



JOB DESCRIPTION

TITLE: Assistant Banquets & Events Manager

REPORTS TO: Banquet & Events Manager

DEPARTMENT: Banquets & Events

FLSA STATUS: Exempt (Salary)

JOB SUMMARY:

The Banquet & Events Assistant Manager at Owl's Nest Resort supports the Banquet & Events Manager in planning, coordinating, and executing Resort events, including weddings, conferences, meetings, social gatherings, and large-scale banquets. This role ensures seamless service delivery, guest satisfaction, and team efficiency while upholding the Resort's standards of excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in the management and execution of banquet and event operations, from setup through breakdown while ensuring Company standards and exceeding client expectations
- Oversee and manage staff during events to ensure high-quality service, proper sequence of service, and guest satisfaction
- Coordinate with culinary, beverage, and audio-visual teams to ensure all event requirements are met
- Conduct pre-event briefings alongside Captains/Manager with staff to review timelines, responsibilities, and service expectations
- Communicate with staff to effectively execute all details of each Banquet Event Order (BEO)
- Monitor event spaces for cleanliness, safety, and presentation standards. Assist with cleaning and organization projects as needed.
- Provide exceptional professional and courteous guest service
- Assist with the management of banquet staff including training, scheduling, coaching/mentoring and supervising
- Maintain positive relationships with team members, other Resort departments, clients, guests, and vendors
- Assist and work alongside Set Up Supervisor & Crew for management of floor plans, tables, chairs, linens, and general equipment, including A/V equipment
- Complete and/or attend any trainings or meetings as instructed by Management

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- Assist with general administrative departmental tasks
- Ensure banquet equipment is maintained and cleaned
- Complete projects as assigned by Banquet Manager

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED equivalent
- 3-5 years related hospitality experience; Banquet/Event experience required
- Bartending/wine experience a plus
- Basic understanding of and ability to read BEO's and follow instructions; read diagrams
- Strong communication and comprehension skills
- Ability to effectively present information and respond to questions
- Possess sharp attention to detail
- Ability to multitask and be highly organized while working under pressure
- Application of local and state laws as they relate to an event

LICENSURE / CERTIFICATION REQUIREMENTS

- Valid Driver's License
- TIPS Certified
- ServeSafe Certified
- Participate in ongoing education and training

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays and weekend assignments
- Must be able to lift and stack objects up to 75 pounds occasionally and frequently exert 20-40 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Frequent lifting and/or carrying or transporting of food, or equipment. May include lifting or moving banquet tables, stages, carts, chairs, etc.
- Ability to work in loud, dark and busy environments. Occasionally, may have to work around flashing/strobing lights
- Ability to stay mobile on feet for hours at a time
- Ability to handle exposure at times to inclement weather as events are held on property year-round

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The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Director of Food & Beverage and Banquets & Events Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date

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