

**POSITION DESCRIPTION**

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**JOB TITLE:** Senior Catering Sales Manager

**DEPARTMENT:** Catering

**REPORTS TO:** Director of Catering/Conference Services

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**ESSENTIAL PURPOSE:** To oversee the promotion, sales, coordination, and facilitation of social and corporate catering events and to ensure the total satisfaction of customers.

**ESSENTIAL DUTIES:**

- i To understand and respond to all guest needs and requests in a timely and professional manner.
- i To attain pre-set monthly revenue goals for Catering, as determined by the Director of Operations and General Manager.
- i To plan, coordinate and ensure proper execution of all aspects of the events, including menu selection, room set up and service, flowers and decorations, entertainment and all other special requests.
- i To create banquet event orders, detailing each event's agenda, menu, setup, audio visual, decor, billing instructions, and all special instructions to operational departments of the hotel.
- i To communicate with Guest Services Managers and Food & Beverage Managers all changes, updates and add-ons.
- i To provide prompt and professional response, over the telephone or through correspondence, to all inquiries regarding hotel facilities and catering capabilities.
- i To block appropriate banquet space to best utilize hotel facilities and maximize revenue.
- i To personally conduct informational tours of the facility with all prospective clients.
- i To meet and greet clients prior to scheduled functions.
- i To place thank you and follow-up calls to all clients the day after the function.

- i To actively pursue prospective clients for future and possible repeat business, both over the telephone and during social and professional events and trade shows.
- i To use good time management skills in prioritizing work and scheduling appointments.
- i To complete data for monthly forecasting and 12-month Catering Pace report.
- i To participate in Temecula Creek Inn's MOD program and to attend hotel functions, as directed.
- i To follow all policies and procedures of JC Resorts LLC.
- i To immediately report all suspicious occurrences and hazardous conditions.
- i To maintain the cleanliness and safety of work areas at all times.
- i To practice safe work habits at all times, to avoid injury to self and others.
- i To ensure safe work practices of Catering staff, including compliance with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- i To attend all mandatory meetings as directed.
- i To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** AA degree in Hotel and Restaurant Management, or equivalent experience required. English fluency required. Must have minimum two years experience in catering sales, banquet management or meeting sales or coordination. Must have extensive knowledge of food, wines and cocktails. Must be computer literate, or able to gain literacy with planned installation of programs. Valid California driver's license required. Proof of personal automobile insurance coverage required. Hotel experience required.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal and written communications skills. Courteous, friendly, and professional manner. Good teamplayer. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING ENVIRONMENT:** Works primarily indoors in temperature-controlled, clean and well-lighted offices and meeting rooms. Exposed to weather conditions while conducting customer tours and checking on functions. Makes frequent trips to kitchen, where air may be moist, warm, and odorous from cooking foods. Kitchen floors are uneven and may be slippery from moisture and grease. Bi-level structures. Extensive facility.

**PHYSICAL DEMANDS:** Stands/walks approximately 20% of shift. Sits at desk or in meetings approximately 80% of shift. Uses personal computer approximately 80% of shift. Must be able to work under pressure. Must be flexible to work long, sometimes irregular hours. Heavy use of phones. Use of stairs, daily.

**IMPACT OF DECISION:** Decisions directly impact the profitability of the Catering Department and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues due to lack of follow through, lack of conformance with departmental standards, lack of customer knowledge, unprofessional manner, unsafe work practices or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**EXEMPT POSITION:** Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_