



Room Sales and Catering Coordinator Position Description

Position Title: Room Sales and Catering Coordinator

Reports to: Director of Sales

Position Summary: The Room Sales and Catering Coordinator assist's the Director of Sales and Sales Associates in promotion and retention of individual and group room and Catering business. This person will create strong, effective, personable, and professional communications with prospective and returning Club clients, as well as be an effective liaison between the Sales Department and other Club Departments. This is a highly administrative position with emphasis on general office management. This position has direct initial contact with clients and members daily. This position is required to be a mediator with problems which may arise and must be proficient in handling sensitive situations.

Essential Functions:

- Acts as a liaison between internal management, Front Desk and Sales departments.
- Supports sales team by tracking and measuring sales programs, rate trends and target opportunities. Compiles Needs Analysis on a weekly basis, weekly group resumes.
- Assists Director of Sales & Sales Team on creative projects, such as proposals and special event invitations, sets up amenities for guest arrivals and or works with Chef timing and placement in guest rooms.
- Weekly tracks reciprocal activity and assists in the creation of a quarterly newsletter
- Assist in loading rates into ResortSuite on a daily/weekly basis. Regularly updates Rate card spreadsheet.
- Create new files and monitor trace files in accordance with FO/Sales SOP's.
- Maintain timely and effective paper flow and communications within club and or sales area.
- Maintains Long Term Stay (LTS) tracking spreadsheet. Distributes renewal letters, updates LTS member profiles.
- Conducts research, compiles and type statistical reports, SWOT, call-arounds, etc.
- Organizes and maintains file system and files correspondence and other records.
- Updates existing promotional rate cards and tracks/inputs convention blocks, specialty room blocks.
- Proactively initiate contact with the client, inform the client of the procedures and deadlines to his/her ordering process.
- Make sure the client has the appropriate menus and information to make the choices and answer any questions he/she might have.
- Follow up with the client and be prepared to complete the order process and answer any other questions about the menu, quantities, presentation, service, pricing, or payment.
- Whenever possible, up sell food or improve quality selection.
- Answer all calls through the general catering line, documenting thorough inquiry information and distributing to the appropriate catering representative.
- Assist Director and Assistant Director with all administrative needs including typing, faxing, mailing of contracts, menus, general correspondence, etc. Will also assists with special projects.

How to apply:

Shericka Armstrong (Human Resources Manager) | www.ulcc.org | sarmstrong@ulcc.org

- Greet Guests and Members for appointments and assist with walk-ins if possible.
- Must be knowledgeable about the Club and all services provided in order to assist Clients, Members and Guests accurately and efficiently.
- Enter bookings into catering system when necessary and being able to check space for Director and Assistant Director.
- Manage all Member/Guest account files on a daily basis.
- Record and distribute information from all catering and banquet meetings.
- Create daily report and elevator sheets.
- Handle inventory of office supplies and organization of supply closet. Will oversee maintenance of office equipment.
- Performs all other duties as assigned by employer.

Qualifications and Skills:

Education: Four year degree in hospitality management, business administration or Sales and Marketing or any other combination of education, training or experience that provides the required knowledge skills and abilities.

Experience: One to two years of sales or marketing experience in a luxury hotel or Club setting. The Sales Coordinator must have the ability to multi-task and to work fast-paced professional office environment with strong attention to detail and a high level of organization. The Sales Coordinator must possess excellent communication skills both written and verbal and have advanced knowledge of Microsoft office.

Additional Skills: Coordinators maintain both a friendly and professional attitude when speaking with clients as representatives of the hotel company. Must be computer literate able to work with Microsoft Word and Excel. Must have a typing with accuracy at 45 wpm and have excellent time management/organization skills.

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