

# CityFlatsHotel

Job Posting

## ***Banquet Manager***

**Organization Name:** CityFlatsHotel Grand Rapids, LLC

**Reports to:** Event Manager

**Job Location:** Grand Rapids, MI

### **Position Summary:**

CityFlatsHotel is a uniquely designed 48 room boutique hotel located in the heart of Downtown Grand Rapids. We have multiple event spaces which includes a Ballroom, Events Room, and Conference Rooms for which we provide exclusive catering. Due to our continued growth and expansion, the Events Department @CityFlatsHotel is seeking and experienced an energetic individual for the position of Banquet Manager. The ideal candidate will have excellent communication skills, be detailed orientated, and work well under pressure in a fast paced environment. CityFlatsHotel encourages all employees to strive for a professional environment that promotes teamwork, respect, and consideration for one another. If this is you, we'd love to hear from you!

### **Responsibilities & Duties:**

- Execution of all event details including management of food and beverage services, audio-visual, timing, and layouts per the client's request
- Management of banquet staff during events to ensure prompt service of food and beverages
- Employee Coordination including hiring, training, scheduling, reviews, and guidance throughout employment for banquet servers/bartenders and intern staff
- Attend final walk through meetings with assigned clients
- Act as opening or closing manager as assigned
- Maintain organized inventory of linens, china, glassware, and beverages
- Schedule and execute weekly BEO meetings with Kitchen Staff
- Execute proper cash handling and safety/security of property keys and passcodes
- Maintain contact with guests, hosts, and staff regarding safety/security

### **Qualifications & Skills:**

- Must be 18 years of age
- Minimum of one year of experience in management or lead roles in hospitality, as well as a bachelor's degree in Hospitality or equivalent
- Exceptional customer service and talent for anticipating guests needs
- Highly motivated and passionate about the industry
- Ability to lift 30-50 pounds
- Ability to work on your feet for long periods of time
- Work a flexible schedule including weekends (35-45 hours per week)
- Exceptional attention to detail
- Excellent communication, organizational, and management skills
- Proficient in MS Office
- Strong ability to think strategically, creatively, and resourcefully while working as a team or individually