



# USC University of Southern California

## Banquet Manager

### Job Description

#### JOB INFORMATION

Job Code:	143227
Job Title:	Banquet Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Food Service (Non-Union)
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

#### JOB SUMMARY

Has responsibility for management of banquets or events for one or more facilities (e.g., weddings, reunions, meetings, etc.). Oversees all aspects of banquet or event functions from pre-planning to completion such as room set-up, serving, maintenance, cleanup, and breakdown of equipment. Provides excellent customer service to guests. Supervises subordinate banquet staff.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study
X		Associate's degree	
	X	Bachelor's degree	Hospitality Management

##### Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

##### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

##### Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

##### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience managing and training a banquet team.
X		Knowledge of various food service styles (e.g., French service, Russian service, Family Style service, Butler style service).
X		Thorough understanding of all levels of banquet service.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Outstanding verbal and written communication skills.
X		Demonstrated attention to detail and excellent organizational and interpersonal skills.
X		Ability to prioritize work in an active work environment while providing excellent customer service.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees the dining requirements of guests during meetings, business and social gatherings at one or more facilities (e.g., weddings, reunions, etc.). Oversees all aspects of banquet or event functions from pre-planning to completion such as room set-up, serving, maintenance, cleanup, and breakdown of equipment. Plans, organizes and executes banquet or event functions based on client's budget, audio-visual requirements, schedule and other specifications outlined in banquet event order.				
Coordinates and supervises the execution of all banquet functions to ensure clients' specifications are adhered to and that functions run smoothly and efficiently.				
Oversees set-up of banquet event to include proper placement of linens, cutlery, china, and glassware according to event order specifications. Conducts visual inspections of rooms and equipment prior to banquet event for cleanliness, proper inventory and set-up. Oversees dismantling, removal, and storage of equipment. Supervises clean up of room, proper cleaning and storage of linens, cutlery, china, glassware, etc.				
Supervises at least two full-time subordinate staff or the equivalent. Recruits, screens, hires, orients, and trains staff. Evaluates employee performance, provides guidance and feedback. Counsels, disciplines and/or terminates employees as required.				
Schedules, assigns and prioritizes workloads. Schedules staffing for wait staff, bartenders, etc. for specific events. Sets appropriate deadlines. Monitors employee performance on a day-to-day basis. Ensures timely completion of unit's work.				
Liaises with clients to ascertain precise event requirements. Negotiates arrangements with clients and executes banquet or event that meets or exceeds expectations. Produces detailed proposals for clients' events (e.g. timelines, venues, suppliers, staffing, etc.). Plans room layouts in collaboration with clients. Secures audio-visual equipment and staffing.				
Creates an environment establishing highest standards of quality customer service to guests. Handles client queries on the day of the event. Troubleshoots operational problems and provides solutions.				
Provides projections and reports for development and administration of budget. Monitors expense and labor costs to meet budget guidelines.				
Monitors and ensures compliance with health and safety standards and adherence to insurance and legal obligations.				
Conducts post-event analysis and evaluation including entering event information into database and producing reports for event stakeholders and management, as requested.				
Oversees maintenance of inventories on equipment, food, and beverage items.				
Liaises with clients and designers to create a brand/theme for the event.				
Interacts with other special events and catering areas (e.g., sales, catering, etc.) and event planners to ensure coordination of banquet or event specifications such as scheduling, assignment of responsibilities, and vendor communication for the banquet or event as a whole.				

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.