

JOB DESCRIPTION

Banquet Manager



Facility Name:	VENUWORKS OF CHESAPEAKE, VA – CHESAPEAKE CONFERENCE CENTER
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JOB INFORMATION

Job Title:	Banquet Manager	Department:	Food & Beverage
Reports To:	F&B Director	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Prepared By:	Chris Carton	Date Prepared:	2/12/26
Approved By:	Angela Bohlen, PHR	Approved Date:	2/20/26

SUMMARY

Responsible for F&B banquet operations, food quality, premium bar services, guest experiences, service, and sanitation standards in all F&B service areas. The F&B Manager executes in front of house service team and any outsourced labor scheduling that meets event demands. This position requires leadership with meeting and event services planning, efficient and cost-effective assignment of service team room layouts, stations and service zones while also overseeing banquet captains task delegation, receiving, storage, and inventory controls of all supplies, foods and beverages related to service needs. The Banquet Manager ensures proper preparation and handling of all F&B products, regulations and quality standards. This individual is responsible for ensuring the service teams adhere to all VenuWorks F&B standards ensuring an efficient, timely, and profitable operation by performing duties and responsibilities personally or through subordinate managers and/or supervisors. The Banquet Manager must have the ability to work varied hours/days, including evenings, weekends and holidays. Schedule varies and is subject to change based on event requirements.

ESSENTIAL RESPONSIBILITIES include the following:

1. Plan and direct all functions of planning and post reporting for all F&B guest services, banquets, concessions, and premium bars, to meet the daily needs of the venue F&B Services operations and budgetary goals.
2. Ensures consistent presentation and quality of all food and beverage products and services throughout the Chesapeake Conference Center and for all events.
3. Assist ED and F&B Director in establishing and achieving predetermined profit objectives and desired standards of quality food and beverage service, cleanliness, merchandising and promotion.
4. Implement effective cost and inventory controls for all food, beverage and labor within catering, concessions & premium bar areas while maximizing food and beverage sales in all areas.
5. Regularly review and evaluate customer satisfaction and venue experiences, customer service interactions, F&B menus, sales mix analytics, food quality, premium bar and banquet services.
6. Assists F&B Director with adjusting F&B menus and services to match event content when applicable and compete with changing market demands; ensure they are implemented in a timely manner.
7. Responsible for quality and service of food and beverage products, food and beverage service training, team building, hiring, training and coaching of all food and beverage service positions while maintaining professional work procedures.
8. Create and nurture an environment that emphasizes motivation, empowerment, teamwork, and a passion for providing quality F&B services, while being readily available & approachable for all team members.
9. Take proactive approaches when dealing with guest concerns. Follow property specific second effort and recovery plan. Always extend professionalism and courtesy to guests.

JOB DESCRIPTION

Banquet Manager



10. Implement training programs for all foods and beverage services in the facility.
11. Assists F&B Director with vendor planning and ordering- maintaining professional vendor relationships with-in local community, assure timely delivery and maintain inventory of all food and beverage needs of the facilities; maximize product availability, minimize waste to control food and beverage costs to achieve and improve upon budgeting guidelines.
12. Plan the schedules and supervision of all food and beverage service employees to maximize productivity while minimizing labor costs to achieve and improve upon budgeting guidelines.
13. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws; interview, hire, train and supervise employees including non-profit groups; assign and direct work and work locations; address complaints and resolve problems.
14. Determine, develop, and implement policies, procedures and training to ensure food service, beverage service, alcohol service and sanitation standards meet or exceed all local, state and/or Federal guidelines at all times. Plan and administer a training program within the department that will develop associates at all levels.
15. Assists F&B Director with monitoring financial management and appropriate handling of receipts and deposits; tabulate receipts and balance accounts; compile sales and event reports on event-by-event basis; assist F&B Director in meeting annual budget.

OTHER DUTIES

1. Maintains all food and beverage equipment including concessions services, catering services, premium bars and assists F&B Director with any culinary kitchen equipment needs.
2. Ensures proper food temperatures are maintained and food is served and stored correctly, labeled and dated.
3. Ensures freshness and quality of all food and beverage menu items for all areas. Packages all products to proper specifications. Performs and oversees opening, closing and side work duties as needed or instructed and according to proper guidelines.
4. Ensures all food and beverage areas are maintained, stocked, inventoried, set-up, prepped and ready for each event according to service times and client's expectations.
5. Keeps all catering, kitchen, concessions, and beverage service equipment in safe working order, clean, organized, sanitized and sufficiently stocked.
6. Follows and upholds all health codes, alcohol service codes and sanitation regulations in accordance with local, state and company requirements.
7. Uses waste control guidelines and records all waste on spoilage sheet or board.
8. Work closely with the venue leadership team to deliver quality and service standards to all events.
9. Actively maintains community involvement in local and charitable organizations.
10. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Assist F&B Director with the overall direction, coordination, and evaluation of the Food and Beverage Banquet Services department in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training and supervising employees including non-profit groups; assigning and directing work and work locations; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems. Ensures all food and beverage preparation and presentation standards are met in accordance with proper procedure and safety measures. Provides an exciting and energetic atmosphere, leading the food and beverage team by example daily and during event service.

JOB DESCRIPTION

Banquet Manager



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Qualified applicants must be available to work nights and weekends, and occasionally holidays.

1. **Customer Focus:** Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
2. **Integrity and Trust:** Is widely trusted and is seen as a truthful individual who keeps confidences, admits mistakes, doesn't misrepresent him/herself and is highly respectful of others.
3. **Communication:** Consistently exhibits courteous, respectful, non-defensive and appropriate communications. Presents information in a concise and understandable format.
4. **Teamwork:** Works cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. Previous food and beverage management experience in a similar high volume facility food service operation with similar duties and responsibilities.
2. Experience working in a computer network environment utilizing Microsoft Word and Excel programs, points of sale equipment and digital menu boards.
3. Knowledge of supervisory principles and practices.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Must have or be able to obtain current certifications and licenses required by local, state, and/or Federal guidelines for food production management.
3. Must be able to successfully complete training to be Virginia Alcohol Service Awareness certified, ServSafe certified through the National Restaurant Association.

LANGUAGE SKILLS

1. Ability to communicate effectively orally and electronically.
2. Ability to read and comprehend instructions, correspondence, and memos.
3. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations.
4. Ability to write reports, business correspondence, and procedure manuals.
5. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
6. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
2. Ability to apply concepts of math on an Excel spreadsheet, calculator, ten key adding machine, or cash register such as discounts, interest, commissions, proportions, and percentage.

JOB DESCRIPTION

Banquet Manager



3. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions, and decimals, applying concepts of basic algebra and geometry.

REASONING ABILITY/COGNITIVE SKILLS (includes but not limited to following)

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.
2. The noise level in the work environment is usually moderate.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date :	
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