



CATERING SALES MANAGER

SUMMARY:

To solicit, sell and service catering and corporate accounts for Bernardus Lodge & Spa while continually maintaining Bernardus Lodge & Spa's reputation as the premier destination for both social and corporate events on the Monterey Peninsula. Consistently meet and exceed sales goals.

DUTIES AND RESPONSIBILITIES:

- Actively solicit banquet business from all viable sources.
- Participate in Trade Shows, Sales Blitzes and Bridal Fairs as required.
- Assist Director of Sales & Marketing with hosting targeted groups of wedding and meeting planners for on-site FAMs
- Conduct site tours to potential customers when required.
- Produce proposals, estimates and other event information for potential clients.
- Negotiate and handle wedding and local/social event contracts and guestroom contracts.
- Responsible for all aspects of communication of group details, notes, BEOs and resumes.
- Develop and maintain good relationships with all clients by providing superior and consistent services to all clients.
- Develop and maintain good and mutually beneficial relationships with vendors.
- Conduct pre-event briefings for staff and managers as needed.
- Conduct pre-con meetings for clients with all department heads as needed.
- Arrange group activities, décor, transportation, other client vendors and work with client selected vendors to ensure successful events/group programs.
- Maximize resort & catering revenue through up-selling and maximization of resort outlets.
- Reach or exceed budgeted revenue and sales goals each quarter.
- Work with Banquet Manager to coordinate desired set-up and execution, communicate special staffing needs, etc. to ensure successful events/group programs.
- Work with the Reservations Department on rooming lists, block pick-up, cut-off dates and attrition.
- Work effectively with all hotel departments, such as (but not limited to) Front Office, Reservations, Accounting, Engineering, Housekeeping, Spa, Culinary and Banquet Departments.
- Review all bills, invoices and statements to ensure accurate and timely final billing to clients.
- Maintain and provide various reports of catering department revenue to the Director of Sales & Marketing.
- Position will be required to work a varied schedule that may include evenings, nights, weekends and holidays.
- Ability to come to work regularly and on time, to follow directions, to take criticism and feedback, to get along with co-workers and supervisors, to treat co-workers, supervisors and guests with respect and courtesy, and to refrain from abusive, insubordinate and/or violent behavior.
- Support safe work habits and a safe working environment at all times.

- Other duties and jobs may be assigned as needed by Director of Sales and Marketing.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

EDUCATION and/or EXPERIENCE:

Bachelor's degree (B.A.) from a four-year college or university with a degree in Hospitality (or related field), and two to five years related event or catering/hospitality experience; or equivalent combination of education and experience.

SUPERVISORY/MANAGEMENT SKILLS:

Train and manage the Catering Administrative Assistant, along with colleague Catering Managers.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as client correspondence, contracts, reports, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak professionally and effectively to clients, groups of customers or employees of organizations.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized or non-standardized situations.
- Ability to be proactive with client needs, duties and responsibilities.

COMPUTER SKILLS:

- Advanced knowledge of various computer programs, such as Outlook, Word, Excel, Power Point and Internet Explorer.
- Knowledge of Delphi is a plus, but not required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 10 - 25 lbs.
- Must be able to stand and walk for long periods of time.

CERTIFICATES & LICENSES:

- Valid California Driver License is required.
- Food Handler Certificate is requested.
- TIPs certificate is requested.

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 30 degrees to summer time highs 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & WORK ATTIRE :

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Necklace and earrings must be office appropriate.
- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be viewable.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.