

Banquet Supervisor

UF4126

Job Overview:

The Banquet Supervisor provides overall supervision and coordination of banquet and catered event operations, serving as the primary on-site leadership role above the Banquet Captain level. This position oversees Banquet Captains and Banquet Servers to ensure events are executed according to Banquet Event Orders (BEOs), service standards, and client expectations. The Banquet Supervisor is responsible for operational readiness, staffing oversight, service execution, and issue resolution during events.

This role typically works within an event venue environment and may also support off-site catered functions. The Banquet Supervisor oversees events ranging from small meetings to large-scale functions involving hundreds of guests and varying service styles, including receptions, buffets, plated meals, and multi-course service. The Banquet Supervisor actively supports preparation, setup, service, breakdown, and cleanup while maintaining accountability for safety, sanitation, staffing, and guest satisfaction. Responsibilities may vary by account based on business needs and client requirements, and additional duties may be assigned as necessary.

General Responsibilities:

- Provide overall on-site supervision of banquet and catering events, overseeing Banquet Captains and service teams.
- Ensure banquet operations are executed in accordance with Banquet Event Orders (BEOs), timelines, and service standards.
- Conduct or support pre-event meetings to review event details, staffing plans, service flow, and expectations.
- Assign Banquet Captains to events and provide direction and support throughout service.
- Monitor event setup, service execution, and breakdown to ensure consistency, quality, and efficiency.
- Serve as the primary point of contact for operational issues during events and escalate concerns to management as needed.
- Ensure adequate staffing levels and appropriate break coverage in compliance with time and attendance policies.
- Reinforce proper uniform standards, grooming, and professional appearance for all banquet staff.
- Ensure all staff follow safe food handling, sanitation, and HACCP (Hazard Analysis Critical Control Point) guidelines.
- Maintain effective communication with Catering, Culinary, Stewarding, Beverage,

- and Operations teams before, during, and after events.
- Address guest concerns, special requests, and service challenges promptly and professionally.
 - Support Banquet Captains and direct service staff during events.
 - Oversee the proper handling, storage, and care of catering equipment, china, glassware, linens, and supplies.
 - Ensure compliance with all state and local alcohol service regulations, including age verification.
 - Monitor event progress and timing to avoid service delays or disruptions.
 - Confer with management regarding operational challenges or staffing issues to minimize impact on events.
 - Ensure leftover food is handled, stored, or disposed of according to management or Chef direction.
 - Attend required training, comply with all safety, HACCP, and company policies, and ensure incidents or injuries are reported promptly.
 - Perform additional duties as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- Minimum of 2–4 years of banquet, catering, or food and beverage service experience.
- Prior supervisory or leadership experience in banquet or event operations required.
- Must meet minimum age requirements to serve alcohol based on local and state regulations.
- Demonstrated ability to interpret and implement Banquet Event Orders and service instructions.

Skills/Aptitude:

- Presents self in a highly professional manner and understands the importance of honesty and ethics.
- Strong leadership and team coordination skills.
- Ability to provide clear direction and support to Banquet Captains and service staff.
- Strong organizational and problem-solving skills in a fast-paced environment.
- Ability to work independently while managing multiple events or priorities simultaneously.
- Strong guest service skills with the ability to resolve concerns calmly and professionally.

- Effective communication skills with team members, management, clients, and vendor partners.
- Ability to understand and apply written and verbal instructions accurately.
- Working knowledge of Point of Sale (POS) systems and event service processes.

License/Qualifications

Certifications

- TIPS (Training for Intervention Procedures) or TEAM (Techniques for Effective Alcohol Management) alcohol training or equivalent.
- Food handler certification may be required based on location.

General Qualifications:

- Willingness to learn, grow, and take on increasing responsibility.
- Maturity of judgment and behavior.
- Maintains high standards for work areas, service execution, and appearance.
- Reliable attendance and punctuality in accordance with Sodexo time and attendance policies and client operating hours.
- Ability to work a flexible schedule including nights, weekends, holidays, and extended event hours based on business needs.
- Must comply with all dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus, with or without corrective lenses.
- Ability to move throughout event spaces.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to reach, bend, stoop, push, and pull, and frequently lift and move up to 35 pounds; occasionally lift and move up to 50 pounds.
- Ability to use hands and arms to handle, feel, and reach.
- Ability to perform repetitive motions.
- Ability to smell and taste.

Working Conditions (may add additional conditions specific to defined work location):

- Primarily works in indoor event environments with controlled temperatures.
- May participate in outdoor events and be exposed to heat or cold during such activities.
- May be exposed to temperature variations through use of equipment such as

- walk-in coolers and refrigerators.
- Noise level is usually moderate to loud.
- Wears protective clothing and/or Personal Protective Equipment as required by the work environment or governmental regulations.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ Date _____
Manager _____ Date _____