

# Catering Supervisor

Brandon, MB

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Centerplate and our partner venues have been defining extraordinary experiences through thoughtful hospitality, expertly delivered, for more than 80 years at gathering places across North America and the United Kingdom. As the pioneer and leader in live event hospitality, we are committed to making the time that people spend together more rewarding and more valuable. Making it better to be there since 1929.

Our strategic approach to hospitality at the Keystone Centre creates tailored food and beverage programs, unique hospitality design, rewarding event and retail service to deliver the type of one-of-a-kind, local authenticity that builds loyalty, reputation and memories.

We are looking for a Banquet Supervisor to join our team!

As the Banquet Supervisor, your roll is to support to the Banquet Manager and Assistant Banquet Manager in executing all function details required for the daily operation of the Banquets Department. The Banquet Supervisor will work closely with the Banquet Manager, Executive Chef and Sales Department to ensure that banquet rooms are prepped to specifications, wait staff are fully prepared, banquet guests are well taken care of, and that the whole function runs smoothly.

The quality of your skills, knowledge and attitude impact on:

- The long term success of the business;
- The comfort of customers and clients; their desire to return; and referral of other customers, clients and events, and;
- The process of continually improving our products and services to meet the needs of our customers and community.

## **Duties**

Assist the Banquet Manager in the administrative duties required for banquet operations (including uniform distribution, inventory and ordering of supplies related to the department)

- Assist with room setup including audio/visual as required by banquet event order.
- Ensure all details and services for meetings, conventions, catering and special events are completed based on client request and function sheet detail.
- Promote and maintain exceptional customer service standards as it relates to clients and staff.
- Anticipate and respond to all customer, staff and management needs.
- Assist with and ensure that regular cleaning of all equipment is done properly and in a timely manner.
- Assist in tracking and controlling all inventory related to banquet equipment and supplies.
- Maintain and reinforce high cleanliness and food-safe standards.
- Follow-up immediately on guest complaints and concerns.
- Rotate all stock and supplies associated with banquet department.
- Attend meetings as directed by the Banquet Manager.
- Anticipate and respond to all customer, staff and management needs.
- Follow and uphold all policies and procedures outlined in the Centerplate handbook. Both personally and as it pertains to department staff.
- Assist with other areas as requested to ensure smooth operations and customer satisfaction.

## **Job Requirements**

- Work experience in the hospitality industry
- Possess Manitoba ?Smart Choices? Responsible Beverage Service Management program certificate or the ability to procure it.
- Completion of a recognized Food Safe handling course
- Experience in all aspects of customer service and people management
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Able to respond quickly in a dynamic and changing environment
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing

## **Working Conditions**

- Ability to lift up to 50 lbs
- Long hours on feet including standing and walking
- Overtime as required

If interested, please reply to [Julie.Shiloff@centerplate.com](mailto:Julie.Shiloff@centerplate.com) with your resume.

Only successful candidates will be selected for an interview.