

Catering Sales Coordinator

Category:

F&B_Catering

Job Type:

Part time_ Hourly, Reports to catering director

Job description

A Catering Sales Coordinator assist the Managers in achieving customer satisfaction by successfully servicing, promoting and sales of events from early planning phases through the conclusion of the event. A Catering Sales Coordinator oversees all aspects of service for tour and travel (i.e. corporate events & meetings, weddings, golf tournaments, social functions, etc.) groups. Reviews group files and communicates with various departments to prepare for the event. Conducts sales tours and site visits/inspections, through sales techniques works to close the sale and book the event, tracks and manages client accounts (i.e. sends invoices, notifies Finance of payments, informs clients of overdue payments, etc.), greets groups and serves as on-site liaison, follows-up with in-house groups regarding service, and documents client contact for future reference and follow-up.

- Answers any and all phone calls and mail regarding catering and meeting functions in a timely manner. Is courteous, friendly, and helpful to all those incoming phone calls as well in person appointments. Does not overbook or underbook for any function. Follows through on questions for which research is needed.
- Cold Call potential Clients, contact past clients via the phone, attend Networking events and reach out to potential clients when possible. Able to get on the phone (not just email) and get to know potential clients easily.
- Consults with guests in courteous and hospitable manner making every attempt to answer any possible questions. Anticipates the guests' needs and exceeds their expectations. Sets up functions to their satisfaction, in a manner which will maximize the profitability of the catering department. Follows up on any questions or requests made by the guests.
- Prepares all catering contracts according to the established procedures & Pricing set by the Director as well as in advance in order for the contracts to reviewed and altered if necessary.
- Consults and keeps in regular contact with the Pro Shop on all outside and member tournaments and discusses every detail of the event. Sends contacts to each tournament after verifying that all the information is correct.
- Gives the proper direction and instructions for service of food, beverage and table arrangements for each banquet function to the operation team. Insures that all instruction for service as well as set up of tables are completed in a timely manner and in accordance with the specifications of each function

- Works closely, hospitably, and cooperatively with the operation team in terms of the proper setting of tables, chairs, stages, audio visual equipment, linen order, outside set-up requirements, and special maintenance requests, etc.
- Works closely, hospitably, and cooperatively with the operation team concerning hosted or non-hosted cocktails, wine, beer, or any other beverages. Discusses any staffing needs or special arrangements with regard to time and location. Insures that all instructions are understood and followed through
- Works closely, hospitably, and cooperatively with the Operation team to insure proper counts and menus are taken and given for all banquets. Informs the Chef immediately on any last minute changes. Discusses all aspects of the menus to insure that all the information is understood by the Chef.
- Planning for annual social member events.
- Creates BEO documents to operation team and creates invoices to accounting in a timely manner.
- Performs any and all related duties as required or requested from the club.
- Understands pricing and market conditions, and makes competitive decisions on prices, wines, and menus. As well as expenses.
- Clerical, Office Organization & Filing when needed, as well as; supporting the Catering Director with tasks, phone calls, and filing when needed.

Skills/Qualifications

- This position requires an energetic and detailed oriented candidate with a minimum of two years in a hotel, event venue or private club operation.
- Candidate should possess good oral and written communication, selling, computer, interpersonal and time management skills.
- Candidate must have experience with Excel & Microsoft Outlook
- Candidate must have sales experience, Venue Booking or Event Catering sales a plus!
- Must be able and willing to work Nights, Weekends and Early Mornings. Flexible Schedule is a must.