



Social Catering Manager

Department: Sales
Reports to: Director of Sales & Events

OVERVIEW:

The social catering manager is responsible for the majority of the wedding & social events at The Duke Mansion. This involves the handling of all the event details and preparation leading up to the event as well as being the onsite contact during event execution. The social catering manager will work closely with clients to ensure their event is a success, and follow up with the client to get feedback after the event is through. This position involves managing client relations as well as employee and vendor relations to run a smooth operation.

CORE RESPONSIBILITIES:

- ❑ Manage all event details including but not limited to setup, menu, timeline, etc.
- ❑ Create and manage banquet event orders and rooming lists through venue operating systems
- ❑ Conduct site visits and planning meetings for clients and guests
- ❑ Maximize revenue by upselling products and services for each event
- ❑ Work collaboratively with service department to ensure the client's needs are met and communicated accurately and efficiently to all departments through Banquet Event Orders and diagrams.
- ❑ Build and strengthen relationships with new and existing clients to enhance guest experiences and cultivate future business
- ❑ Prepare invoices at the conclusion of each event for client and accounting.
- ❑ Coding vendor invoices for each event for account payable
- ❑ Work with additional vendors for client needs that are outsourced including parking and rental equipment

ADDITIONAL RESPONSIBILITIES:

- ❑ Attend weekly sales meetings, banquet event order meetings & operations meetings
- ❑ Become knowledgeable about all hotel capabilities and services including front desk, reservations and rooms
- ❑ Assist with special projects for marketing the property and help maintain social media accounts



THE DUKE MANSION

Historic Inn & Meeting Place

- ❑ Understand and support our brand expectations of customer service
- ❑ Execute exemplary customer service to ensure client satisfaction before, during and after the event

SKILLS:

- ❑ Working knowledge of Delphi, RoomMaster, and Microsoft Office
- ❑ Excellent time management skills
- ❑ Strong organization and communication skills
- ❑ Comfortable learning and operating audio/visual equipment

EDUCATION & EXPERIENCE:

- ❑ 2 or 4 year degree from an accredited university in Business Administration, Marketing, Hotel and Restaurant Management, or related major

OR

- ❑ 2 years experience in sales and marketing, guest services, front desk, or related professional area