

Sales & Catering Manager

Job description

The Holiday Inn and Suites on Gasoline Alley and The Boulevard Restaurant and Lounge are looking for a **Sales and Catering Manager**. The Sales and Catering Manager is responsible for booking all onsite and offsite events. Attention to detail and being able to multi-task are a must for this position. The right candidate will be coordinating all meals, A/V requirements, set up details, and anything else the clients may need.

Duties and Responsibilities:

- Work closely with the owner and the AGM of the Boulevard Restaurant
- Coordinate with hotel management for guest rooms blocks and other hotel needs
- Ensure customer satisfaction
- Determine the customer's needs, space availability, meeting details, and food and beverage requirements
- Maximize banquet space revenues and usage
- Excellent sales skills and building professional relationships with existing and new clientele and encouraging repeat business
- Must be very comfortable using all Microsoft programs and learning new software
- Distribute Banquet Event Orders to the necessary parties in a timely fashion and ensure that all details are clearly laid out.
- Maintains up to date computer data files
- Attend and participate in daily stand-up meetings, and other meetings as requested
- Prepare contracts, proposals, and all quotes as needed
- Maintain complete account files including signed contracts
- Ensure that all invoices are paid in a timely matter
- Serve as an effective liaison between hotel and accounts regarding billing
- Anticipate guests' needs, respond promptly, and acknowledge all guests
- Perform sales calls as needed
- Return all inquiry phone calls/walk-ins, conduct tours/entertain potential clients, create menus for potential clients
- Communicate to Management, Kitchen Supervisor, and Banquets Supervisor the needs of the clients

- Ensure that function set-up meets and/or exceeds customer
- In coordination with the banquet department, ensure functions meet the customer's expectations by following up before and during the function
- Perform follow-ups with clients to ensure their needs were met
- Understand the hotel, in-house facilities, and local information to respond to guest inquiries
- Have client meetings, as required, to ensure clients are comfortable with their decisions
- Performs other duties and special projects as assigned

Education, Knowledge, and Skills Required:

- Two or more years of experience in Catering and Events department preferred
- Proven leadership skills
- Strong multi-tasking abilities; exceptional communication and organizational skills;
- Detail orientated with strong analytical and problem-solving skills;
- Understands customers; builds organizational creditability;
- Displays a positive attitude, maintains enthusiasm, and celebrates successes with the team;

Hours of Work:

The hours of work for this position are typically Monday to Friday, 8:00 a.m. to 5:00 p.m. Additional hours or hours outside of these timelines may be required due to operational requirements. Full-Time hours: 40 hours per week

Job Types: Full Time, Permanent

Job Type: Full-time

Salary: \$37,000.00-\$39,000.00 per year

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