



GROSSE POINTE YACHT CLUB POSITION DESCRIPTION

Title: Catering and Special Events Manager

Reports to: Food & Beverage Director

Qualifications: Associates Degree, four year college degree preferred in hospitality management.
Minimum five years experience in a similar position three years in a management position.
Ability to work with department heads to facilitate catering.
Ability to work weekends, evenings, holidays as needed to ensure that events are properly set up, ensuring a smooth execution and finishing touches.
Demonstrates detail orientation.
The ability to lift a minimum of 30 lbs. walking and standing for extended periods of time.
Exceptional customer service skills
Exceptional communication skills in person and on the telephone and in writing.
Good computer skills including Excel spreadsheets and letter writing in Microsoft programs. Prior Jonas experience a plus.

Primary Financial Responsibilities:

Ability to increase catering sales; move toward increasing more profitable events; increase check averages from year to year without necessarily increasing prices. Signed contracts and Banquet Event Orders on file.

Position Summary:

The position promotes and books the Club's facilities for banquets, meetings and Club social functions. The position also develops contracts for services and works with other departments to ensure that the guest's needs are met. Position works closely with the Executive Chef, and Food & Beverage

Director to increase departmental profitability and improve services to members and increase sales.

Job Duties:

- Professionalism:
 - Adhering to the same standards of service and professionalism that peers are required to uphold.
 - Maintaining a positive and friendly and professional demeanor at all times.
 - Working with peers to meet member's needs.
 - Representing the Club in its relationships with members and guests.

- Job Tasks:
 - Promoting Club social events to members with good customer service skills.
 - Helping guests arrange banquets, luncheons, corporate meetings and other events.
 - Providing tours and offering suggestions in efforts to sell the Club's facilities.
 - Overseeing the transmitting of necessary information in the form of contracts and Banquet Event Orders.
 - Handling member and guest complaints.
 - Overseeing the maintenance of past and potential client lists.
 - Computer skills including Microsoft word to create and produce letters, Excel to create spreadsheets and able to produce catering reports. Ability to learn and use Jonas as needed for the catering department.
 - Assisting guests with special needs such as decorations, printed menus and audio/visual needs.
 - Staying current with competitive environment, evaluating club's offerings with respect to competitors and makes recommendations to improve offerings.

- Cooperation:
 - Working with the Executive Chef and his culinary team to determine prices and menus.
 - Assisting the Set Up crew with arrangements for functions.
 - Attending and participating in weekly meetings of the F & B Department.

- Performance Metrics: Included but not limited to:
 - Being attentive to the needs of the members.
 - Working as a team.
 - Professional appearance.
 - Enforcing Club policies and rules.
 - Maintaining a professional image,.
 - Exercising professional behavior and language.
 - All of this Job Description.

- Reasonable requests: Adheres to and performs all reasonable requests from management.

All interested should email Human Resource Manager Jody Feola at jfeola@gpyc.org. Please include your resume and a cover letter.