



Position Description

Job Title: Banquet Sales/Events Manager

Department: Catering & Special Events Department

Reports To: GM/COO

POSITION PURPOSE:

Responsible for Catering Event Sales, planning and communicating Member Events as well as the development and coordination of Club Marketing Programs.

ESSENTIAL FUNCTIONS:

- Work with Management Team and Committees to plan “best in the area” member events.
- Work closely with department heads responsible for (but not limited to), Swim Team, Day Camp, Golf and Bridge to improve existing events and create new opportunities for member engagement at the Club.
- Coordinate Special events planned by members, committees and the Club.
- Develop client menus, write contracts and letters as well as organize all other arrangements as they relate to social and corporate events.
- Prepare accurate, detailed, consistent and complete BEO’s and Room diagrams pertinent to each planned event and in accordance to the distribution schedule that has been established for the department.
- Maintain accurate trace system to effectively handle workload.
- Immediately respond to our clients planned needs, changes and feedback
- Supervise and attend the overall setup and implementation of events and meetings. Communicate with relevant departments to ensure proper servicing of accounts.
- Prepare and present weekly and monthly catering reports as needed.
- Call individual clients by telephone to solicit repeat business.
- Keep up with knowledge of industry trends (catering, other clubs, restaurants, beverages, specialty events, wedding planning, party planning).
- Share ideas and learnings with other catering team members
- Continually strive to learn, grow, innovate, improve and be creative
- Display teamwork and camaraderie within the department and with all the other DCC employees. Treat your fellow workers as if they were a member.
- Understand our house rules as determined by our Board of Governors and report infractions to management professionally and accurately.

OTHER DUTIES:

- Regular attendance in conformance with the standards (which may be established by DCC from time to time) is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the club.
- Upon employment, all employees are required to fully comply with DCC rules and regulations for the safe and efficient operation of club facilities. Employees who violate club rules and regulations will be subject to disciplinary action, up to and including termination of employment.
- In addition to performance of essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time allocated to each function to be solely determined by the supervisor based on the particular requirements of the club:
 1. Audit client checks to ensure accuracy. Supervise accounting staff in execution of correct client billing.
 2. Supervise clerical staff in production and distribution of written materials.
 3. Type contracts, menus, letters and reports.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

The individual must possess the following knowledge, skills and abilities and be able to demonstrate or explain that she or he can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Must have extensive knowledge of food and beverage etiquette, guest relations and service standards.
- Ability to read, write and speak English language fluently to interact with clients.
- Ability to analyze client needs.
- Basic mathematical skills to complete reports, calculate estimated event charges, determine deposits due and establish minimum revenue requirements.
- Ability to work under time pressures and extensive hours.
- Interpersonal skills to provide overall guest satisfaction.
- Ability to present pertinent event information to staff and clients in an organized and timely fashion.

QUALIFICATION STANDARDS:

- Must have a Bachelors Degree in Hospitality Business or related field (Experience Equivalent to four year degree may be considered)
- One year of Experience in food and beverage service industry preferred.
- Computer knowledge of Microsoft Windows based programs required. Knowledge of Club Essential/Reserve is preferred.
- All employees must maintain a neat, clean, professional and well groomed appearance (specific standards available). Employees must possess good telephone and business etiquette skills.
- Professional behavior, exudes confidence, friendly, hospitable, positive attitude, responsive, helpful.
- Exhibits proper response vs. reactionary response
- Understands priority and has a sense of urgency.
- Able to multi-task.
- Excellent communication skills.

Email: blilley@dearborncountryclub.net