sea to Sky corridor, lower mainland and beyond. The flagship K-12 Outdoor School program includes field studies, youth leadership, outdoor recreation and other direct experiences in nature intended to instill in young learners a sense of respect and appreciation for the natural world. The Cheakamus Centre also hosts visitors from around the globe for special events, retreats, conferences, seminars, and workshops.

We thank you for your interest in employment with Cheakamus Centre. Please note that only those selected for an interview will be contacted.