Country Club of Birmingham

Job Title:
Assistant Manager/Banquet Manager

Overview
The Assistant Manager/Banquet Manager is responsible for implementing and maintaining the services, procedures, team dynamics that drive overall member satisfaction. This person supports the service team with preparation and execution of Banquet Events. The Assistant Manager/Banquet Manager is a member of the Clubhouse Leadership team and is expected to lead by example in all areas of Banquets. He/she will assist in all areas as assigned, energizing the “The answer is yes, now what is the question?” philosophy, and maintaining the high standards of service and behavior of the Country Club of Birmingham.

Key Responsibilities
• Oversee the implementation and compliance of CCB’s service training program.
• Write, monitor, and evaluate the weekly schedules and payroll budget.
• Build strong relationships to foster high levels of teamwork. Responsible for coaching all team members and ensuring all performance standards are in place and met.
• Administer inventory programs for all banquet supplies and uniforms on a quarterly basis and ensures ongoing care and appropriate replacement plans are in place.
• Attend weekly BEO meetings to provide detailed, timely communication to banquet team by way of BEOs for every event.

General Job Description
• To develop and implement strategies for food and beverage operations that are aligned with the Country Club of Birmingham’s overall philosophy.
• Develop and implement strategies for banquet operations that support long term growth and continued business with our membership and their guests.
• Create an exceptional experience for guests at banquet functions.
• Coordinate the set-up of each function by verifying desired services and menu in advance with the catering department.
• Synchronize the timing of the function by verifying details with the culinary team.
• In conjunction with the Housekeeping Supervisor, supervise set-up of each function.
• Inspect banquet rooms on an ongoing basis and takes appropriate steps to ensure facilities meet or exceed company standards at all times.
• Confirm details of function with client contact; asks for last-minute changes.
• Manage the food and beverage service provided during banquets and meetings.
• Maintain inventory of banquet equipment and supplies; including par sheets and restocking.
• Aid in preparing the budget; monitor actual versus budgeted expenses and takes corrective action as appropriate.
• Create an environment for employees that are aligned with the company culture through constant communication and reinforcement.
· Recruit and select the employees needed to provide the CCB experience.
· Constantly seeking opportunities to engage membership and guests and follow up on their experience. “Be the Liaison”.
· Provide employees with the tools and environment they need to succeed.
· Develop and implement strategies and practices that support employee retention.

Experience and Education
· Preferred a minimum of a bachelor’s degree in Hospitality Management from an accredited university or 3 years Food and Beverage management with a proven track record of successful member services and satisfaction.
· Demonstrate ability to relate to, communicate with and motivate employees to sustain high performance and quality levels.
· Planning: Skilled in identifying the most effective way to complete the task, and preparing to overcome expected difficulties.

Job Competencies and Duties
· Manages uniform standards for all employees within the department.
· Oversees the employee “Caught in the Act” program for the Banquet department.
· Schedule employees in accordance with the staffing requirements of each function; communicate details of function to employees.

Please send resumes to:
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