



Catering Director

Reports to: General Manager

Supervises: No direct reports

Classification: Exempt

Job Summary (Essential Functions)

Responsible for leading our catering services and maximizing revenue. Develop contracts for and oversee all administrative and operational aspects of preparing and selling events and catered parties. The Catering Director will promote Lafayette Club as the premiere choice for events, meetings and weddings. Work with banquet and other departments to assure that members' and guests' expectations are exceeded and the highest quality food and service are delivered. This position is ideal for a highly motivated and creative person who has the dedication for delivering revenue results through extraordinary experiences.

Job Duties

Event Operations and Planning:

- Manage all administration and operational aspects of the Catering and Special Events Department.
- Maintain a high-level of visibility and accessibility to the membership. Promote, advertise and market the club's social event facilities and capabilities to all members.
- Achieve revenue goals through referrals from members. Generate new business through marketing and sales efforts both inside and outside of the club community as permitted by club's bylaws.
- Maintain past and potential client files; schedule calls/visits to assess needs of prospective clients for catering services.
- Responsible for the timely response to all catering and banquet inquiries through emails and phone calls.
- Manage club's catering calendar; responsible for blocking off blackout dates, holidays and club closures.
- Facilitate tours, client meetings and menu tastings in efforts to sell the merits of the Club's facilities.
- Help member and non-member clients arrange banquets, luncheons, meetings, weddings, dances and other social events; obtains pertinent information needed for guest planning.
- Responsible for planning, coordinating and communicating all requisite information for all events.
- Suggest menus and help guests to plan menu in conjunction with the Executive Chef and/or other culinary personnel.
- Partner with the Executive Chef to determine selling prices, menus, presentation and other details for catered events; oversee the development of contracts; assure that pre-planned banquet menu offerings are current and reflect general member interests.
- Create detailed BEOs and lead BEO meetings weekly. Provide daily task lists and room diagrams for banquet set up team to complete.
- Communicate timely information of food, beverage, entertainment and other arrangements to all operating departments, ensuring a flawless event for guests.
- Collect event deposits and ensure the billing of all events are done in a timely and accurate manner.
- Manage all details for events, to include hospitality rooms, parking, room set-up, audio/visual, procuring of decorations, room diagrams, entertainment and other special requests.
- Obtain necessary permits for social and corporate events, when applicable.

- Check function sheets against actual room setup; oversee personnel scheduling for special functions and help supervise service personnel, when needed.
- Inspect finished arrangement; may be present to oversee the actual greeting and serving of guests.
- Handle member and client complaints.
- Manage events as needed in the absence of the Banquet Manager or Banquet Captain.
- Ensure that high-standards for quality are established and met or exceeded; critiques functions to determine future needs and implements necessary changes for increased quality.
- Represent members needs and interests on applicable club committees.
- Work closely with General Manager to develop and adhere to the department's annual budget.
- Develop processes and procedures that support and maintain excellence for the catering and banquet operations.
- Maintain strong and positive working relationships with our vendors.
- Ensure club and event information on various sites is accurate and up-to-date (i.e. The Knot).

Leadership:

- Possess a positive attitude and have the ability to work with a variety of people, and in cooperation with co-workers, efficiently and effectively.
- Create a continuous teaching environment that focuses on staff timeliness, productivity and proper service.
- Act as a “situational leader” monitoring the quality and pace of service on the floor and assist where needed.
- Attend regular Department Head meetings.

Education and/or Experience

- Bachelor’s Degree, preferably in Hospitality Management or a related field; or a minimum of four years of related experience and/or training; or equivalent combination of education and experience.
- Minimum of five years of experience in catering, to include food and beverage supervisory experience.
- Proven successful results in selling weddings, social and corporate catering events. A passion for food and beverage excellence and a desire to continuously set the bar high is a must.
- Strong language and mathematical skills with the ability to write reports, business correspondence, and apply concepts to practical situations.
- Proficiency in Microsoft Office suite, including Excel and Power Point.

Job Knowledge, Core Competencies and Expectations

- Demonstrated strong leadership and communications skills are required. The ideal candidate has strong relationship building and people management skills as well as the ability and initiative to establish and maintain key partnerships with vendors, planners and other influential members of the community and the industry as a whole.
- Hands on approach to leadership with proven staff training and development skills.
- Knowledge of the private club industry’s food and beverage operations preferred.
- Promote the club’s dining facilities for private banquets, business and social meetings and other member related activities.
- Knowledge of and ability to perform required role during emergency situations.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.