



**Position: Banquet Manager**

**Department: Food & Beverage**

**Reports to: Director of Food & Beverage**

**FLSA Status: Full-time, Salary, Exempt**

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**Summary:**

ASM Global, the leader in privately managed public assembly facilities, has an excellent and immediate opening for the **Banquet Manager** for the **Peoria Civic Center**. At the direction of the Director of Food & Beverage, this position organizes and directs food and beverage activities for catered events.

**Essential Duties and Responsibilities:**

- Establishes client food & beverage and operational needs for each event per the Banquet Event Order.
- Develops work plans including scheduling and ordering, and assigns appropriate duties to subordinates.
- Consults with third-party caterer(s) regarding serving arrangements and if additional employees and equipment are required for a smooth event.
- Must be creative in designing food and beverage set ups and displays.
- Oversees Food and Beverage operations during event to ensure customer and client satisfaction and quality control standards.
- Inspects food service facilities to ensure that equipment and buildings meet requirements of state and local health laws and internal regulations.
- Assists with creation of Food and Beverage sales projections and budgets for facility events.
- Observes food being served to ensure that food is properly presented and identified through signage.
- Position requires hands-on interaction with clients during events.
- Maintains inventory control.
- Assists with analysis of information concerning facility operation such as daily food sales, patron attendance, and labor costs to prepare budget and to maintain cost control of facility operations.
- Inspects and tastes prepared foods to maintain quality standards and sanitation regulations.
- Works within guidelines for food and labor costs.
- Maintains a professional appearance at all times.
- Maintains professional relationships with all coworkers.
- Maintains a safe, clean, organized, and stocked work area.
- Other duties as assigned.

**Supervisory Responsibilities:**

Manages employees in the Food & Beverage Banquet Department. Partners with third-party caterer to supervise external staff; addresses service and performance issues in a direct and professional manner. Internal responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

**Minimum Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty 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.

**Education and / or Experience:**

- Bachelor's Degree (BA) in Food & Beverage Management or related field preferred.
- 5 years' experience in a Food & Beverage management level position.
- Catering management experience preferred.
- Experience in a multi-purpose banquet/meeting/entertainment/sports facility preferred.
- Proven track record of exceeding customer service and quality standards required. (Or equivalent combination of education and experience)

**Skill and Abilities:**

- Excellent organizational and planning skills
- Professional communication and interpersonal skills
- Strong customer service orientation

**Computer Skills:**

- Proficiency with MS Office suite, including Word, Excel, Outlook, PowerPoint.
- Experience with Caterease is a plus.

**Other Qualifications:**

- Must have reliable transportation.
- Ability to work a flexible schedule according to the needs of the business, including evenings, weekends, and holidays as needed.

**Working Conditions and 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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. Lifting of up to 25 lbs. frequently, and up to 50 lbs. infrequently. This position may require work inside or outside of the building, as needed by events.

**To Apply:**

Apply via Indeed.com or the [ASM Global Career Portal](#).

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The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Applicants who need reasonable accommodations to complete the application process may contact the Peoria Civic Center Human Resources at [mjohnson@peoriaciviccenter.com](mailto:mjohnson@peoriaciviccenter.com).