

Banquet Manager

(0631)



The banquet manager is a manager whose role is to plan, organize, direct and control all banquet activities with a view to satisfying customer needs and expectations. They must also ensure the efficiency and profitability of the service. This position is mainly found in the accommodation, recreation and entertainment, and food service sub-sectors. A person holding this title works in the following types of establishments: convention centers, resorts/healthcare centers, hotels, motels, restaurants and catering services.

Responsibilities

MANAGING FINANCIAL AND MATERIAL RESOURCES 30 %

- FINANCIAL RESOURCES Preparing budgets and monitoring operating costs Ensuring the smooth operation of the personnel compensation process
- MATERIAL RESOURCES
- Managing inventories, negotiating with suppliers and coordinating supplies
- Placing orders according to the event: crockery and serving utensils, spirits, table linens, accessories, etc.

PLANNING 20 %

- Suggesting, developing and implementing strategies and action plans to achieve objectives for the service
- Developing, implementing and assessing the operational policies and procedures
- Analyzing activity reports, prospecting and sales reports, and discussing them with colleagues

HUMAN RESOURCES MANAGEMENT 20 %

- Analyzing and planning workforce needs in collaboration with the Human Resources Manager
- Recruiting, hiring, welcoming and training staff
- Allocating work and drawing up schedules
- Mobilizing and managing the banquet team
- Conducting performance appraisals
- Managing conflicts and relations with unions (if applicable), in collaboration with the Human Resources Manager

CUSTOMER SERVICE 20 %

- Discussing the arrangements for using the facilities for banquets with customers
- Supervising food and beverage service at banquets, as required
- Ensuring optimal use of all facilities and maximizing profitability
- Ensuring customer satisfaction during and after service delivery and handling complaints, if any working in coordination with other departments in the facility

MARKETING 10 %

- Determining pricing and promotional strategies for the banquet department, in collaboration with the Sales & Marketing Manager, General Management and other relevant department managers as appropriate



Language levels

FR	● ● ●	Mastered
EN	● ● ●	Mastered

Working conditions

- Days and weekends
- Variable hours
- Work that can be carried out under pressure
- A role that often involves long working hours
- Salary according to experience

Hiring criteria

- 2 to 5 years' experience in accommodation or catering are required
- Decision-making skills
- Teamwork skills
- Organizational skills
- Good physical condition and speed of implementation
- Ability to multi-task Great ability to concentrate in a noisy, hectic environment
- Flexibility with variable schedules and tasks

Skills and qualifications



GENERAL SKILLS

- Human resources management skills
- Customer service skills
- Teamwork skills
- Financial and resource management skills
- Sales, marketing and negotiation skills
- Flexibility
- Leadership and decision-making skills
- Organizational skills



SKILLS

- Linguistic:
- Perfect command of spoken and written French
- Fluency in written and spoken English
- Fluency in other languages is an asset
- Use effective communication strategies and techniques
- Professional communication
- Leading and motivating



KNOWLEDGE

- Knowledge of administration and management
- Knowledge of basic operating principles and relevant IT systems
- Knowledge and application of labor standards, basic occupational health and safety principles, and hygiene and sanitation rules



QUALITIES

- Autonomy
- Sense of initiative
- Versatility
- Tolerating stress
- Dynamism



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**The masculine form is used only to simplify the text*

The information provided in this document is indicative and non-contractual. It is presented as part of the pilot project for integrating asylum seekers in tourism through employment.