



## **Catering Sales Manager - Arrowhead Golf Club**

Wheaton Park District

**Contact Name:**  
**Contact E-mail:**  
**Contact Phone:**  
**Closing Date:**  
**Salary:** \$45,000.00

### **Description:**

#### **GENERAL PURPOSE**

This position is responsible for selling events from 5 – 500 guests in both corporate and social markets. This position will focus on the following target markets (corporate golf outings, social gatherings, weddings, and meetings) depending on season, supply and demand, needs of the department, skill set, and the needs of the Senior Catering Manager.

#### **REQUIRED EDUCATION, QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES**

Minimum of a degree in hospitality, communications, business, or at least three (3) years of catering and sales experience with progressively increased levels of responsibility. Strong ability and passion for providing guests with excellent customer service at all times. Must be proficient in the use of Microsoft Office Suite and Tripleseat or similar catering software. Must be positive, enthusiastic, and creative with good attention to detail. Must remain professional at all times in appearance, voice, and follow-through. Must have good presentation, sales, organizational, interpersonal, and verbal communication skills. Must be available to work mornings, nights, afternoons, weekdays, weekends, and holidays. Must be able to work 12 continuous hours.

#### **ESSENTIAL FUNCTIONS**

Work the hours necessary to produce exceptional events for the customers and produce increase revenue.

Be proficient in and sell the appropriate product/service to clients while providing exceptional service.

Establish client base of organizations, associates, social, and corporate businesses through direct outside and inside sales efforts.

Develop and maintain ongoing relationships with key clients in order to produce additional business.

Actively solicit new business through creative marketing, cold calling, and referrals; and follow up on all leads timely.

Conduct tours of the banquet facilities and expose clients to its services; qualify potential leads and ensure appropriate and timely follow up.

Negotiate food and beverage prices, contracts, agreements, meeting room rentals, minimums, and other variable services with clients and vendors to maximize revenue.

Assist the client in menu planning; coordinate food/ beverage, meeting room set-up, AV equipment, and other services as requested by the client.

Advise Senior Catering Manager of booked events.

Confirm agreement in writing by using the catering sales contract and/or event order with clients and notify all departments affected in a timely manner.

Assist in the implementation and achievement of the continual sales and marketing plan for the Catering and Banquet Department.

Learn and understand the POS systems, ClearCompany, Paylocity, and/or any other new or implemented catering software.

Demonstrate financial accountability to maximize profitability while maintaining consistent quality.

Work closely through a manner of communication with clients, service staff, and co-workers at all stages of event planning and execution to ensure that the guest expectations are exceeded.

Assist in long range planning and budget forecasting.

Develop and maintain positive staff morale through effective and consistent communication.

Work closely with event host to guarantee all commitments are satisfied to provide the highest level of customer service and experience.

Ensure the banquet rooms are clean and attractive at all times for events and tours.

Respond to customers' complaints and/or inquiries in less than 24 hours following request.

Work with PDRMA to ensure risk management compliance.

Manage and run offsite catering events.

Assume necessary duties in absence of Senior Catering Manager as needed and directed by Food and Beverage Director.

Contribute to a feedback rich environment.

Provide a high quality of customer service in a professional manner to the internal customer that will facilitate team building and exceptional customer service to the external customer.

Follow the Wheaton Park District and Arrowhead policies, procedures, and guidelines.

Proactively support the V.A.L.U.E.S. (integrity, fun, commitment, adaptability and growth, kindness, and service) on a daily basis.

Strive for continuous improvement of systems and self.

Maintain good safety awareness and follow all safety guidelines and procedures.

#### REQUIRED CERTIFICATIONS, LICENSES, ETC

Must have and maintain: a valid driver's license with acceptable driving record; CPR/AED certified or obtain within one (1) year of employment; and Illinois food manager, Bassett, and allergen certifications.

#### PHYSICAL DEMANDS

Must have the ability to: frequently use a keyboard and computer, remain in a stationary position for long periods of time; occasionally move about the facility to run events and give tours to clients; occasionally move items such as files and equipment weighing up to 10 lbs. and occasionally expo supplies weighing up to 25 lbs. and over 25 lbs. with assistance; and rarely position self to assist with event setups.

#### ENVIRONMENTAL DEMANDS

This position will primarily work in an office environment and will be exposed to cleaning chemicals,

odors, smells, and noise during events. This position may be exposed to all types of weather conditions when assisting with events held outside.

#### **SALARY**

\$45,000.00 per year

#### **BENEFITS**

Health (HMO or PPO), with very low employee contribution for employee, spouse, and dependents.

Health Insurance Wavier Incentive – up to \$4,500.00.

100% employer paid dental insurance for employee, spouse, and dependents.

100% employer paid vision insurance for the employee.

100% employer paid life insurance at 1.5 times your annual salary.

Health insurance incentive up to \$4,500 per year.

FSA and Dependent Care pre-tax via payroll deduction.

Pension Plan through the Illinois Municipal Retirement Fund, including employer contributions.

Paid time off including 12 sick days per year, 12 vacation days, 2 personal days (pro-rated first year), 12 ½ holidays.

Free use of fitness center, two pools, golf, and entrance to Cosley Zoo to employees and family members eligible for insurance coverage.

Tuition Reimbursement, discounts on merchandise, professional memberships, and other voluntary benefits.

The Wheaton Park District is an equal opportunity employer. EOE/M/F/D/V