



Brackett's Crossing Country Club

***Brackett's Crossing Country Club
Food & Beverage Department - Catering
March 2021***

Sales & Catering Coordinator:

The Sales & Catering Coordinator will work closely with the Director of Sales and Catering in the coordination of all event sales, event administrative duties and service aspects related to banquet/catering functions at Brackett's Crossing Country Club. Together you will plan and execute sales goals and current bookings and meet monthly & annual catering budget. The Sales & Catering Coordinator provides clear and concise communication between all departments and clients to ensure the success of events. A high level of organization, attention to detail and sales skills while maintaining a positive, customer service mindset is required.

Primary Responsibilities:

- Handle initial inquiries, schedule tours and perform tours to sale. Solicit, negotiate and book new and repeat business while maximizing banquet space to meet and exceed revenue goals.
- Work closely with the Director of Sales and Catering in the coordination and planning of all events.
 - Complete contracts, collect initial payment/deposits and prepare Banquet Event Orders (BEO).
 - Promote, plan and detail meeting/functions with the client; including, space requirements, times, equipment, menus, themes/decorations, floor plans, etc.
 - Monitor events booked to ensure functions are delivered to client's expectations.
- Understanding and knowledge of Banquet Event Orders (BEO).
 - Attend weekly BEO meetings and/or additional pertinent meetings to ensure preparation, organization and successful execution of events.
 - Adaptability/flexibility to respond to any event changes in a calm and professional manner.
 - Communicate any changes to all parties involved.
- Execution of banquet, catering and designated member events.
 - Communicate with Banquet Manager, Banquet Chef and clients to ensure smooth, efficient service.



Sales & Catering Coordinator - continued

- Provide first point of contact for groups and special events, while providing personal contact to ensure customer satisfaction.
- Serve as liaison between service staff and other staff members when needed.
- Understand the impact of Sales and Catering operations for the overall success of an event and manages activities to maximize customer satisfaction.
- Ensure and provide excellent Customer Service.
 - Set and deliver a positive example for client relations.
 - Assist and respond to any client problems, incidents and/or complaints concerning food, beverages and/or service as they occur and advise the GM & AGM of appropriate corrective action taken.
 - Follow-up with contacts to get a post-function evaluation, make changes and book future events.
 - Assist the Brackett's Crossing Country Club team in developing lasting relationships with clients to retain business and increase growth.
- Manage department administrative duties, supplies, rental items and equipment related to banquet/catering functions.
 - Invoice clients and follow-up on any past due accounts.
 - Review and submit tip distributions for all events to payroll.
 - Maintain and organize current and accurate files for all events.
 - Updating catering documents as needed; catering menus, seasonal menus, pricing, promotions, etc.
 - Catering supplies; folders, brochures, tour bags, etc.
 - Rental equipment; photo booth management or other equipment required for events.
- Foster a relationship of open communication with the Sales and Catering & Banquet Team to ensure continued success and improvement on all events.
- Continued education and implementation of policy changes and/or procedures pertaining to federal, state and local laws regarding food & alcoholic beverages.
- Each employee of Brackett's Crossing is expected to carry out all reasonable requests by management that the employee is capable of performing.



Sales & Catering Coordinator - continued

Required Attributes:

- Maintain a professional level of appearance, hospitality and service to all members, guests & colleagues. You are enthusiastic, with a hands-on approach that has the desire to work hard and quickly in a fast paced environment; while maintaining respect, teamwork and integrity. Well organized, creative, communication proficient and ability to work independently and within a team.

Desired Qualifications:

- Hospitality degree and/or experience in the hospitality field. With working knowledge of MS Outlook, MS Word, MS Excel, Publisher, PowerPoint, Canva or other design/photo software, Meeting Matrix, Google Calendar, Social Media, Northstar Application or similar POS systems.

Certifications or License:

- CPR / AED and Basic First Aid
- Serv Safe Certified
- Valid Driver's License (Required)

Position & Schedule:

- Full-Time Non-Exempt and contracts up to 40-hours per week. Available Monday-Sunday. Depending on business volume, flexibility is needed to work days, evenings, weekends and some holidays. Days off are consecutive, unless business needs dictate otherwise.

Physical Demands:

- While performing the responsibilities of this position, the employee is regularly required to endure physical demands such as: bending, standing, walking, sitting, reaching and repetitive finger/hand movement. The employee will occasionally be required to stoop, kneel or crouch. The employee must be able to lift and or move up to 50-lbs. Specific vision abilities required by this position include close vision and driving vision.

Report to: Director of Sales & Catering, Assistant General Manager, General Manager.

Supervise: No supervisory duties are included in this position.

