

BANQUET & EVENTS SUPERVISOR

OVERVIEW

The Banquet & Events Supervisor is the person who oversees, supervises, and performs serving duties during meal services, in any of the designated dining halls or meeting spaces. 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. The Banquet & Events Supervisor and the Wedding & Banquet Manager will work together in the recruitment, interviewing, hiring, and training of all banquet and special events staff at Cheakamus Centre. It is the responsibility of the Banquet & Events Supervisor to review the food and beverage manual, employee code of conduct and employee handbook, in addition to other training tools provided, carefully to ensure that the Cheakamus Centre standard is followed. This person works very closely with the Wedding & Banquet Manager to ensure smooth delivery of service for each and every guest.

PRIMARY DUTIES AND RESPONSIBILITIES

- Provide all Cheakamus Centre guests a positive experience.
- Create, send, and post schedules and task lists for banquet captains, banquet servers and special events staff.
- Responsible to fill any necessary shifts by contacting necessary staff and ensure that the tasks at hand are completed.
- Providing orientations to some arrival groups, as directed by the Wedding & Banquet Manager.
- Oversee, supervise and perform set up duties in the banquet room and meeting rooms around the property, as requested by the Wedding & Banquet Manager and as noted in the Banquet Event Order (BEO), the daily task list and the corresponding manual. This includes AV equipment, tables, chairs, stationary etc.
- Attend, create and oversee any pre-shift meetings and/or ensure that the tasks lists are reviewed and/or followed before events, meetings or meal service kicks off in order to learn function particulars.
- Review and oversee the board in the kitchen, or menu attached to the BEO, for food items served for that particular meal service, and ensure that appropriate labels are placed on the buffet and/or stations prior to meal service.
- Review, oversee and ensure that all decorations have been set in accordance to the Cheakamus Centre standards as noted in the food and beverage manual.
- Review and oversee the dietary/allergy list for that particular 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.
- Oversee, supervise and set any dessert on the buffet and any necessary small wares, if it is a part of the menu.
- Always readily available during the meal service to guide guests, if necessary.
- Oversee, supervise and serve the food & beverage in the appropriate order, as noted on the BEO, in addition to kitchen instructions.
- 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.
- Oversee, supervise and ensure that you are aware of any specifics around serving alcoholic beverages.
- 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.

CHEAKAMUS CENTRE

nature is in session

- Oversee, supervise and perform other related functions that have been assigned as per the corresponding daily task list, including daily cleaning duties.
- **Any other reasonable duties that may be assigned periodically.**

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Minimum two years of experience in a banquet role
- Work well 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
- Strong organizational skills
- Strong initiative, with the ability to problem solve in the absence of supervisor
- Valid Serving It Right Certificate
- Access to reliable means of travel

JOB LOCATION

Cheakamus Centre, Brackendale, BC (near Squamish)

COMPENSATION

\$18.00-\$22.00/hour

JOB TERM

Full-time (shifts based on bookings)

ABOUT US

Cheakamus Centre is a unique environmental learning Centre designed to provide exceptional learning and hospitality experiences inspired by nature. Situated on 420-acres of ecological reserve in the Cheakamus River Valley near Squamish, BC, Cheakamus Centre is seeking experienced, highly motivated, environmental education enthusiasts to support our Outdoor School and visitor environmental education programs and activities.

APPLICATION DEADLINE

Until filled

APPLICATION PROCESS

Please 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: vanessa@cheakamuscentre.ca

Please include 'Banquet & Events Supervisor' in the subject line of your email.

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