

Job Description: Catering & Event Coordinator  
Department: Sales  
Reports to: Sales & Marketing Director  
FLSA Status: Non-Exempt



**Position Summary:** The Catering & Event Coordinator is the point of contact for sold events between the client and the property. The Coordinator ensures all phases of assigned property events have a high level of service. Additionally, this position is responsible for ensuring property events have a seamless turn-over from sales to service and for recognizing and realizing opportunities to maximize revenue opportunities by up-selling and offering enhancements to create outstanding events. The Coordinator drives customer loyalty by delivering service excellence throughout each experience. The Coordinator maintains a thorough knowledge of The Fort and all its grounds, products, and services as well as awareness of other roles and responsibilities throughout the organization and is responsible for driving sales initiatives of other services. In addition to maintaining our vision by adhering to our values, this position must provide the highest level of service to our guests in all sales related functions while maximizing rate and occupancy.

#### **Principal Duties and Responsibilities**

- Ensure that events as well as the event documentation progress seamlessly by following established procedures, collaborating with other employees, and ensuring accuracy
- Gather non-contract catering or meeting space information needed from client (e.g. food allergies, linen colors)
- Issue weekly Banquet Event Orders (BEO) to the operations team paying attention to detail, ensuring the information accurately reflects what has been requested by the client.
- Help support the Billing Specialist as needed.
- Assist sales team to conduct site visits, including walk-in appointments in a professional manner, demonstrating full knowledge of property, products and services with the ability to tailor benefits to meet client needs
- Support event concierge as a liaison between Fort Worden and customer throughout the event process (pre-event, event, post-event), satisfying needs, generating rooming lists, meeting space setups etc.
- Check all meeting spaces before client arrival to ensure satisfaction; assist with set up as needed
- Support the event concierge as a backup as needed to greet the client at check in and be the point of contact throughout their stay, handling questions and concerns in a professional manner
- Assist the Billing Specialist as necessary to gather all necessary information and invoices then review bill with client to ensure accuracy
- Support the Sales team to make pre-event calls and post event calls to client to maintain the relationship and to gain potential future business
- Identify operational challenges associated with his/her group and determine how to best work with the property staff and customer to solve these challenges and/or develop alternative solutions
- Participate in customer site inspections and assists with the sales process as necessary
- Solicit feedback from the property departments to identify areas for improvement to enhance the Event Planner's experience
- Work to develop new or existing policies and procedures as determined by need in order to enhance the productivity of the event process
- Adhere to all standards, policies, and procedures



## Event Coordinator

### PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

**NA:** Not applicable, not required of this position.

**NE:** Requirement is present, but is not essential to the position.

**O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

**F:** Frequent, 34-66 percent of the time.

**C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting				X	
Walking				X	
Standing				X	
Running	X				
Bending or twisting			X		
Squatting or kneeling			X		
Reaching above shoulder level			X		
Climbing (e.g. ladders)		X			
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Repetitive motion of hands/fingers				X	
Grasping with hand, gripping				X	

	NA	NE	O	F	C
Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds			X		
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling			X		
Using Foot Controls	X				
Work in/exposure to inclement weather		X			
Work in/exposure to cold water		X			
Exposure to dust, chemicals or fumes		X			
Work/live in remote field sites		X			
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Swimming, scuba diving	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance		X			
Seeing objects peripherally		X			
Seeing close work (e.g., typed print)					X
Distinguishing colors					X
Hearing conversations or sounds					X

	NA	NE	O	F	C
Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell	X				
Distinguishing tastes	X				
Exposure to wild/dangerous animals			X		
Exposure to insect bites or stings			X		
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people				X	
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date