



## **JOB DESCRIPTION**

**Job Title:** Catering and Events Manager

**Department:** Food and Beverage

**Job Code:** Full-Time

**Reports To:** Director of Clubhouse Operations

**Date:** 06/05/2024

**Status:** Exempt

### **BASIC SUMMARY:**

Directly supervise all banquet employees, assuring a high standard of appearance, hospitality, and service amongst all staff. Manages Event Pro and organizes all BEO's for the season. Plans and coordinates member events, third party events and weddings. Take corrective action to ensure exceptional Customer Service is met by staff members. This person has a strong ability to raise service standards through leading by example and motivating staff members. Has a strong ability to work well under pressure in a fast paced environment. This individual has direct supervision of Organization and Cleanliness of all Food & Beverage outlets and Banquet Storage.

### **POSITION RESPONSIBILITIES:**

- Works directly with the Director of Clubhouse Operations to oversee service during all banquets and events.
- Ensures accuracy of BEO's.
- Ensures all details on BEO's are completed and submitted to Front Desk (30) days out for marketing.
- Responsible for entering and updating all weekly meetings at the club into Event Pro.
- Works in conjunction with Executive Chef to determine adequate pricing, menus, and other details
- Helps members with menus, banquets, and luncheons including golf associations.
- Ensures accuracy on BEO's and checks website to confirm start times, pricing, registration count, etc.
- Communicates with the Lexington Management team and Culinary Team on upcoming events. Highlights all outside functions for gate attendants.
- Responsible for coordinating all wedding events and related functions. This includes wedding tastings and tours of facility.
- Establishes visibility and good relations with members in order to promote the service and banquet sales to members.
- Is ultimately responsible for the performance of the banquet team to provide the services that are accurately representative of the sales efforts and the club's image.
- Works closely with the Director of Clubhouse Operations and F&B Director to ensure a smooth operation, clear communication, training of staff and other related projects.
- Establishes and holds pre-shift meetings (line up) with banquet staff.
- With the Food and Beverage team members, assists in creating new and innovative club events. Always targeting club events as an excellent marketing tool.
- Holds the position of "on site wedding coordinator". Performs wedding rehearsals and acts as the point person with all vendors as day of coordinator.
- Assure effective training, coaching and disciplining of all food and beverage employees. Report all Disciplinary Actions or Discrepancies to Director of Clubhouse Operations.
- In charge of meeting setup involving Card Games, Board, or Committee Meetings.
- Conduct quality daily line-up and staff meeting to communicate pertinent information. Communicate all service concerns with DCO.



- Implement policies and procedures for the catering and events department.
- Maintains a safe and pleasant working environment.
- Maintain appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Inspect to ensure that all safety, sanitation, energy management, preventive maintenance and other Standards are consistently met. Communicate monthly training topics and safety meetings to ensure employee safety awareness.
- Oversee the execution of Opening/Closing Sidework, rooms are left presentable, storages areas are clean and organized
- Required to work nights, weekends, and holidays.
- Assure that all accident and emergency policies and procedures are in place and consistently followed.
- Accountable for the proper storage of supplies and inventory.
- Manage physical inventory of all banquet tables, chairs, linens, décor, and misc. supplies.
- Provide appropriate reports concerning employee hours, and all consumption sheets to accounting department.

**OTHER:**

Due to the cyclical nature of our industry, Club Employees may be required to work varying schedules to reflect the business needs of the Club. Upon employment, all associates are required to fully comply with the company's rules and regulations for the safe and efficient operation of the facilities. Associates who violate the rules and regulations will be subject to disciplinary action, up to and including termination of employment.

**EDUCATION/EXPERIENCE/OTHER REQUIREMENTS:**

- Any combination of education, training or experience that provides the required knowledge, skills, and abilities. A college degree in Hospitality management and/or Culinary Management is preferred.
- At least two years of experience in the field of Food & Beverage and Hospitality, preferably at a Country Club, or Resort
- Strong Knowledge with Jonas POS System is a plus
- Current Member of the CMAA; Both National and Local Chapter
- Strong interest in Clubhouse Management and Membership Sales
- Strong ability to lead and motivate the team
- Ability to effectively present information in one-on-one and small group situations to guests, clients and other associates of the organization
- Ability to effectively and professionally deal with customers, some of whom may require high levels of patience, tact and diplomacy to defuse anger
- Ability to listen effectively and to speak English clearly over the telephone
- Ability to achieve positive guest relations and maximize guest satisfaction



**PHYSICAL DEMANDS – ABILITY TO:**

- Ability to grasp, lift, carry or transport up to 50 pounds.
- Ability to stand, walk frequently; reach with hands and arms; stoop, kneel, crouch or crawl.
- Ability to perform the duties of this job while exposed to outside weather conditions.
- The noise level in the work environment is usually moderate.
- Ability to express and exchange ideas by means of the spoken word accurately, loudly and quickly.
- Ability to perceive the nature of sounds at a normal speaking level and make fine discriminations in sound.
- Ability to have visual acuity to determine accuracy, neatness and thoroughness of the work assigned.

**OTHER BENEFITS**

The successful candidate can anticipate a compensation and benefit package that is commensurate with ability, experience, and performance. This will include phone allowance, 401k with employer match, medical, dental and life insurance, as well as professional development.

All interested applicants, please submit a thoughtful cover letter and resume to our Human Resources Department at Lexington Country Club. Please email Shandala Singleton at [ssingleton@lexingtoncountryclub.com](mailto:ssingleton@lexingtoncountryclub.com).