

Squamish Lil'wat Cultural Centre Banquet Manager Position Description

Title:	Banquet Manager
Reporting to:	Conference Services Manager
Overview:	Our Banquet Manager gets to showcase the rich history and amazing culture of Squamish and Lil'wat communities through a unique culinary experience. As part of a fantastic team, this role provides a warm welcome and efficient event management experience for all guests, ensuring that their team is providing excellence in service and cuisine.
About SLCC:	The Squamish Lil'wat Cultural Centre (SLCC), where mountains, rivers and people meet, embodies the spirit of partnership between two unique Nations who wish to preserve, grow and share our traditional cultures. The vision of the SLCC is to share our cultural knowledge to inspire understanding and respect amongst all people.

What we are counting on you for (deliverables and expectations):

Operations

- Work directly with clients to plan seamless execution of events, including setup and tear down
- Assist and delegate the Banquet Service Team with event set up well in advance of guest arrival, as well as timely tear down following guest departure.
- Debrief and follow up with Banquet Service Team to ensure that each member has a full understanding of the event and the needs of the client(s).
- Oversee the operational duties of the Banquet Service Team, including food and beverage replenishment and bussing during events.
- Greet and positively interact all guests, providing them with information about the menu and clearly communicating dietaries to the Executive Chef.
- Manage catering equipment inventory.
- Follow all safety and security procedures and policies.

Leadership

- Manage the Banquet Service Team for all culinary experiences at the Squamish Lil'wat Cultural Centre
- Mentor and coach the Banquet Service Team and bartenders to deliver exemplary service while exceeding client expectations on all levels
- Mentor and support a variety of skilled workers, including Indigenous Youth Ambassadors.
 - The Indigenous Youth Ambassador Program (IYA) is offered annually and provides Indigenous Youth the opportunity to gain life skills through work placement in a safe, trusting environment. Our Banquets/Events Manager works directly with IYAs while they are on assignment at the SLCC.

Teamwork

- One the best things about the SLCC is our small, close-knit team. While the above expectations are the majority of this role, it is expected that all team members will come together to help each other out across departments.
- Every team member lives the SLCC values of Passion, Empowerment, Collaboration and Equality:
 - Passion: you have a voice in sharing the pride of our two unique cultures; you create a sense of connection and belonging; and you bring a sense of humour to the workplace.
 - Empowerment: you take ownership and follow up; you trust yourself and each other; and you are openly ready to learn and grow through successes and mistakes.
 - Collaboration: you work closely with the SLCC team towards a common goal; you acknowledge differences and draw on other's strengths; and you share your own perspective while also being curious about other's perspectives.
 - Equality: you treat others as you would like to be treated, with fairness and respect.

Attributes you will bring to the team:

- Proven ability to provide strong customer service and often works to exceed expectations.
- Build and maintain strong working relationships. Is respectful and takes into consideration all unique perspectives.
- Maintains a calm demeanor under pressure and can use critical skills for on-the-spot problem solving.
- Very organized, detail oriented and pays attention to the small stuff.
- Ability to work as a team player as well as independently.
- Enthusiastic, energetic and has a positive approach.
- Strong communication skills.
- Ability to carry 50lbs.
- Prompt and ready to work at start of shift.

Experience & Education

- Previous experience in food and beverage, specifically in banquets or hotels an asset.
- Food Safe and Serving It Right training an asset.
- Knowledge of Squamish or Lil'wat or First Nations culture an asset.
- Able to work flexible schedule that may include weekends and evenings. For breakfast programs, must be able to start at 6:30am.
- Able to stand for long periods of time.
- Proven track record in collaborative teamwork with Sales Department
- Good working knowledge of computers
- Class 4 Drivers License
- Clear criminal background check.

Application and Selection Process:

Please apply by sending your cover letter and resume to Human.Resources@SLCC.ca .

If you are selected to move forward in the interview process, there may be multiple steps in our selection. We are committed to hiring the best leader for the SLCC and want to ensure you are a great fit for the team and the right candidate.