



WHAT IS OUR STORY?

The London Hunt and Country Club with over 125 years of tradition is one of Canada's oldest and history rich sporting institutions; including golf, tennis, pickleball, fitness, as well as trap and skeet shooting sports. The London Hunt and Country Club is the most sought-after address for weddings in the area. From the engagement party and bridal showers to the ceremony and reception, we have everything for grand affairs or intimate celebrations. There are three restaurants and two outdoor dining areas available at the Club ranging from fine dining to well-orchestrated casual fare. We hold ourselves to the highest of standards, serving a unique experience at every meal. Our Club prides itself on creating an exceptional membership experience while providing a healthy and supportive work environment. We are proud of our culture where talent, leadership, and commitment to each other result in excellence. The London Hunt and Country Club prides itself on creating not only an exceptional membership experience but a memorable work environment as well.

ROLE OVERVIEW

The London Hunt and Country Club is accepting applications to join our Food and Beverage Team as ***Banquet and Catering Manager*** with a proven track record in the private club, or similar industry.

The ***Banquet and Catering Manager*** is responsible for the successful implementation of banquets, special events, and catering on behalf of the Club. They work in collaboration with the *Event Coordinator* in the development and communication of event details and billings. Furthermore, they assist the *Event Coordinator* with managing all communication related to the Banquet Department. They interview, hire, train, and oversee all Banquet Service Team Members to ensure the highest level of service is provided to all Members and Guests while meeting/exceeding the Club's budgetary goals. They will work collaboratively to develop and implement ongoing sales and marketing initiatives under the approval of the *Director of Clubhouse Operations* of the Club; and together with the *Event Coordinator* develop and manage the implementation of creative menus, promotions, and events to increase Member and Guest utilization of the Club's formal facilities. The ***Banquet and Catering Manager*** provides on-going direction, support, and motivation for Banquet Service Team Members to present exemplary service as required by the Club's standards of service while fostering strong interdepartmental communication with all other areas of club operations. Where required, they assist other Food and Beverage Department areas such as the restaurants, Tennis Chalet, or Trap and Skeet Chalet. They will ensure that all legislative requirements are followed in the service of both food and beverage as well as maintain compliance with all sanitation protocols provided by the local health unit. The Banquet and Catering Manager will report to the Director of Clubhouse Operations and is an integral part of the Clubhouse Operations Team.

YOUR GOALS AND OBJECTIVES

To exceed the expectations of the guest by offering consistent and courteous service from the time they contact the operation until the conclusion of the event. To grow and develop as a prominent team leader by using effective coaching, training and motivational techniques with the food and beverage staff. A desire to continue to learn and grow within the food and beverage industry.

DUTIES, RESPONSIBILITIES, AND EXPECTATIONS

- Interviews, hires, trains, and manages the performance of Banquet Service Team Members with the goal of providing the highest standard of dining for all Members and Guests of the Club.
 - This includes managing the long-range staffing needs for the Club's banquet area.



