



TSAWWASSEN SPRINGS

HOMES | GOLF | EVENTS | RESTAURANT & BAR

Job Posting: Catering & Banquet Event Manager

Tsawwassen Springs in South Delta is in search of an experienced Catering & Banquet Event Manager to be responsible for developing new client relationships and maintaining existing Banquet accounts for a facility that accommodates groups of 25-500 guests. This candidate will be responsible for responding to inquiries, menu planning with the Chefs, arranging logistics, preparing quotes and overall execution for events with a focus on the 25 golf tournaments (with a Food and Beverage component) in coordination with the Banquet Manager and Banquet Captain. The candidate will be communicating to all departments to ensure all planning and execution aspects are met. Required to source new clients, venues and build industry relationships. This position is a salaried position with significant gratuities.

Your experience and skills include:

- Excellent oral & written business communication and interpersonal skills
- Intermediate to advanced user of Microsoft Word, Excel and Catering software- CaterEase an asset
- Experience/knowledge of the food service or hospitality industry
- Must have previous customer service experience
- Previous sales experience
- Effectively responding to general inquiries via telephone, in person, email and directing them appropriately.
- Work closely with the Banquet Manager to ensure that a comprehensive knowledge of client files exists in order to respond to client needs in the absence of the manager.
- Provide key departments with information on upcoming events on a daily basis.
- Conduct site inspections: rooms, and F&B outlets as requested.
- Overseeing clients while in-house, ensuring their events go as they expect and anticipating their needs.
- Run monthly Sales & Catering reports and ensure our systems are current and up to date; upkeep of Sales & Catering menus, resources, pricing and function diary.
- Assist in organization of in-house functions.
- Responsible for preparing and distributing Banquet Event Orders and floor plans on a daily/weekly basis. This includes the prompt distribution of last minute changes to affected departments.
- Administrative duties such as preparing vouchers for F&B outlets, printing daily signage, preparing weekly minutes, printing of menus, and the creation of all purchase orders for the department.



604.948.1533



100-5133 Springs Boulevard



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- Upholds the highest standard of internal and external customer service at all times.
- Complies with company policies, procedures and code of ethics.
- Performs any and all other tasks which are assigned by management.

Qualifications:

- Working knowledge of Sales & Catering, MS Office, Catering
- Minimum 3 years Previous Service Coordinator or Food & Beverage experience
- Proven ability to plan and organize events effectively, with an acute sense of detail.
- Ability to manage several tasks simultaneously using strong time management and prioritization skills.
- Ability to make high quality guest decisions and to perform under pressure.
- Professional appearance and demeanor.
- Excellent communication and interpersonal skills, both written and verbal.
- Must be able to work independently and maintain a positive attitude within a very busy environment.
- Professional telephone manner and e-mail communication skills

Requirements:

- Valid Serving it Right certification
- Must be able to work a flexible schedule based on the business' and event-specific needs
- Must be eligible to work in Canada
- Must have an excellent command of written and verbal English language.



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