



BANQUET DUTY MANAGER

Knappogue Castle

Shannon Heritage DAC

Key Areas of Responsibility

- Provide an exceptional customer experience.
- To oversee the banquet experience in totality ensuring all guests enjoy a unique dinner entertainment with high standards of food, entertainment and customer care.
- To oversee management of the banquet catering facilities, liaising with the catering site manager & personnel on a nightly basis.
- Ensure strictest compliance with all Health & Safety and HACCP regulations.
- Ensure the health and safety of all guests and staff.
- To ensure the security of the banqueting venue.
- Create a daily floor plan for Knappogue Banquets.
- Create a daily staff plan for duties & Performance.
- To submit a nightly Management report to the Evening Products Manager.
- Record a daily record of Time Keeping & Roster Manager.
- Record a Daily account of Banqueting numbers.
- Communicate regularly with the Evening Products Manager on issues arising during the operation of the Banquets.
- Oversee and record changes on rotas and communicate changes to the Evening products manager and the DM team.
- Continually strive for improvement and help to drive operational change for better business performance within own area of responsibility.
- Conduct and document daily inspections to include facilities, menu quality, presentation, ambience and customer service level, maintaining consistent quality in Knappogue Banquets.
- Liaise with customers to identify their needs and to ensure customer satisfaction.
- Liaise with TDs on customer satisfaction.
- Provide prompt response to requests and issues as identified by the Leadership Team.
- To complete other duties as assigned.
- Flexibility to support other sites as the need may arise.

Qualifications, Skills and Experience

The successful candidate will have at least 5 years' experience working in a customer facing food & beverage and Entertainment. Must have experience in managing and directing staff. HACCP Trained.

The ideal candidate will be a hard-working professional able to undertake a variety of tasks and work diligently under pressure. Attention to detail in all aspects of the job and working a Roster of 6 days on and 3 days off from April – end of Oct.

Applications in the form of a current CV should be sent to hr@shannonheritage.com to arrive on or before 5.00 p.m. 24th February 2022.