



Timberlake Hotel - Timbers Restaurant & Event Center

Staples, Minnesota

www.timberlakehotel.com

An Ives Family Property

Sales and Event Coordinator

The goal of this position is to help our company maintain standards of excellence, ensure customer satisfaction, support employee team members, and assure seamless hospitality services.

Key Responsibilities

- Work with General Manager as the Coordinator to provide seamless execution of events in the hotel spaces and event space including but not limited to planning, implementation, execution, staffing, and tear-down.
- Develop relationship sales in local region to prospect for new social and business clients; establish a number of prospect visits per week
- Handle all incoming prospect calls, handle walk-in clients as needed, and be available to give site visit and tours
- Formulate and submit proposals to prospective customers that represents their needs, reflects our brand, and demonstrates the value of our accommodations
- Assist with organization system to provide consistent follow-through on converting prospects to clients with a signed contract and a deposit to hold event date on calendar
- Prepare contracts that specify payment due dates and cancellation policies, collect deposit to hold date of event, and plan partial and final payment arrangements.
- Maintain hard copy customer files and an accurate calendar of events posting in sales office to assure access information on events for associate staff
- Produce clear and accurate billings promptly at completion of an event and distribute both in an e-mail and first-class mail format.
- Monitor accounts receivable weekly and communicate with General Manager
- Handle customer concerns, diffuse difficult situations, and deal with problem resolutions within parameters of authority
- Work with management team to plan and coordinate sales strategies, event promotions, catering opportunities, and advertising to expand sales market

- Provide leadership and direction to the Banquet Staff before and during the event including table setting, buffet line setting, and plated food procedures for all meetings, events, and weddings
 - Work with Restaurant Manager on scheduling of banquet staff
 - Execution of all large group reservations within the restaurant, provided and create limited menus in coordination with Kitchen Manager and/or General Manager.
 - When working with Events you must provide a detailed 'Timeline' including when the event starts, when food is served, when desserts are served, when toasts/presentations are made, when music/AV starts, when hosted bar closes etc.
 - Develop relationships with local vendors for event needs, such as Florist, DJ, etc.
 - Assist with the guest choice of linens, napkins, center pieces, table sets, and buffet line set-up.
- Present accurate information on dates, times, and size of events during weekly BEO meetings to assist with staffing schedules for restaurant and banquet
- Set-up, test & demonstrate A/V equipment w/customer
 - Become an expert with technology options
- Be knowledgeable on menu content, up-selling skills and refreshment details
- Support and help maintain employee morale in a team-oriented work environment
- Assist with customer relationship building and customer complaint resolutions
- Assist with restaurant management by serving as a MOD on down periods of events
- Have understanding or willingness to learn front desk and hotel operations
- Attend BEO and Management meetings

Other duties as assigned.

Work Schedules

The professional working this position must be flexible enough to accommodate out of town clients, schedules, product delivery, monitoring vendors and must be available to provide on-site supervision of banquet staff. That does require working days, evenings, and weekends as necessary. Additionally, they must be able to monitor e-mail communication and phone communication whenever it occurs to provide seamless service perception. Determining your time off includes coordinating with General Manager and communicating with Human Resources.