



OWL'S NEST

LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT JOB DESCRIPTION

TITLE: Catering & Event Specialist

REPORTS TO: Director of Sales

DEPARTMENT: Sales

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY

The Catering & Event Specialist provides day to day administration and supervision of all aspects of special events including social events such as weddings, rehearsal dinners and proms, and Resort events such as golf tournaments, racquet tournaments, leagues, stay and play groups, special dinners, meetings, and conferences. The Specialist is the primary point of contact for booked events and works with all members of the Food & Beverage team to maintain the highest quality of customer service by providing an exceptional guest experience. The Specialist will utilize current and learned skills to increase revenue and guest satisfaction and decrease expenses and waste.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct planning meetings with clients.
- Correspond in a timely fashion to all email and phone calls from clients.
- Begin planning process with client at outlined time.
- Prepare and distribute Banquet Event Orders (BEO's).
- Conduct pre-event meetings with staff to relay information and expectations.
- Work closely with Golf, Racquets, Lodging and Restaurant teams to provide an overall exceptional guest experience.
- Manage and plan client tasting opportunities.
- Coordinate with client vendors during event planning and execution.
- Issue invoices and collect deposits and pre-payments according to established and approved schedules and formats.
- Place all necessary rental orders.
- Maintain professional demeanor and confidentiality.
- Meet and greet planned events.
- Coordinate ceremony rehearsals and wedding ceremonies.
- Primary contact for client on day of event, until such time the Banquet Manager takes over.
- Represent Owl's Nest Resort at trade shows to promote venues.
- Attend community events when requested.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma and three-five years related hospitality experience and/or training.
- Banquet/Event planning experience preferred.
- Must have developed language skills to the point of being able to: read, analyze, and interpret general business documents, financial reports, and government regulations. Actively participate in discussions. Ability to effectively present information and respond to questions from management, clients, guests, and the public.
- Possess sharp ability for attention to detail (able to quickly identify variances in standards), working efficiently and with flexibility. Ability to multitask and be highly organized while working under pressure.
- Must have developed reasoning skills to be able to positively identify problems, collect data, establish facts, draw valid conclusions, and provide a viable solution. Solve practical problems and deal with situations professionally and efficiently.
- Ability to interpret and analyze a variety of instructions or policies in written, oral, diagram, or schedule form.
- Ability to operate appropriate reservation/catering software.
- Application of local and state laws as they relate to an event.

LICENSURE/CERTIFICATIONS REQUIREMENTS:

- TIPS Certified (or within 30 days of hire)
- Valid Driver's License. Limited in state travel may be required.
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- This is a hands-on position.
- Availability on holidays, weekends and nights is required.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, stooping, talking, hearing, seeing, and smelling.
- Exposure at times to inclement weather including dust, wind, rain, snow.

I understand that the job description is not a comprehensive list of my job duties and it is up to me, along with my supervisor's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Director of Sales so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date