

Position: Sales Coordinator Catering Coordinator Sales & Catering Coordinator	Department: Sales & Catering	Supervisor: Director of Catering, Director of Sales, Sales Manager, Catering Sales Manager	
Job Titles Supervised: None	Date: 4/11/2018	FLSA: Hourly (Non-Exempt)	Benefits: Eligible if Full Time

Overview:

The Sales & Catering Coordinator supports and assists the sales team by efficiently completing tasks and projects to market, sell, service, build and maintain relationships with potential and existing guests/clients. This person must be able to detail events, speak with clients, and service groups.

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: (may slightly vary by hotel – line out non-applicable items prior to signature)

- Screen and traffic all inquiries into the sales office
- Prepare, and distribute timely all proposals, contracts, resumes and Banquet Event Orders (BEOs) for catering and/or sales department and work closely with the DOS/DOC to meet hotel/guest needs
- Print GRC's and sales reports for Sales and Staff Meetings
- With DOS/DOC supervision and approval, present and propose rates for wedding blocks and social groups
- Establish and maintain a strong relationship with all assigned accounts. May be responsible to make daily, weekly, and monthly maintenance calls

- May give site tours to potential catering clients and weddings
- Connect with clients pre, during and post events with changes and billing issues
- Communicate effectively and continuously between group and staff to provide exceptional guest service to clients
- Respond to guest concerns or complaints if needed.
- Attend weekly Staff and Sales meetings if needed
- Support DOS/DOC on an annual marketing plan
- Prepare sales kits; create or design marketing flyers to promote business
- Filing of Banquet Event Orders (BEOs), Contracts, Proposals, and Credit Card Authorization
- Assist in letter writing for Sales, Catering and the GM
- Obtain in-depth knowledge of Delphi

Skills Required:

- ✓ **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
- ✓ **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 manage time to meet job demands, 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
- ✓ Delphi.fdc experience or similar sales software needed.

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, on-going feedback from supervisor, attendance, productivity, feedback from others, Guest Response scores, budget and Star reports, etc.

Physical Demands:

Work is performed in a hotel environment; this position requires extended periods of walking, standing, bending, and lifting up to 50 pounds. Frequent computer keying using both hands, and viewing material on a computer screen. Working at a desk, viewing spreadsheets and other written material. (PDC is physically demanding, requiring extended periods of walking and standing.) Flexible work hours may require an occasional night or weekend. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.

Manager

Date

Employee Signature

Date