

Brookland Baptist Church Vacancy Announcement

Job Title: Banquet & Catering Operations Manager	Salary: Compensation: \$50,000 – \$70,000 annually (commensurate with experience)	Number of Vacancies: 1	Type of Position: <input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Exempt/Salaried	Opening Date: 1/20/2026	Closing Date: Until Filled
Contact: For additional information, please contact: Elaine Brown Human Resources Director (803) 744-7525			Email or Mail your application package to: ebrown@brookland.cc Elaine Brown, Human Resources Director Brookland Baptist Church P. O. Box 2093 Columbia, SC 29202		

OVERVIEW

The Banquet & Catering Operations Manager is a hands-on operational leader responsible for overseeing banquet setups, catering execution, food and beverage coordination, and service excellence across the Banquet and Conference Center, catering department, and on-site Café. This role requires a visible, engaged leader who ensures events and daily operations are executed with accuracy, timeliness, and professionalism.

KEY RESPONSIBILITIES

- Lead and assist with banquet room setups, breakdowns, and event execution
- Attend and lead weekly Banquet Event Order (BEO) meetings
- Serve as on-site operational lead for assigned events and catering
- Oversee and lead the catering department, ensuring accuracy and timeliness
- Coordinate with the Chef on menu planning, food costing, and pricing
- Support operations of the full-service Café
- Collaborate with Front-of-House leadership to ensure service consistency
- Maintain clear communication across sales, kitchen, service, and leadership teams

Operating Environment

The organization operates a full-service Café open Tuesday–Friday from 11:00 AM to 2:00 PM and Sundays from 11:00 AM to 3:00 PM. Banquets, corporate meetings, and catering events may occur seven days per week at varying times. Flexibility and availability are essential.

Performance Expectations

- 98–100% adherence to BEO specifications
- 100% on-time catering delivery standard
- Zero missed or incomplete event setups
- Consistent on-site leadership presence during major events
- Positive guest feedback and minimal service complaints

Staff Management:

- Train, and supervise catering staff, including servers, cooks, and housemen.
- Assist in scheduling staff shifts to ensure adequate coverage for all events.
- Assist in conducting performance evaluations and providing ongoing training opportunities for staff.

Operations Management:

- Oversee day-to-day operations of the catering events.
- Assist in maintaining inventory of food, beverages, and supplies, ensuring timely ordering and restocking.
- Assist in monitoring quality control procedures to ensure the highest standards of food and service.
- Assist in Developing and managing the catering budget, tracking expenses and revenues.
- Assist in analyzing financial reports to identify cost-saving opportunities.
- Performs all other duties as assigned.

QUALIFICATIONS

- Experience in banquet, catering, or food and beverage operations
- Strong organizational and leadership skills
- Hands-on, service-oriented leadership style
- Experience with BEOs, menu coordination, and event execution preferred
- Professional communication skills and attention to detail
- Current ServeSafe Certification or its equivalent.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Leadership and team management capabilities.
- Financial insight and budgeting skills.
- Creativity and attention to detail.
- Has knowledge of USDA food guidelines.
- The ability to resolve conflict in a manner consistent with the nature and mission of Brookland Baptist Church.
- Computer literate and efficient with MS Office (Word, Excel & PowerPoint).
- Must have a friendly and professional demeanor.
- Valid state issued driver's license.
- Flexible schedule, including evenings, weekends, and holidays based on event schedules.
- Ability to handle physical demands such as lifting heavy items and standing for long periods.

30-60-90 Day Onboarding Plan

First 30 Days: Learn systems, shadow leadership, observe operations.

Days 31–60: Lead select events, manage catering execution, assist with pricing.

Days 61–90: Full ownership of banquet and catering operations; identify improvements.

Interview Questions

1. Describe your experience managing banquet or catering operations.
2. How do you ensure events are executed exactly according to a BEO?
3. How do you handle last-minute changes during an event?
4. Describe your leadership style in a fast-paced environment.
5. What does operational excellence mean to you?