

Assistant Banquet Manager

Brookstreet Hotel, Ottawa



As the leading four-diamond hotel, conference, golf, spa and dining destination in the national capital region, Brookstreet distinguishes itself through rapt attention to the smallest details, through impeccable service and the finest amenities. From stunning décor to state-of-the-art technologies, from inspired dining to a vast array of recreational activities year round, we aspire to create sensational hotel experiences for each guest during every visit. It's also our aim to foster an exceptional employee culture at Brookstreet, and to achieve excellence as a corporate citizen, supporting our community in every way we can.

Innovative and passionate, we strive to ensure your stay at Brookstreet—whether for work, play or getaway—is extraordinary and memorable. Our testimonials prove it! Brookstreet has been repeatedly named “One of Ottawa’s Top 10 Employers” by an independent selection committee for The Employees’ Choice Awards (ECA) program.

Assistant Banquet Manager

Showcase your communication and organization strengths as Assistant Banquet Manager, where you will lead and liaise among multiple departments to ensure each group function is truly exceptional.

Summary of Responsibilities:

Reporting to the Banquet Manager, responsibilities and essential job functions include but are not limited to the following:

- Consistently offer professional, friendly and engaging service
- Lead and supervise the Banquet team in all aspects of the department and ensure service standards are followed
- Provide support to the Marshes Golf Club banquet team.
- Adhere to Opening & Closing checklists
- Handle guest concerns from beginning to end
- Train Partners in the absence of a trainer
- Review all banquet event orders to ensure proper set-ups are in place and correct.
- Work with the Conference Services & Catering department to ensure that revenues and guest satisfaction levels are maximized.
- Ensure proper staffing and scheduling of all Banquet Partners in accordance to productivity guidelines
- Follow department policies, procedures and service standards
- Follow all safety and sanitation policies when handling food and beverage
- Organize ship & receive the client’s package
- Follow-up on all accident Reports
- Contribute to a positive work environment and ensure all concerns are communicated to Banquet Management in timely fashion
- Develop interdepartmental relationship and use influence to achieve departmental goals
- Maintain consistent floor presence
- Actively participate in Partners’ Engagement survey action planning and ensuring the department is set for success
- Other duties as assigned

Qualifications:

- Previous leadership experience in a Banquet Department is required (2 years minimum experience)
- Managing all aspects of meeting space up to 28,000 to 30,000 square feet of meeting space.
- Working Knowledge of Delphi
- Computer literate in Microsoft Window applications required
- University/College degree in a related discipline preferred
- Excellent communication and organizational skills
- Strong interpersonal and problem solving abilities
- Highly responsible & reliable
- Ability to work well under pressure in a fast paced environment
- Ability to work cohesively as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times
- Must have Smart Serve
- Requires open availability; must be able to work all shifts; evenings, mornings, weekends, and holidays

APPLY TODAY: Casting Call

Every Friday 1 – 4 pm in the Brookstreet Casting Office

Do you wish you could walk in the door and be granted an interview right away? If you think you have what we are looking for our casting team would love to meet you in person. Interested applicants are encouraged to present a S.P.I.C.I.E.R. personality, a current resume and be prepared to audition.

Email your resume to resume@brookstreet.com or visit us at our Open Casting Call at Brookstreet Hotel, 525 Legget Drive, Ottawa K2K 2W2.