



## **Banquet Operations Manager**

Interlachen Country Club is searching for a strong and passionate leader with a natural hospitality heart. A unique opportunity exists for applicants with a successful track-record of high-quality food and beverage operations management experience in private clubs or high-end hotels or restaurants.

The successful applicant will be an integral part of a high-performing team at one of the most highly regarded country clubs in the country where food and beverage sales have grown nearly 20% in the past two years to \$4MM. Catering sales account for approximately 50% of total food and beverage sales. The Club recent underwent a \$10.5MM renovation, which included updates to the banquet and event spaces.

### **Position Summary:**

The Banquet Operations Manager (BOM) is responsible for leading our banquet service team and delivering memorable event experiences to our members and guests. The BOM is an integral part of the success of the Club and is a key member of the Food and Beverage Leadership Team.

The BOM works closely with the Director of Catering and Events to ensure each event is executed to Interlachen's standards for excellence. This position requires a highly self-motivated individual who can work with minimal supervision and interact with clients in a genuine, caring, and effective manner. The BOM must be well organized, detail oriented, and calm under pressure.

### **Key Responsibilities:**

- Oversee operation of banquet events to ensure the quality of food and service meets or exceeds Interlachen's standards for excellence.
- Ensure strong communication and effective teamwork between the front and heart of house teams.
- Ensure the room is set and ready on time per the banquet event order (BEO).
- Meet with the client when they arrive to confirm room set-up, timeline, and menu and identify any special requests or opportunities to exceed expectations.
- Maintain a high-level of visibility and accessibility to member/client before and during events.
- Promptly address client complaints and resolve problems.
- Recognize when the predetermined timeline is not going to work and make necessary adjustments to maintain service standards. Take quick action to inform banquet service staff, culinary team, and client.
- Conduct post-event evaluations after each function to determine future needs and opportunities to improve. Implement changes necessary.
- Be equally comfortable coaching the team as well as working side by side to get the job done.

- Work closely with the Director of Catering and Events to interview, hire, train, plan, assign, and direct team members.
- Regularly evaluate team member performance; provide timely, honest feedback; reward and discipline as necessary.
- Take ownership of all banquet equipment, storage areas, and event spaces to ensure they are always neat, clean and organized.
- Maintain inventory of banquet items.
- Evaluate, refine, and establish standard operating procedures for all tasks and duties required by the banquet team.
- Be an expert on the BEO for each event, including but not limited to menu, dietary restrictions, timeline, and set-up.
- Prepare detailed recap of all events via Redbook at the end of each shift.
- Serve as the manager on duty, opening and closing the building as necessary.
- Keep and report accurate meal, beverage, and guest counts for each event.
- Oversee event bar opening and closing, including set-up, teardown, cash management, and accurate billing via Jonas.
- Conduct client meetings and tours with potential clients in the absence of the Director of Catering and Events.
- Stay on top of current trends and innovations within the industry.

**Essential Skills and Qualities:**

- Solution oriented
- Confident decision maker
- Calm under pressure
- Organized
- Detail oriented
- Ability to multitask
- Self-motivated
- Time management

**Qualifications:**

- Degree in business, restaurant, or hospitality management.
- 1 – 3 years of progressive experience in a high quality banquet environment.
- Flexible schedule and the ability to assist and support all functions under direct supervision.
- Ability to lift 30 lbs., including a full tray of food.
- Ability to be on feet for extended periods.

**Compensation and Benefits:**

This is a full-time, exempt position. Salary is commensurate with qualifications and experience.

The club offers an exception benefit package that includes holiday bonus, vacation, PTO, health insurance, dental insurance, 401K with match, complimentary meals, and access to the golf course and pool on select Mondays.

**To apply, send unique cover letter and resume via email to:**

*Katie Lano*  
*Director of Catering and Events*  
[klano@interlachenc.org](mailto:klano@interlachenc.org)

Interlachen Country Club is an equal opportunity employer.