



## **BANQUET OPERATIONS MANAGER**

Fixed Term Position - 6 months

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The Reef Hotel Casino is currently seeking a Banquet Operations Manager to cover Parental Leave for a period of 6 months, with a possible extension.

We are looking for a professional Manager with previous experience in a similar property who is committed, pro-active, and enthusiastic. You will possess exceptional organisation, time management and people skills.

In this role you are responsible for the training and development of your team, for revenue, cost control, profitability and best operating practices.

Using your previous experience and excellent communication skills you will liaise with Department Heads and the Sales Department to oversee the preparation, set up and running, as well as the service of functions.

### **Targets to Achieve:**

- A level of service, quality and professionalism that consistently meets and preferably exceeds the expectations of guests.
- Ensure that the business centre / executive boardroom and the level 2 foyer remains clean and tidy at all times.
- Regular liaison with maintenance to ensure requests are completed quickly focusing on guest needs as priority.
- Coordinate between the conference/sales and other relevant departments to ensure that preparations for the smooth running of conferences are made.
- Ensure constant liaison with training coordinator and conference coordinator to meet the requirements of staff training.
- Communicate clearly and accurately with sales department to achieve the objectives of the conference and sales departments.
- Ensure all banquet staff follow property procedures with respect to grooming, performance and conduct standards, occupational health and safety, emergency procedures and all other property procedures as detailed in the employee handbook.
- Maintain an effective rostering and filing system.
- Regularly communicate with heads of department from both the hotel and casino providing or requesting information when necessary.
- Maintain professional guest relations with clients using the business centre ensuring that the clients needs are met.
- Liaise with regular clients to ensure their function requirements are met
- Show absolute discretion and confidentiality of information at all times.
- Coordinate internal meetings and events and organise catering as required.

**All Food and Beverage applicants are required to possess a current Queensland Responsible Service of Alcohol Certificate. (Office of Liquor and Gaming Regulation approved)**

You will be rewarded with a competitive salary and a challenging working environment.

Staff benefits include: Company uniform. In house training for career development. Amenities including shower facilities and staff lounge.

Accommodation, food & beverage discounts for you, family and friends (dependant on tenure).

Clean safe multicultural, people friendly environment.