

# Banquet Partner Lead

Brookstreet Hotel, - Ottawa



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## **Job Overview:**

The Banquet Partner Lead is considered the support of the Banquet Partners and liaison with Management. This position is responsible for ensuring guest satisfaction, adherence to the SOP's (Standard Operating Procedures) by the banquet team and maintenance of banquet areas. They will plan and co-ordinate the execution of Convention and Catering activities in accordance to hotel standards while maintaining budget guidelines. They are also responsible for supervising up to 40 employees on a daily basis.

## **Reports To:**

Banquet Event Manager, Banquet Talent Leader

## **Qualifications:**

- Post-Secondary education in Hospitality Management or related discipline is a strong asset
- Excellent communication skills; fluency in English (written and verbal) a must, French an asset
- Ability to perform job functions with minimal supervision and multitask
- Ability to work cohesively in a team setting; teamwork approach to all duties, and have helpful attitude towards co-workers
- Excellent interpersonal skills with the ability to focus attention on details
- Must have strong organizational skills and be able to prioritize job duties
- Available for shift work; Evenings, Mornings, Weekends, and Holidays
- Must be smart serve certified
- Must be physically able to lift/push/ pull heavy items minimum 50 pounds weight

## **Job Functions:**

- Conducting a daily inspection of the banquet areas including noting and advising of maintenance issues. Ensuring that rooms are set and food ordered is as per indicated on Banquets Event Order.
- Executing larger events and meal functions and ensuring regular quality checks with the meeting organizer and effective communication with the culinary team, banquet partners, bartenders, and agency workers.
- Conducting thorough informative shift briefings prior to the shift and or meal service so partners are aware of entire banquet floor functions for day.
- Assigning duties to partners and following up on their completion; ensure partners clean, tidy and organize back of house service areas
- Coaching and counselling partners to enhance their performance

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- Assisting the Banquet Event Manager with the regular liaison with the culinary team ensuring smooth and efficient processes for food pickup, dish out and regulating the dish service area.
- Ensuring that the Banquet SOP's (Standard Operating Procedures) are being followed and updated as required.
- Completely daily administrative aspects of department; accurate pass offs, internal email pass off, billing, & tracking sheet, payroll when required, photocopying of SEO's, attending 14:30 catering meeting, room signs & labels for next day, parking passes & internet codes, etc.
- Conducting a thorough shift pass off from AM to Pm leader
- Ensuring insurance, legal, health and safety obligations are adhered to. Forms 6 and 7 to be completed following any injury.
- Reviewing Event Orders for the next day clarifying instructions with Event Managers and ensuring adequate partners are scheduled accordingly.
- Regular maintenance of the Starbucks equipment including the cleaning, inventory and proper storage.
- Ensuring a team member's presence at the following meetings: B Green, Health and Safety.
- Supporting the Banquet Event Manager with the monitoring of breaks for all partners.
- Conducting inventory on banquet equipment 3 times a year (January / May / September).
- Conducting inventory on china and glassware 2 times a year (June / December).
- Organizing and preparing bars through the AZBAR system.
- Meetings include weekly Events Meeting (13:00-14:00 Thursdays), banquet leader meetings & banquet partner meetings.
- May be assigned to actual service on a floor based on business levels should there not be a requirement for a lead that day only partners. This is to ensure that full hours are received.
- Complete all other duties as assigned by the Banquet Manager and/or Banquet Talent Leads that relate to the overall operation.