JOB TITLE
Catering Sales Manager

JOB ID
17392

OPEN DATE
12/11/2019

LOCATION
San Jose

HOURS/WEEK
40 - 40

SALARY
$25 - $DOE

WORKDAYS
Various

SHIFT/HOURS
Various

REQUIRED FOR POSITION
Background Check

REQUIRED EDUCATION
Other - University/College degree in a related preferred

JOB DESCRIPTION
ABOUT FAIRMONT HOTELS & RESORTS

At Fairmont Hotels & Resorts we offer our guests the finest hospitality experience in each of our destinations. And we know that, to offer our guests the best, we first need to offer our employees the best. That’s why you’ll find exceptional work opportunities—throughout North America and the Caribbean, Europe and Africa, the Middle East and Asia Pacific—as well as industry-leading training, career development, recognition and rewards. Fairmont Hotels & Resorts is a celebrated collection of hotels that includes landmark locations like London’s The Savoy, New York’s The Plaza, and Shanghai’s Fairmont Peace Hotel. Our teams are guided by values of Respect, Integrity, Teamwork and Empowerment; we employ the highest ethical and quality standards, treating all colleagues with fairness and dignity. A community and environmental leader, Fairmont is also regarded for its responsible tourism practices and award-winning Green Partnership program. An exciting future awaits!

Hotel Overview:

A fixture in the heart of Silicon Valley since 1987, The Fairmont San Jose delivers an irresistible blend of innovation and elegance. With the meteoric growth of the computer industry, Silicon Valley has become one of the world’s busiest hubs, and the capital of this high-tech mecca is San Jose. The Fairmont San Jose hotel combines technological innovation with timeless elegance.

Catering Sales Manager

At Fairmont San Jose, our engaging service and delicious cuisine make every special event a truly memorable affair, both within our distinctive surroundings and off-site. Be an ambassador for our exceptional offerings as Catering Sales Manager, where you will liaise between multiple departments to meet the needs – and exceed the expectations – of your clients.

Summary of Responsibilities:

Reporting to the Director of Catering and conference services, responsibilities and essential job functions include but are not limited to the following:
• Consistently offer professional, friendly and engaging service

• Accountable for booking and increasing Catering business requiring under 10 guest rooms, through the development of new business, prospecting, entertaining and active follow up of existing inquiries.

• Accountable for achieving sales quotas and sales goals as determined by the Director of Catering.

• Respond to all inquiries within one hour.

• Effective management of activities/bookings to assist in achieving hotel revenue targets.

• Quote and negotiate pricing within established parameters and process contracts.

• Solicit from and confirm with client all information pertaining to the event, and organize and distribute all information to departments through memos, banquet event orders, resumes and rooming lists.

• Effectively communicate all changes so labor and food costs can be controlled.

• Communicate effectively with hotel operation departments to ensure guest satisfaction.

• Manage room blocks in relation to pick up, rooming lists and cancellation.

• Coordinate for the client while maintaining strong relationships with outside suppliers - entertainment, electrical, audio-visual, display, décor and floral.

• Conduct pre-convention meetings when required.

• Conduct professional site inspections and test meals as required.

• Be available to assist client while on site at appropriate times (evening and weekends are required).

• Must be flexible to accommodate irregular or extended hours.

• Identify and communicate lead referral opportunities for other Fairmont Hotels and Resorts.

• Attend required in-house meetings as required.

• Stay current with trends.

• Collect market and competitive intelligence – adjust strategy as required.

• Successful management and execution of a sales funnel to achieve the facility goals

• Networking and contacts a must

• Active community and social media participation, required

• All other duties as assigned by the Director, Catering and Conference Services.

• Other duties as assigned

3 TO 5 KEY SKILL SETS REQUIRED
Qualifications:

• Post-Secondary Education or Hospitality Certificate.

• Minimum 1 year experience in Conference & Catering Services or Sales an asset, with background in hotel operations.

• Professional presentation, excellent communication skills and the ability to close a sale.

• High-energy individual with exceptional organization skills.

• Must be able to work independently and maintain a positive attitude within a busy environment.

• Excellent interpersonal skills, preferred fluent in English and French.

• Strong knowledge of food and beverage, including wine and food pairing an asset.

• Computer literacy required including knowledge of Word and Excel.

• Must be a creative and effective leader, possessing a high degree of professionalism.

• Excellent communication and organizational skills

• Strong interpersonal and problem solving abilities

• Highly responsible & reliable

• Ability to work well under pressure in a fast paced environment

• Ability to work cohesively as part of a team

• Ability to focus attention on guest needs, remaining calm and courteous at all times

"Applicant must provide proof of eligibility to work in the United States."