

Job Title	Banqueting Coordinator
Location	aha Gateway Hotel, Cnr Centenary Blvd &, Twilight Dr, Umhlanga
Objective	Overseeing the day-to-day operations of the banqueting department, ensuring that all conferences, weddings, corporate functions, private events, and special occasions are executed to the highest standards of service and professionalism. The successful candidate will supervise banquet staff, coordinate event setup and service delivery, maintain quality standards, and ensure an exceptional guest experience while adhering to organisational policies and health and safety requirements.
Key Areas	Banqueting Operations • Supervise the preparation, setup, execution, and breakdown of all banqueting and event functions. • Ensure all function rooms are prepared according to approved event specifications and client requirements. • Conduct pre-event inspections to verify that venues are clean, fully equipped, and presentation-ready. • Monitor service delivery throughout events to ensure high-quality guest experiences. • Ensure events commence and conclude according to scheduled timelines. Staff Supervision • Supervise, allocate, and coordinate the daily activities of banqueting staff. • Prepare staff duty rosters according to operational requirements. • Conduct pre-shift briefings to communicate event requirements and service expectations. • Monitor employee performance and provide coaching and guidance where required. • Ensure compliance with organisational policies, grooming standards, and uniforms. • Assist with the induction and training of new employees. Guest Service Excellence • Deliver exceptional customer service throughout all events.

- Respond promptly and professionally to guest requests, enquiries, and complaints.
- Liaise with clients during events to ensure expectations are met.
- Resolve operational issues efficiently while maintaining guest satisfaction.
- Build and maintain positive relationships with clients and stakeholders.

Event Coordination

- Work closely with the Events Coordinator, Food and Beverage Manager, Executive Chef, and other departments to ensure seamless event delivery.
- Coordinate room layouts, seating plans, décor, equipment, and service requirements.
- Ensure all event specifications are communicated clearly to relevant departments.
- Assist with last-minute operational changes where necessary.

Food and Beverage Service

- Supervise food and beverage service in accordance with organisational standards.
- Ensure meals and beverages are served professionally and on schedule.
- Monitor food quality, presentation, and portion control.
- Ensure responsible service of alcoholic beverages in accordance with applicable legislation and organisational policies.
- Verify that service stations remain clean, organised, and fully stocked throughout events.

Inventory and Equipment Management

- Monitor the availability and condition of banqueting equipment, furniture, crockery, cutlery, glassware, linen, and décor.
- Report damaged or missing equipment.
- Ensure proper storage and handling of banqueting equipment.
- Assist with stock control and inventory management.

Health, Safety and Compliance

- Ensure compliance with Occupational Health and Safety (OHS) policies and procedures.
- Ensure food safety and hygiene standards are maintained at all times.

	• Monitor cleanliness of banqueting facilities before, during, and after events. • Identify and report health and safety risks. • Ensure emergency procedures are understood and followed by staff. Administration and Reporting • Maintain accurate event records and shift reports. • Record incidents, customer complaints, and operational challenges. • Assist with attendance registers and staff timesheets where required. • Submit operational reports to management.
MINIMUM REQUIREMENTS	Competencies
• Matric / Grade 12 • Certificate or Diploma in Hospitality Management, Food and Beverage Management, Hotel Management, or a related field will be advantageous. • Food Safety or HACCP certification will be an added advantage. • Occupational Health and Safety (OHS) training is advantageous. • Responsible Service of Alcohol (where applicable) is advantageous. • A valid driver's licence will be an added advantage. • Food safety and hygiene regulations. • Basic stock and inventory management. • Cash handling procedures (where applicable). • Microsoft Office Suite (Word, Excel, Outlook).	• Banqueting and event operations management. • Food and beverage service supervision. • Staff scheduling and supervision. • Event setup and logistics coordination. • Inventory and stock control. • Customer complaint resolution. • Administrative and reporting skills. • Computer literacy. • Strong leadership and supervisory skills. • Excellent communication and interpersonal skills. • Customer-focused mindset. • Attention to detail. • Planning and organisational skills. • Problem-solving and decision-making ability. • Ability to work under pressure. • Professionalism and integrity. • Teamwork and collaboration. • Adaptability and flexibility. • Time management.



Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- Only candidates that meet the above requirements will be contacted
- Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to recruitment@aha.co.za on or before **15 July 2026**

