**JOB DESCRIPTION**

**Position: Banquet Manager**

**Department: Banquets**

**Reports to: Director of Banquets**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

The Banquet Manager is responsible for the successful execution and service of all Banquet events held at the Mandarin Oriental, Washington, DC.

Reporting to the Director of Banquets, the banquet manager will oversee day-to-day operation, planning, and long term outlook of all event activities held in the hotel.  S/he will be accountable for the overall successful operation of the banquet department and its colleagues.

**Duties and Responsibilities**

* Support company's philosophy and company culture through the use of Guiding Principles and D.E.L.I.G.H.T as part of ensuring Guest Satisfaction and the achievement of our Mission Statement.
* Provide leadership and support for assistant banquet manager, banquet set up manager, banquet captains, banquet service staff, and banquet admin and convention concierge.
* Inspect banquet rooms to ensure all group requirements are exceeded. Rectify deficiencies immediately.
* Complete all paperwork and closing duties before leaving. Review status of assignments and any follow up action with manager and or on-coming supervisor.
* Conduct monthly inventory of banquet set up equipment and update information as necessary. Maintain banquet equipment in good working condition.
* Successful completion of the training/ certification process.
* Develop monthly forecast.
* Read and familiarize with BEO's and Group Resumes coordinating all aspects of banquet services as assigned to include all aspects of food, beverage and other services.
* Generate function planning, employee scheduling and distribution.
* Attend daily BEO meetings, pre-conference & post conference meetings.
* Communicate all group information/changes to existing information to appropriate hotel colleagues in an accurate and timely manner.
* Contract business with approved vendors as appropriate and maintain contact with vendors while on property.
* Enforces policies with management and schedules for the operation of banquet department to achieve a productive and profitable result.
* Monitor and manage payroll, budget and costs effectively.
* Achieve predetermined profit and productivity objectives and desired standards in food, service, sanitation, etc.

**Requirements/Qualifications**

* High school diploma or equivalent required; college degree preferred.
* A minimum of 2+ years food and beverage management experience required; 2+ years banquet experience in luxury hotel setting preferred.
* Reading, writing and oral proficiency in the English language is required. Must have excellent communication skills.
* Must be available to work a flexible schedule to include early mornings, late nights, weekends and holidays.
* Must have a good knowledge of food & beverage trends; prior experience and familiarity with banquet set-ups strongly preferred.
* Must have strong working knowledge of hotel operations & various hotel departments; experience in the luxury hotel setting strongly preferred.
* Must have the ability to handle multiple tasks at one time.
* Must be able to walk/stand for extended periods of time; must be able to lift up to 40 lbs. boxes occasionally.
* Prior experience in a union hotel setting strongly preferred.
* Bi-lingual abilities are a plus.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.