



**OAK BAY**  
BEACH HOTEL

### **Banquet Supervisor**

The Banquet Supervisor is a leadership role within the Sales & Conference Services department. This individual will be responsible for all aspects of on-site events. The Banquet Supervisor will also provide support with respect to training and development of banquet employees as well as guest recovery situations.

### **Responsibilities**

- Provide leadership support to Banquets team while overseeing all on-site events.
- Work with the CSM & ACSM to plan and assign specific services and tasks to the banquet team members for each event as required.
- Ensure that all hotel standards and regulations are met and adhered to for the duration of event.
- Monitor banquet team members and coach them on proper service style and standards at all times during events.
- Monitor and clearly understand all Banquet Event Orders (BEO's)
- Work with the CSM and F&B team on menu details, food preparation activities and service standards.
- When required service events as well as overseeing the team.
- Monitor and assist in all events set up, tear down and clean up.
- Respond to any concerns and complaint as they arise.
- Communicate guest recoveries with MOD and send report to team following events on
- Cash out events at end of night
- Provide ongoing training, coaching, motivating and supervise staff to ensure optimal service.
- Prepare schedule for banquets team alongside CSM
- Understand and work within TOCK for in house events
- Be the face of Oak Bay Beach Hotel for hotel led event

### **Qualifications**

- Previous leadership experience required
- Previous banquet experience in a luxury resort environment required
- Friendly and confident and professional appearance.
- Strong interpersonal and communication skills, both written and verbal.
- Comprehensive knowledge of set-ups, event space and functionality
- Reliable and flexible to varied shifts or as needed. Weekend work required
- Computer knowledge is essential.

### **Physical Aspects of Position:**

- Continuous walking, bending and lifting up to 50lbs
- Use of cleaning machines and solutions will be required