



JOB DESCRIPTION – SALES AND CATERING COORDINATOR

REPORTS TO: Director of Sales and Marketing

REQUIRED TRAINING/
EDUCATION/EXPERIENCE: High School diploma, Associates degree preferred
Hotel experience required; Hotel Sales and Catering preferred
Administrative training, including typing, filing, and telephone skills
One to two years office experience with organizational and communication skills
Must have good working knowledge of Microsoft Office applications, especially Word, Excel, PowerPoint, and Outlook.
Knowledge of Delphi is a plus.

MINIMUM QUALIFICATIONS: Good communication and interpersonal skills
Command of the English language, written and verbal
Good vision, either natural or with corrective lenses
Basic mathematical skills for simple calculations
Must be able to work additional hours if requested outside of the traditional work schedule
Able to sit for extended time periods
Able to lift at least 30 pounds
Able to perform several varying tasks simultaneously
Must have good attendance and punctuality
Able to operate and maintain typewriters, office copier, calculator, and computer for extended time periods

RESPONSIBILITIES/DUTIES:

1. Assist Sales and Catering team with administrative duties such as creating contracts, entering group bookings in Delphi, responding to leads.
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2. Book and coordinate small catering events. Create BEOs. Meet and greet with clients.
 3. Types all correspondence, reports, and contracts as directed by Director of Sales, Director of Business Development, and Business Development Manager(s).
 4. Maintains and organizes files, work areas, and office equipment.
 5. Assists the sales staff by professionally directing the flow of information and traffic in the office including phone calls, appointments, and inquiries.
 6. Maintains a trace system.
 7. Interacts on a daily basis with the office of the General Manager in support of the Director of Sales.
 8. Orders all supplies to maintain office efficiency.
 9. When required, keep minutes for the sales department meetings and distribute them to the proper areas.
 10. Coordinates/creates special reports and projects when necessary and as assigned by the Director of Sales and Marketing.
 11. Performs special assignments when necessary.
 12. Assists in the Service Recovery process by proactively resolving guest issues and notifying the supervisor on duty immediately.
 13. Performs all other related duties as assigned by the Director of Sales and Marketing.
 14. Adhering to the 5-diamond checklist which will be provided in new hire orientation.

Additional Responsibilities:

APPEARANCE AND GROOMING: All staff members are required to follow the guidelines set forth by the associate handbook.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence and memos, ability to write simple correspondence, ability to effectively present one-on-one and small group situations to customers, clients, and other staff members of the organization and hospitality community.

MATHEMATICAL SKILLS: ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages and ability to apply concepts of basic algebra.

REASONING ABILITY: ability to apply common sense understanding to carry out instructions furnished written, oral, or diagram form, ability to deal with problems involving several concrete variables in standardized situations and ability to address customer personalities in various business situations.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must

be met by a staff member to successfully perform the essential functions of the job. While performing the duties of this job, the staff member is regularly required to sit; use hands and fingers, to handle and feel objects, tools controls and type; talk with and hear guests. The staff member is occasionally required to stand and walk. The staff member must occasionally lift and/or move up to 30 pounds. The specific vision abilities required are close vision.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those a staff member encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

* This job description is intended to describe the general nature of the work being performed and is not intended to be a complete list of all duties and responsibilities. Management may revise, rescind or modify any portion of this job description at any time.

I understand the duties and responsibilities of this position.

Associate signature

Date
