



THE MINIKAHDA CLUB

POSITION: Banquet Manager

TYPE: Full-Time/Salaried

DEPARTMENT: Food & Beverage

REPORTS TO: Food & Beverage Director

The Club:

Located minutes from downtown Minneapolis, MN, The Minikahda Club is much more than a collection of amenities. Founded in 1898, The Minikahda Club is the oldest country club west of the Mississippi and a premier club in the region. The Club experience is focused on providing superior social and recreational experiences based on the values of family, fellowship, integrity, respect, and inclusiveness.

The Club offers multiple dining rooms for every gathering, from the formal Dining Room and intimate patio overlooking Lake Bde Maka Ska, to a family friendly Grille as well as 1898, the newly added adult-only bar with beautiful views of the lake and downtown Minneapolis. Multiple outdoor terraces and a deck with spectacular views highlighted by incredible cuisine prepared by our culinary team are all part of why Minikahda members and guests consider The Minikahda Club one of the best places to dine in the Twin Cities. The Club also boasts a beautiful ballroom for significant life or member events. Other more intimate rooms to host private parties include the Governors Room, the Lakeview Room and the Sunroom. Indoors, outdoors, big or small, whatever the need, we are humbled and honored to serve our members and guests.

The Minikahda Club's Food & Beverage department has incomparable standards and is committed to outstanding service, quality, and creativity in food preparation. The employees play a key role in the member's enjoyment of their club.

Job Summary:

The Minikahda Club is looking for a highly motivated, detailed, and experienced professional to join our team. The Banquet Manager is responsible for all operations and daily management of "Front of the House" banquet operations at The Minikahda Club. The Banquet Manager will directly answer to and assist, the Food & Beverage Director on the day-to-day operations of all Food & Beverage related events. As the Banquet Manager, you are responsible for ensuring all staff are adhering to the appropriate service standards, all members/guests are content and well served, and the overall event is running smoothly.

The Banquet Manager will work closely with the Food & Beverage Director, Catering Director and Banquet Chef to provide exceptional member and guest experiences in the club for all events. This is a hands-on position requiring a person able to facilitate events that exceed member and event host expectations. We are seeking an individual with a warm, hospitable, and friendly demeanor. As the Banquet Manager at the Minikahda Club you will be surrounded by a cohesive, dynamic and most of all, supportive team.

Essential Job Responsibilities:

- Leads and coordinates day-to-day operations of all banquet event execution according to the banquet event order.
- Coordinate set-up and tear down requirements for all functions with the houseman and service staff.
- Communicate directly with group contacts to ensure all details of the function are carried out correctly and to the standards of the Minikahda Club. Builds relationships with clients to maximize repeat business.
- Hires, trains, leads, motivates, coaches and disciplines all banquet service staff to be effective and efficient team members delivering excellent service across the club. Ensure staff clearly understand performance expectations and create assigned tasks that are reasonable, well-conceived and appropriately conveyed. Provide necessary resources to allow employees to perform their jobs to the highest of service standards.
- Assist in monitoring and developing team member performance including, but not limited to, providing supervision and professional development. Create and conduct training for food service personnel on various topics such as proper service techniques, knowledge of menu items, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
- Has a strong and highly visible presence with the members, guests and staff. Must be a collaborative team player who is willing to be “hands on” when necessary but understands when to step back and lead the team.
- Strives to maintain a collaborative and harmonious relationship between the front and back of the house that openly communicates and works together to create solutions to problems/obstacles that the food and beverage department face.
- Attends weekly beo meetings to ensure effective coordination and cooperation between departments. Communicates necessary details to staff to ensure members/guests needs are met.
- Establish and consistently enhance standard operating procedures and processes for banquet operations. Understands the need to review policies and procedures to create a more efficient, organized, and consistent member experience.
- Ensure effective and efficient staffing and scheduling for all functions while balancing financial objectives with member satisfaction goals. Monitor payroll and labor resource allocations to make certain they are in line with financial forecasting and goals.
- Assures the correct appearance, cleanliness, and proper set-up of banquet rooms. Checks the maintenance of all equipment in the banquet rooms and reports deficiencies. Pays special attention to the overall appearance of the operations and understands the need to have spaces be “member/guest ready.”
- Ensure consistency in food quality and presentation. Ensure consistency in service.
- Ensure compliance with health, safety, sanitation, and alcohol awareness standards.
- Maintain a clean and organized work environment.
- Must be able to anticipate and fulfill needs of members/guests not necessarily detailed in job description.
- Perform additional duties as assigned by the Food & Beverage Director.

Qualifications/Skills/Abilities:

- Hospitality education preferred.
- Banquet operations experience preferred.
- At least 2 years in a lead server/banquet captain or supervisory role, ideally at a country club or a luxury hotel/restaurant environment.
- Excellent verbal and written communication skills.
- Excellent organizational skills, high attention to detail and ability to multi-task.
- Excellent problem solving and de-escalation skills.
- Excellent time management skills with a proven ability to meet deadlines.
- Knowledge and passion for food and beverage.
- Ability to function well in a high-paced and at times stressful environment.
- Friendly presence and professional attitude with a polite and outgoing personality preferred.
- Flexibility in schedule to include working mornings, evenings, weekends, and holidays.
- Proficient with Microsoft Office or similar software with the ability to learn new or updated software.

Salary and Benefits:

- Salary is open and will be commensurate with qualifications and experience
- 401(k) with match
- Medical, Dental, Vision, Life Insurance
- Long and Short-Term Disability Benefits
- Paid Holidays, Vacation, and Personal Leave
- Annual Holiday Bonus
- Complimentary Meals
- Monday Golf Access

Working Conditions:

1. This position will spend much of the time moving and standing during events.
2. Occasional exposure to cold, heat and water as events are both inside and outside.
3. Must be able to transport up to 25 pounds on occasion.
4. Hours of position vary based on events and involve weekends and holidays.

This job description is not meant to cover or include all tasks, duties, or responsibilities the position may require. The job duties and responsibilities can change at any time, with or without notice.

Our organization is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. We do not discriminate on the basis of gender, ethnicity, religion, sexual orientation, age, disability or any other basis.

Interested, qualified candidates should email their cover letter and resume to Nicole Knudtson, Food & Beverage Director at nknudtson@theminikahdaclub.com