Membertou
Trade & Convention Centre

EMPLOYMENT OPPORTUNITY

Job Title: **Banquet Lead**
Department: **MTCC – Food & Beverage Service**
Reports To: **Food & Beverage Service Manager**

The Banquet Lead`s purpose is to help to ensure the successful execution of catering/banquet events through the efficient handling of all service duties and guest inquiries. As a team leader working on the floor, the incumbent provides guidance and direction to catering/banquet service staff to provide excellent service to our customers. The Banquet Lead will often be the main "go to" person for the customer once they arrive on site for their event and also for other internal departments throughout the event (e.g. Kitchen).

This position requires flexibility in working hours, as required to meet the business needs of the MTCC. Cross training opportunities may be provided within the Food & Beverage Service Department and at times, there may be opportunities to take shifts in other capacities within the Department.

Duties and Responsibilities:

- Provide prompt, courteous and efficient food & beverage service.
- Provide a consistently high standard of service in areas such as meeting set-ups, turnovers, and all meal functions related to groups.
- Ensure that props and displays relating to food and beverage service project a professional image and add value to the customer experience.
- Report any deficiencies in equipment or level of supplies to the Food & Beverage Service Manager.
- Establish and maintain a professional relationship with all clients.
- Anticipate and respond to verbal and nonverbal needs expressed by guests.
- Investigate all guest inquiries in a timely fashion to provide the highest possible service.
- Assist with providing special services to clients when requested such as photocopies, additional supplies and services, etc.
- Deliver several types of food & beverage service including plated and buffet dinners, lunches and breakfasts, working lunches, coffee breaks, banquets, and bartending.
- Required to read and understand Banquet Event Orders.
- Have a good understanding of day-to-day expectations, tasks and operations as well as forethought to upcoming events.
- Assist with creating a floor plan for each event, dividing banquet room into stations and delegating serving duties to assign servers to each station.
- Provide on the floor leadership and support to colleagues.
- Responsible for maintaining a professional appearance with good grooming at all times, ensuring that the MTCC's uniform policy is adhered to on a daily basis in order to consistently maintain the convention centre's image.
- Ensure that all servers follow proper steps for service and grooming standards.
- Responsible for organization and time management to ensure that events are "show-ready" 15 minutes prior to the start time or opening of the doors.
- Oversee beverage operations and the end of night cash out process (if applicable).
- Ensure that all communications with customers and co-workers are courteous and professional.
- Must be able to adjust thermostats on heating system to appease customer requests.
- Responsible for creating a positive guest experience. Smile and be helpful and friendly.
- Communicate effectively with the kitchen while maintaining a professional relationship at all times.
- Assist the Food & Beverage Service Manager with coaching and developing team members, ensuring standards are always being maintained.

- Maintain confidential material and discussions about staff and business operations with the Food & Beverage Service Manager.
- Work closely with the Food & Beverage Service Manager to monitor labour costs & service levels.
- Send staff home when it is slower than expected and add staff when levels require this.
- Full operational responsibilities for events in absence of Food & Beverage Service Manager.
- May be required to assist with delegation of tasks and scheduling.
- Exercise independent judgment on standard operational decisions.
- Provide training to new team members as needed.
- Promote team work and uphold positive inter-department communication.
- Cross training work in the dining room is expected and when working in the dining room you will assume the dining room supervisory duties when required.
- Report any problems, incidents, or thefts to the Food & Beverage Service Manager.
- Ensure a clean, safe, hazard-free work environment.
- Ensure that all company policies are followed.
- Adhere to the Building Fire Procedure and Evacuation Plan
- Adhere to all Food Safety regulations
- Adhere to all Occupational Health and Safety rules and regulations
- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and/or department.
- Other department related duties as required by the Manager.

Skills & Qualifications:

- Minimum 2 years of experience working with food and beverage service.
- Food safety handling and responsible beverage service certifications are an asset.
- Excellent customer service, leadership and interpersonal skills.
- Excellent organizational, multi-tasking and time-management skills.
- Ability to work a flexible schedule, including evenings and weekends, as necessary to meet the guests' needs.
- Ability to lift up to 25kg.
- Team player and a self-starter.
- Basic math skills required.
- Preference given to Aboriginal peoples in accordance with the Aboriginal Employment Preferences Policy of the Canadian Human Rights Commission.

To Apply:
Submit your cover letter and résumé to:

Membertou Human Resources Department
Attention: Troy Paul
111 Membertou Street
Membertou, NS B1S2M9

Or via E-mail to: **jobs@membertou.ca**

DEADLINE FOR APPLICATIONS: Friday March 13, 2020 @ 4:00pm

Thank you for applying, however, only those applicants selected for an interview will be contacted.