



Club Description

Founded in 1904, the mission of the Tampa Yacht & Country Club is to further the tradition of providing exceptional boating, recreational, dining and social experiences befitting our members and their families. The Club has 1,440 members and is very family oriented. As a founding member of the Florida Council of Yacht Clubs, the Club is recognized as one of the nation's premiere yacht clubs and has enjoyed the prestigious "Platinum Clubs of America" status since 2003. The Club's membership is comprised of Tampa's social and business leaders. Club facilities include a 21,000 square foot Clubhouse with formal and informal dining rooms, member lounge, an elegant ballroom and three private party rooms. Adjacent to the Clubhouse is a poolside Pavilion and outdoor bar, an Olympic Swimming Pool, Tennis Courts, a Pro Shop, Fitness/Aerobics Center and Locker Rooms. In addition to the Clubhouse, there is also an Equestrian Center and a 90 slip Marina. The club sits on Hillsborough Bay offering exceptional views. Historically, the Club is known among the area's clubs, high end restaurants and resorts for its exceptional food and service. Annual gross revenues are \$10 million with food and beverage revenues of \$5 million.

Position Summary

The Banquet Manager is responsible for all banquet operations to include, room sets, buffet/break/plated sets, F&B sequence of service, flawless service execution of functions and break down of events. Manages all Banquet functions (for Catering, Conference Services and Internal meetings) to ensure that; all personnel follow our Star Service Standards, all services, menu items and activities specified on the Banquet Event Order are provided in a manner that exceeds the guest's expectations. Accepts responsibility for all floor service and owns the information necessary to communicate to the setup and service staff. Is responsible for building the relationships with meeting planners and the Catering/Conference Service teams executing on their planned expectations. Also should be able to change 'on-the-dime' to ensure customer delight both for internal and external guests. More specifically, responsibilities include:

Essential Duties and Responsibilities

- Approaches all encounters with guests and colleagues in a friendly, service-oriented manner
- Maintains constant communication with guests and on-site contact to ensure all expectations are met or exceeded
- Remains alert of complaints and/or unsatisfied guests and responds appropriately to ensure guest satisfaction
- Coordinates with other staff and departments to arrange for the delivery of requested services
- Maintains constant contact with kitchen staff to ensure complete effective communication between food production and food service
- Ensures all functions are set and staff is prepared and organized before required time on BEO
- Inspects table place settings, including table linen, china, glass, silverware and condiments for correct placement and ensures that each element is clean, undamaged and attractive
- Ensures proper setting of buffet tables and other food service tables
- Arranges for and ensures proper sequence of service for each event
- Monitors banquet team members to ensure all operating procedures are followed

- Supervises clearing and post function cleanup and garbage removal
- Maintains clean and orderly back areas, pre-function areas and storage areas
- Assures that all china, glassware, silverware, linen, etc are returned to their proper locations after each event
- Ensures staff training programs are implemented and measured regularly
- Conducts regular staff meetings to build rapport and ensure colleagues are well informed
- Provides colleagues with a work schedule each Friday by 2pm
- Clearly projects the visions of the department and measures progress
- Conducts quarterly reviews of colleagues performance and provides council as needed
- Meticulously plans events with captains to ensure execution is achieved at the highest level
- Conducts regular meetings with catering managers and catering director to ensure the needs of the clients are being met
- Conducts regular meetings with the catering managers, director of F&B as well as the catering director to continuously evaluate strategies and ideas for enhancements to benefit the guests experience
- Conducts interviews carefully outlining the functions of the position for which a potential colleague is being interviewed for
- Ensures payroll is reviewed and finalized as set forth by the policy of the club
- Reviews scheduling and labor needs to meet the guests needs as well as maximize efficiency
- Accurately prepares daily summary of events as required
- Attend meetings/trainings as required
- Accurately perform administrative tasks as required
- Knowledge, Skills & Ability Requirements
- A degree in hospitality or business management is an asset but not required.
- Previous supervisory experience is required
- Knowledge of food and beverage operations and preparation is required
- Excellent communication and guest relation skills in English
- The ability to work well with a large group of people in a team environment
- Must be able to work well in stressful, high-pressure situations including the ability to handle guest complaints and disputes and resolve them to satisfactory results
- Must maintain composure and objectivity under pressure
- Must be effective at listening to, understanding and clarifying concerns and issues raised by team members and guests
- Ability to work a flexible schedule including nights, days, weekends and holidays
- Physical Demands: Essential duties require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting and moving objects 50 lbs or more. The employee must have normal vision (corrected), hearing and verbal communication.
- Environmental Conditions: Duties are performed in both indoor and outdoor settings, with events often taking place in the elements in all four seasons. Events often involve loud music.

This Job Description reflects management's assessment of essential functions; however it does not prescribe nor restrict the tasks that may be assigned.

All candidates will be subject to a comprehensive background review. Tampa Yacht & Country Club is a "drug free" workplace.

Tampa Yacht & Country Club offers an attractive and competitive compensation and benefits package to include a base salary and performance bonus potential. Standard club executive benefits to include health and dental insurance, vacation and 401(k) Plan. Association of Club Catering Professionals dues and continuing education package is included. Interested professionals who meet or exceed the established

criteria are encouraged to submit a cover letter and resume to Harmen Rost van Tonningen, Director of Food and Beverage, 5320 Interbay Blvd., Tampa, FL 33611 or via e-mail to FBDirector@tampayacht.com