- Ensures the proper preparation and presentation of all banquets, special events, and caterings.
 - This includes the direct supervision of Banquet Service Team Members leading up to, during and following an event.
- Performs post event evaluations following each banquet, special event, or catering.
- Responsible for the correct billing of each event.
- Assist the *Event Coordinator* with managing all communication related to the Banquet Department including creating, updating, and distributing function sheets.
- Addresses both Member and Guest complaints when and where applicable.
- Ensures all legislative requirements for the service of both food and beverage are adhered to.
- Participates in the development and management of the Club's food and beverage budgets annually.
- Coordinates with other department managers to effectively control expenses such as labour, cost of goods sold, repairs and maintenance, and all other factors that contribute to fiscal responsibility.
- Collaborates on and contributes to the marketing plans for the promotion of the Club's banquet facility and special events.
- When required provides table service to Members and Guests.
- Maintains familiarity with and communicates to all Banquet Service Team Members the composition of all menu items, including those available from the bar.
- Has a thorough knowledge of room setups, layouts, and maximum room configurations for a variety of banquet activities including meetings, conferences, exhibits, and receptions.
- Assists in the acquisition of the necessary service items for banquet area such as paper supplies, ceramics, silverware, communication devices, linens, etc. to ensure Banquet Service Team Members have the tools to provide exceptional service to Members and Guests.
- Where required, assists with service in the Club's other food and beverage outlets such as the restaurants, Tennis Chalet, or Trap and Skeet Chalet.
- Assists with the planning and development of ongoing training programs and professional development opportunities for his or herself and all other Banquet Service Team Members.
- Keeps current with changing industry trends relative to the operation and reacts accordingly in meeting these needs.
- Attends all scheduled Staff and Management meetings.
- Conducts scheduled meetings with Banquet Service Team Members.
- Is in attendance and works in co-operation with other management personnel to ensure all Club events are staffed, organized, operated efficiently and professionally in accordance to the standards established by the Club.
- May serve as the Club's opening or closing Manager on Duty.
- Completes other appropriate work assignments as requested by the Director of Clubhouse Operations.
- Assists in the management of daily food and beverage operations including the supervision of dining room service as required.
- Daily departmental communications regarding banquets, weddings, meetings, buffets and restaurant reservations.
- Review clubhouse service areas continually throughout the day to ensure they are neat, clean, organized and visually attractive.
- Other duties may be assigned, as required by the employer and operational demand.



THE CLUB IS AN EMPLOYER OF CHOICE

Every Club employee has an important role to ensure the enjoyment of the facilities by all members. We know that our employees are vital to ensure the success of the Club and will hire, develop, and reward the best people available. The Club has partnered with local businesses which allow for savings opportunities for employees and their families. Club employees have a chance to experience the joy of playing the same professional golf course conquered by some of the best players in the LPGA and can enjoy playing tennis on one of our ten clay courts or pickleball on one of our six courts built in 2021. Whatever your career ambitions are, the Club offers a chance to develop your skills and creates opportunities to cross-train should your interests change over time. Joining the Club family is not only about having a job, but also about finding what drives you to be the best version of yourself.

WE WANT TO HEAR FROM YOU!

Since the London Hunt and Country Club is a family focused Club providing our members with an internationally recognized golf course complemented by first class dining facilities, we have high expectations for all personnel. The ideal candidate will have experience in the food & beverage industry with strong leadership skills to motivate and maintain a cohesive Banquet Service Team by embodying the Mission, Vision, and Values of the Club. You should have a minimum of two years' practical experience in event planning or banquet execution with a history of continued professional development. Experience in the private club, hotel, or similar industry and a Bachelors Degree in Hospitality or Restaurant/Event Management would be beneficial but is not required. You will be a highly visible and self-motivated individual who can work with minimal supervision and interact regularly with Members and Guests with a high level of professionalism and charisma. You must have excellent communication skills and high proficiency with Microsoft Office programs (Word, Excel, PowerPoint, Outlook).

You are available to work a flexible work week which includes nights, weekends, holidays, and overtime as required. Completion of the Smart Serve Certificate is required prior to your start date at the Club. Experience in JONAS POS system and JAM reservation system is preferred.

A critical component of our workplace safety program includes our COVID-19 vaccination policy which requires all personnel to be fully vaccinated against COVID-19 unless an accommodation based on a reason protected by human rights legislation is provided.

NEXT STEPS

This full-time, leadership position provides a competitive salary, pension program and benefits package that will commensurate based on experience. It is a great role for a Food and Beverage professional looking for a long-term growth opportunity. If you are committed to playing a key role and joining a talented Food and Beverage Management Team, we invite you to email your cover letter and resume by Monday, September 5, 2022 at 5:00pm to mhearse@londonhuntclub.com.

The London Hunt and Country Club is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds. The London Hunt and Country Club provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and Controller will work with the applicant to meet the job applicant's accommodation needs.