



<b>Position:</b> Private Dining Coordinator	<b>Department:</b> Sales & Catering	<b>Supervisor:</b> Director of Catering	
<b>Job Titles Supervised:</b> None	<b>Date:</b> October 11, 2017	<b>FLSA:</b> Hourly (Non-Exempt)	<b>Benefits:</b> Eligible if Full Time

**Overview:**

The Private Dining Coordinator assists the sales and restaurant staff in actively selling and servicing large parties and events within the restaurant and private dining space. In addition, this position is responsible for the organization of special events and holidays that are promoted through Eventbrite for the hotel.

**Additional Information:**

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

**Essential Functions of the Job:**

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- **Working Safely** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

**Expectations of all Employees:**

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor.* (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

**Job Duties and Responsibilities:**

- Take calls regarding group business in the restaurant
- Qualify the caller, check availability and communicate regarding menus, pricing and food and beverage guidelines
- Perform site tours and inspections of the space when requested by clients
- Prepare Banquet Event Orders for all group events and functions
- Distribute all Banquet Event Orders and paperwork to operations in a timely manner
- Prepare Menu Cards and Place Cards as requested by clients



- Attend Bi-Weekly Banquet Event Order meetings to review upcoming events with the culinary department
- Attend Weekly Résumés Meeting to review upcoming events with hotel operations team
- Meet with restaurant management on a weekly basis to review all upcoming BEO's
- Attend restaurant training, tastings, meetings in order to gain and increase knowledge
- Telephone clients for guarantee numbers prior to events
- Create marketing flyers to promote business
- Prepare sales kits and collateral for distribution to potential clients
- Perform cold calls to promote and increase sales
- Create filing and organizational system to keep history for sales and clients
- Work closely with PR team to promote holiday/special events
- Obtain in-depth knowledge of Eventbrite for special event reservations
- Track reservations through Eventbrite and communicate to operations
- Work with Banquet Manager on holiday/special event seating charts
- Organize check in and arrivals for holiday/special event guests

**Skills Required**

**Core Skills:**

- ✓ **Customer Service** – deliver hospitable service that is attentive, friendly, efficient and courteous; demonstrate patience, tact and diplomacy
- ✓ **People Skills** – ability to collaborate, create rapport, and work effectively with others
- ✓ **Communication Skills** – ability to effectively listen & communicate professionally, both verbally and in writing
- ✓ **Problem-Solving & Analytical Skills** – ability to identify the issue, collect and analyze information to understand the problem and effectively resolve. Identify, recommend, and implement best practices
- ✓ **Organizational & Time Management Skills** – ability to appropriately schedule time to meet job demands, multi-task, prioritize, follow through, and work efficiently with limited supervision
- ✓ **Aptitude & Adaptability** – ability to learn quickly and adapt to changing priorities and business needs
- ✓ **Composure** – ability to maintain composure and work under pressure, managing stress to meet business demands. (Calmly handle all customer and employee interactions & issues)
- ✓ **Attention to Detail** – ability to follow instructions and achieve thoroughness and accuracy when accomplishing tasks
- ✓ **Computer skills/ Technical Aptitude** – proficiency in computer technology, i.e. e-mail, MS Word, Excel, & other hotel related systems. Utilize technology to enhance organizational efficiency

**Technical Skills:**

- ✓ Strong sales & relationship management skills
- ✓ Strong aptitude in working with numbers and comprehending Excel spreadsheets
- ✓ Keyboarding and general office administration skills

**Experience / Education:**

Sales and/or hotel experience preferred; high school diploma and/or equivalent work experience; Delphi.fdc a plus

**Performance Measurement:**

90 Day performance review, annual performance review, attendance, productivity, feedback from others, and Guest Response scores

**Physical Demands:**

This is a physically demanding job that requires extended periods of walking and standing. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information.)

**Employee Acknowledgement:**

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

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<b>Manager</b>	<b>Date</b>	<b>Employee Signature</b>	<b>Date</b>
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**Physical Requirements of this position**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

<b>Sitting (Number of hours a worker must be sitting)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Frequent sitting while performing duties.</li> </ul>
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Standing (Number of hours standing)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Walking (Number of hours walking)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Frequent walking while performing duties.</li> </ul>
<input type="checkbox"/> 1-3 hours/day	
<input checked="" type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Bending</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Infrequent bending while performing duties, i.e. picking up supplies.</li> </ul>
<input checked="" type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

<b>Squatting</b>	<b>Tasks (not an exclusive list)</b>
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

<b>Kneeling</b>	<b>Tasks (not an exclusive list)</b>
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent Kneeling	
<input type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	

<b>Twisting</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Infrequent twisting while performing duties.</li> </ul>



<input checked="" type="checkbox"/> Infrequent: 1-120 twists/day	
<input type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

<b>Lifting Floor to Waist</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>• Infrequent lifting while performing duties.</li> </ul>
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Lifting to Waist to Shoulder</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>• Infrequent lifting while performing duties.</li> </ul>
<input checked="" type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Lifting Overhead</b>	<b>Tasks (not an exclusive list)</b>
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Pushing / Pulling</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Wrist / Hand / Fingers Repetitive Movements</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>• Majority of time spent performing repetitive motion, i.e. frequent computer use.</li> </ul>
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

<b>Cardiovascular - Endurance (Maximum Work-load Required Each Day)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>• Combination of sitting, standing and walking</li> </ul>
<input checked="" type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input type="checkbox"/> High energy requirements	

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**Manager**

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**Date**

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**Employee Signature**

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**Date**