

Job Description: Catering Sales Manager
Department: Sales
Reports to: Senior Sales and Revenue Manager
FLSA Status: Non-Exempt



Position Summary: The Catering Sales Manager brings in, processes and achieves revenue goals with a priority area in catering by actively selling and up-selling each business opportunity. The Catering Sales Manager gathers event information and hands off event coordination to be implemented. This position must understand the market economic trends and our competitors and successfully sell against them. The Catering Sales Manager drives customer loyalty by delivering service excellence throughout each experience. The Manager 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

- Book group events within the group booking parameters, ensuring that sales progress seamlessly and accurately by following established process and procedures
- Up-sell products and services, closing the best opportunities for the property based on market conditions and property needs
- Gather and input all important customer data in order to plan appropriately (e.g. customer's goals, specific needs, key account info, etc.)
- Closes sales by collecting client deposit and signed contract
- Provide accurate, complete and effective turnover to Event Coordination and the Food & Beverage team(s)
- Manage the Event Coordinator to ensure events progress seamlessly by following established procedures, collaborating with other employees, and ensuring accuracy
- Confirm final billing accuracy prior to and then process the final bill
- Handle event planning aspects prior to the business turning over for business booked in advance (greater than one year out)
- Gain and maintain an understanding of the overall market (e.g., competitors' strengths and weaknesses, economic trends, supply and demand etc.) and sell against them
- Identify operational challenges associated with a group and determine how to best work with the property staff and customer to solve these challenges and/or develop alternative solutions
- Represent sales department at staff and stand up meetings and report on sales activity
- Work to develop new or existing policies and procedures as determined by need in order to enhance the productivity of the event process
- Ensure site inspections/visits; verify that the business is turned over properly and in a timely fashion for quality service delivery
- Adhere to all standards, policies, and procedures
- Support other members of the Sales Team, stepping in to assist in duties as appropriate
- Attend and participate in staff meetings as required
- Perform other duties, responsibilities, and special projects as assigned

Qualifications

- 3-5 years of experience in sales and marketing, guest services, front desk, or related area
- 1-3 years of experience in catering or related food service industry
- Two-year degree from an accredited university in Business Administration, Marketing, Hotel and Restaurant Management preferred
- A high school diploma or equivalent

Knowledge, Skills, and Abilities

- Experience telephone sales with proven sales negotiating and closing skills
- Speak with others using clear and professional language
- Prepare and review written documents accurately and completely
- Answer telephones using appropriate etiquette
- Outstanding interpersonal skills and attention to detail
- Ability to handle confidential and sensitive information
- Ability to handle multiple guests and operational demands with a high degree of professionalism, operating often with time sensitive deadline
- Proficient computer skills and knowledge
- Ability to work a flexible schedule including nights, weekends and holidays

Key Competencies

Key Competencies include strong work ethic, negotiating and closing, attention to detail, relationship builder, multi-tasker, problem analysis and solving, excellent communicator, confidentiality and integrity. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability.

Pursuant to the Americans with Disabilities Act, the PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

***Fort Worden Public Development Authority** is a Charter of the City of Port Townsend acting as a Special District public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for individuals, families and groups who seek enrichment and discovery through life-long learning.*

I have read, understand and am able to perform the essential functions of this position with or without accommodations.

Employee (Print Name)

Employee Signature

Date

Catering Sales Manager

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