



Job Description – Banquet Manager

Position – Banquet Manager

Reporting Manager – Food & Beverage Manager

Job Summary:

A Banquet Manager is responsible for overseeing the planning and execution of events within a venue, ensuring that all aspects of banquets and large gatherings are managed efficiently.

Key Responsibilities:

- Collaborate with clients, Event Sales, and departments (e.g., kitchen, bar, housekeeping) to plan and execute seamless events, including layout, menu, and decorations.
- Prepare event timelines, ensure logistics are in place, and oversee setup and breakdown of banquet areas.
- Recruit, train, and supervise banquet staff while managing schedules, labor costs, and performance evaluations.
- Ensure excellent guest service, handle complaints promptly, and maintain high CRM scores and online ratings.
- Monitor and manage banquet supplies, equipment maintenance, and compliance with health and safety standards.
- Develop and manage budgets, track expenses, and handle billing and invoicing accurately.
- Promote banquet services through marketing strategies, build client/vendor relationships, and execute promotional events.
- Maintain accurate records, prepare reports, and ensure efficient completion of administrative tasks.

Experience:

- A minimum of 7- 8 years of experience in planning and managing events, banquets, or similar large-scale hospitality functions .
- Proven track record of handling guest complaints and exceeding customer satisfaction goals
- Understanding of budget management, cost control, and financial reporting within banquet or event operations.
- Experience building relationships with clients, vendors, and other stakeholders.
- Experience in organizing promotional events or campaigns to attract business.
- Excellent communication and interpersonal skills.
- Strong problem-solving abilities and attention to detail.
- Adaptability and ability to work under pressure in dynamic environments.