**Position: Manager Catering and Convention Services**

**Department: Sales & Marketing**

**Reports to: Director of Sales**

**SUMMARY DESCRIPTION:**

The team member in this position will manage the details of all meeting functions with customers, in-house departments, and vendors to ensure the successful execution of meetings and events. Skillset includes meeting room setups, guiding audio visual and knowledge of food & beverage with the ability to represent the property virtually through presentations and at industry events to drive revenue in the hotel meeting spaces and event center.

**ESSENTIAL JOB FUNCTIONS/DUTIES:**

* Maintain knowledge of competitors, understand in market SWOT (strength, weakness, opportunity, threats)
* Effectively communicate with internal and external stakeholders
* Full working knowledge of Salesforce (or Hotel systems) including familiarity with blocking guestrooms and meeting space.
* Prepares, plans, and conducts property site visits
* Upsell executed hotel contracts with meeting and event planners
* Analyze and block function space for profit maximization
* Provide audio visual quotes and work closely with audio visual vendors
* Prepare BEO’s and work closely with the Food & Beverage department and Chefs
* Coordinate and manage the details of banquet functions, attend, participate, and lead BEO meetings
* Meet established deadlines for creation and distribution of BEOs and Resumes
* Work closely with banquet department on operations and event execution
* Monitor group room blocks, and provide pick up reports as necessary
* Create group Resumes and present detailed information at Resume meetings
* Ability to work effectively under time constraints and deadlines
* Adaptable communication style to suit different audiences internally & externally
* Communicate with customers on meeting requests, master account and direct billing procedures
* Develop agenda to satisfy the needs of both the client and Hotel
* Maintain familiarity of hotel inventory including event equipment
* Upsell opportunities to drive revenue
* Conduct in-house pre-convention and post-convention meetings between the customer and Hotel Leadership
* Other duties as assigned

**Managing Profitability:**

• Ensure advance planning for operational efficiencies and profitability

* Identify opportunities to drive group and convention revenue through BEOs and event changes

• Follow standard operating procedures for department

**Ensuring Exceptional Customer Service:**

• Create an atmosphere that meets or exceeds guest expectations

• Set a positive example for both team members and guests

• Interact with guests to obtain feedback on quality and service standards

• Respond and manage situations requiring service recovery

**JOB SPECIFICATION:**

Bachelor's degree preferred

Three (3) years of experience in a similar position preferred.

* Must be at least 21 years of age.
* Must be proficient in the use of Microsoft Office applications including Teams, Outlook, Word, Excel and LMS, Salesforce and others.
* Proven history of sales and service that clearly showcases an understanding of guest service and revenue growth
* Broad understanding of managing all aspects of meetings and catered events
* Must have exceptional communication, interpersonal, customer service, and negotiating skills.
* Must be able to obtain/maintain any necessary licenses and/or certifications.