



Position Description

Job Title: Banquet & Catering Director

Department: Banquet, Catering & Special Events Department

Reports To: General Manager/COO

POSITION PURPOSE:

Responsible for Catering Event Sales, planning and communicating Member Events to ensure that financial goals are attained for each event 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) Golf, Tennis, Swim Team, Club Social Events and Junior Programs to improve existing events and assist with creating 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 CRM system to effectively handle Banquet & Catering pipeline.
- Immediately respond to our clients planning 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
- 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 the club from time to time) is essential to the successful performance of this position.
- 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 the club 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 general manager based on the particular requirements of the club:
 1. Audit client checks to ensure accuracy. Assist accounting staff in execution of correct client billing.
 2. Assist staff in production and distribution of written materials.
 3. Type contracts, menus, letters and reports.
 4. Follow up timely communication thanking clients.

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 including evenings, weekends and holidays if needed.
- 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:

- A Bachelors Degree in Hospitality Business or related field is preferred (Experience Equivalent to four-year degree may be considered)
- Minimum One year of Experience in Events/Food & Beverage Service Industry Preferred
- Computer knowledge of Microsoft Windows based programs required. Knowledge of Micros is preferred.
- All employees must maintain a neat, clean, professional and well-groomed appearance (specific standards available). Employees must possess good communication and business etiquette skills.
- Good 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
- Great communicator
- Display teamwork and camaraderie within the department and with all the other club employees. Treat your fellow workers as if they were a member.

COMPENSATION & BENEFITS

- **Comprehensive salary commensurate with experience**
- **Medical, vacation, 401K, meals while on duty, cell phone allowance.**

Please send cover letter and resume to Jclor@lochmoorclub.com