



EASTWARD HO!



Position Title

Banquet & Events Manager

Club Summary

Eastward Ho! is a private, Member owned Club established in 1922. Located in Chatham, Massachusetts on Pleasant Bay, our 18 hole, par 71 links style golf course offers Members and their guests breathtaking vistas and challenging play.

Our Clubhouse offers our Members and their guests a beautiful "Cape Cod Elegant" location for both fine and casual dining, as well as a spectacular venue for hosting Member sponsored Catered Affairs.

Eastward Ho! cultivates a family environment to encourage congeniality and recreation amongst our Members of all ages. Members and Club staff contribute to our Club spirit of friendly competition, respect for all individuals, and reverence for the heritage and culture of Eastward Ho!

Job Summary

Responsible for promoting the Club's facilities for private banquets, business and social meetings and other Member-related event activities. He or she develops contracts for and oversees all administrative and operational aspects of planning and executing of both Member and non-Member sponsored private events. He or she also collaborates with the Restaurant Manager on Member driven social events, Club-wide Member activities, and holiday celebrations.

Essential Duties & Responsibilities

1. Greet Members and oversee banquet events. Act as “MOD” for member dining services as needed.
2. Create, update and maintain Front-of-House SOPs.
3. Assist Restaurant Manager on the hiring, onboarding, training, mentoring, scheduling, supervising, and disciplining of FOH team members.
4. Maintain a clean, safe, positive and productive work environment.
5. Assist in oversight of Club’s Internship program.
6. Develop creative ideas to drive member participation of Club events.
7. Contribute to the development of Club’s master calendar of Member activities.
8. Collaborate with Restaurant Manager in planning and executing of club events, private events and more.
9. Establish and maintain record of private events, function beverage inventory and any other event related data.
10. Responsible for all aspects administrative and operation aspects of private events, from communication, contracting, planning, to execution and breakdown.
11. Assist members and clients in all aspects of banquet events in conjunction with the Executive Chef and/or other culinary personnel.
12. Collaborate with Communications Coordinator and arrange for the printing of all event menus, buffet cards, etc.
13. Diagram all room layouts, banquet item placement and all related function details.
14. Generate detailed BEOs and distribute to each department. Communicate regularly with Golf, and other necessary departments on banquet event needs.
15. Work with the Executive Chef, Restaurant Manager, and Clubhouse Manager to determine selling prices, menus and other details for catered events.
16. Inspect finished arrangements and check function sheets against actual room set ups to ensure accuracy.
17. Update Club’s banquet menus and maintain accuracy of catering system.
18. Schedule and conduct pre-event meetings with staff.
19. Address member and guest complaints and advise the Clubhouse Manager about appropriate corrective actions taken.
20. Act as liaison between front and back of house during service.
21. Monitor safety conditions and employees’ conformance with safety rules and procedures.
22. Practice good appearance and personal hygiene.
23. Assist with development of departmental budget.
24. Work with Restaurant Manager and supervisor(s) to conduct monthly beverage inventory.
25. Ensure all legal requirements are consistently adhered to, including but not limited to State and/or local laws pertaining to alcoholic beverages.
26. Is knowledgeable of and abides by the employment policies and procedures of the Club as outlined in the Employee Handbook.
27. Perform Clubhouse/Restaurant opening and closing duties as needed.
28. Provide general support to the Clubhouse Manager and complete other appropriate tasks as needed.

Qualifications

Education

Bachelor's degree in related field of study or University degree in Hospitality Management or Culinary Arts – not a requirement, but recommended.

Experience

3 to 5 years' experience as a food & beverage manager, events coordinator, field-related intern or a similar position in a high-end service environment. Experience in a member-owned club highly desirable.

Skills

Leadership, strong Communication (both written and verbal), Interpersonal, Computer literacy, and Social.

Attributes

Displaying Behavior of Honesty and Integrity; High level of Ethical Standards; Personable; Values Teamwork and Member Service; Respectful of others.

Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.

Push, pull or lift up to 50 pounds.

Reports to

Clubhouse Manager

Supervises

All Front-of-House team members including Supervisor(s) and Intern(s)

Collaborates with

Restaurant Manager

Employment Status

Full Time; Year Round; Exempt

Date Position Available

Immediately

Too Apply

Please email your resume with a cover letter to the following email by February 15th:

Evelyn Liu, CCM

Clubhouse Manager

eliu@eastwardho.net

No Phone Call Please