



Poets Cove Resort & Spa

Position: Sales and Catering Coordinator

Department: Food & Beverage Department

Reporting to: Catering Manager

Purpose:

Responsible for all administrative duties and sales coordination within the events department.

To provide support for event planning, sales, client satisfaction and preparation within the events department.

Under direction and support of the Catering Manager, effectively administer, coordinate, and supervise pre-designated banquet areas of Poets Cove Resort Food & Beverage department.

To ensure consistently high guest satisfaction through established procedures and guest contact, such that company profit ratios and control procedures are met.

To act, with prior approval, and with full authority, to ensure all Poets Cove Resort standards, policies and procedures are followed.

Position Requirements:

- Minimum of 3 years events experience in a high quality, professionally dedicated environment.
- Minimum of 2 year as a coordinator or higher experience is required.
- High School graduate with a Hospitality degree or diploma and/or industry experience preferred
- A good understanding of events.
- Experience in a four or five star hotel or resort is a must.
- Experience at event planning.
- Physically fit, able to perform repetitive physically challenging tasks and lift heavy loads.
- Mentally fit for the challenge of working in a high-pressure environment.
- Highly committed, and dynamic individual with a positive outlook
- Excellent organizational ability; able to prioritize workload
- Personable, articulate and professional in both appearance and manner
- Solid contributor with excellent initiative, judgment and sense of responsibility
- Strong customer service attitude
- Must have strong administrative skills with attention to detail
- Excellent computer skills with Microsoft Word, Excel, PowerPoint, and Outlook
- Must have excellent communication skills, both written and verbal, with creative writing skills being an asset
- Minimum 60 wpm typing speed

Specific Job Knowledge, Skills and Abilities

- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must have a working knowledge of types of room set-ups, capacities, relation to type of event, etc.
- Must have excellent interpersonal and sales-related skills.
- Must have exceptional organizational and time management skills.
- Must be able to prepare and analyze data and figures, and transcriptions prepared on and generated by computer.
- Must have good knowledge of food and beverage.

Duties and Responsibilities

The Sales and Catering Coordinator will be responsible for the following:

- Maintains and updates the Sales and Catering bookings in RDP, the resort's Property Management System
- Ensures proper data entry of booking Groups in RDP
- Assists the Catering Manager with creating Banquet Event Orders, invoicing, schedules and client resumes.
- Prepares intro letters, proposals and contracts for groups as directed by the Catering Manager
- Assist in the appropriate and timely set up of all functions and meetings while maintaining standards of food, beverage and meeting specifications. Communicate all daily activities, in person or by log, to the other event personnel to ensure smooth transition and follow-up from one function to another.
- Ensure the cleanliness and maintenance of all function space, public areas, and service areas of the events department. Coordinate with Housekeeping and Engineering to ensure the highest level of product delivery.
- Compile, maintain and distribute Booking Status Report and Banquet Schedules and generating other RDP reports as necessary
- Prepare sales kits/wedding packages/presentation materials as required
- Assists in promotions, e-mail campaigns and direct mail initiatives
- Prepare welcome notes & amenities for VIP guests & ensure they are delivered to rooms in a timely manner
- Liaison between Sales & Catering for definite groups; once a group contract is signed "definite" copies will be distributed to Catering Manager and Rooms Division Manager
- One week prior to a group's arrival, a Group Resume of the group's itinerary will be distributed to all resort departments to ensure we deliver the promised services
- Send out thank you letters to group organizers; follow up for their feedback
- Coordinates special events initiated by the sales and catering departments, i.e. Wellness Retreats, Learning Retreats, special events in the Lounge or Spa, etc.
- Maintains inventory of brochures and promotional materials
- Prospecting for new business via telephone and email solicitation; e.g. lists of potential companies or meeting planners will be provided; research via Internet for potential clients
- Respond to general sales or catering inquiries; mail out intro letter and brochures to reader requests from magazines where we have placed ads.
- Conduct site tours of property for potential clients or media visits
- Participate in sales trips, trade shows and sales meetings as requested