

TRENTON COUNTRY CLUB



## Trenton Country Club

### Catering Sales Manager

\$60,000 annual salary plus commissions

Full-time

#### Position

Trenton Country Club is currently searching for a Catering Sales Manager. Our need is for a creative, high-energy professional to serve our members and guests in the very unique role of Catering Sales Manager.

#### Overview:

- The Catering Sales Manager will work within the Catering Operations of the Food & Beverage department.
- We are looking for someone professional who shows ownership in the role.
- Works with integrity and has the inspiration to bring the Catering operations to the next level in conjunction with our Team.

#### Skills/Qualifications:

- At least five years of catering operations experience.
- Customer service experience in a hotel or country club.
- Exhibits a high level of professionalism, with excellent communication skills, both oral and written.
- Exceptional organization skills and attention to detail.
- Hospitality career focus is a plus, must be driven, self-motivated and dedicated.
- Demonstrate enthusiasm and commitment to Member/Guests satisfaction.
- Computer knowledge is a must. Microsoft, Excel, and either POS systems or catering programs, knowledge of preparing invoices and filing systems is a plus.
- The position is not limited to those duties listed. Duties and responsibilities can be changed, expanded, reduced, or deleted to meet the business needs of the club.

- Must be able to stand for long periods of time. Some bending, twisting, squatting, and lifting (up to 40lbs) will be required.

#### Key Duties/Responsibilities:

- Understand all catering menu items offered and accurately answer questions about menu items regarding the preparation method, ingredients, portion size, and side items.
- Understands the layout of rooms and the sales for the catering facilities.
- Conduct phone calls with catering clients and represent the Club, conduct follow-up phone calls.
- Maintain customer satisfaction by investigating and resolving catering complaints about food quality and/or service.
- Maintains daily, well-documented sales information, resulting in superior account service and increased revenues.
- Promptly follows up on all customer calls and requests in an efficient and expedient manner.
- Works closely with other members of the club operations, such as the Catering Manager, Banquet Captains, Accounting, etc.

#### Communication:

- Communicates openly, respectfully, and honestly with all others.
- Communicate with any needs promptly and efficiently.
- Participate actively in the department team and all staff meetings.
- Stay informed about all club operations.

#### Personal Effectiveness:

- Professional and timely.
- Understands and adheres to organizational and department policy and procedures.
- Accepts and offers feedback and suggestions openly and respectfully.
- Accepts direction willingly and follows through with delegated tasks.
- Learn and adapt to new tasks or situations quickly and cooperatively.
- Maintains job-related confidentiality.
- Takes initiative to identify report and resolve problems before they escalate.
- Operates with a sense of teamwork; incorporates into the daily job.
- Provides a positive model for co-workers, serves as a role model and leads by example.
- Always maintain a professional appearance.

Send cover letter and resume to:

Mark B. Litrenta, CCM

General Manager

[mlitrenta@trentoncc.com](mailto:mlitrenta@trentoncc.com)

subject line- Trenton CC catering sales manager