

CATERING SALES AND SUITES GUEST RELATIONS MANAGER



Westerner Park

PERMANENT FULL TIME

Westerner Park is Western Canada's Event Centre...Your Home for Celebration! We provide premier facilities and service for agriculture and trade, sports and entertainment, conferences and meetings. We are community and team focused and continually growing. Under the direction of the Executive Chef, The Catering Sales and Suites Guest Relations Manager is a key member of the Catering and Banquet department. This role works closely with the Catering and Banquet team to collaboratively manage the guest and client experience, challenges and issues, problem solving to achieve the most effective solutions for the client and the organization as a whole. This person is primarily accountable to have direct contact with suite holders, and acts as an outside sales executive to promote new business for the catering team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction of the Executive Chef, the Catering Sales and Suites Guest Relations Manager is responsible for but not limited to, the following duties:

- Supervision of the Sky Suite Host(ess)s, Bartenders and Stewards;
 - Recruit and onboard
 - Oversee the work
 - Provide training and development as necessary
 - Manage scheduling, assign work and work duties
 - Participate in employee evaluations and disciplinary actions
 - Coach, mentor and develop the team
- Guest and Client experience;
 - Is directly accountable to ensure the provision of flawless, upscale, professional and high class customer experience in the sky suites
 - Works closely with the Executive Chef, Events Delivery Manager and Banquet Manager to regularly liaise with guests regarding optimal experience
 - Is the initial point of contact on guest arrival for their event and ensuring that guest relations experience is maintained throughout
 - Analyzes customer feedback and provides strategic direction to continuously improve overall guest ratings
 - Responds to guests and client needs and anticipates their unstated ones
 - Seeks innovative ways to receive feedback for future improvements
- Business Development;
 - Identify potential catering clients and meet with them to provide information about the business
 - Promote the Catering service to outside organizations
 - Schedule/book new catering business
 - Meet and greet clients for outside sales meetings and assist in detailing banquet event orders

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- Safety and Infection control;
 - Follow standard safety and quality control standards at all times
 - Report any deficiencies
- Revenues;
 - Required to set and achieve revenue targets in an effort to attract new sales events and/or conventions

CORE COMPETENCIES

- Guest and client service and quality orientation
- Lead by example
- Professionalism and problem solving skills
- Team centric & positive attitude
- Accountability and dependability
- Excellent oral and written communication skills
- Excellent problem-solving and multitasking skills

EXPERIENCE & QUALIFICATIONS

- Proven work experience as a Guest Relations Manager or similar role
- Proficiency in English; knowledge of other languages is a plus
- Ability to work flexible hours
- BSc degree in Hospitality Management, Tourism, Business Administration or relevant field

AFFILIATIONS

Westerner Employees Association — Exempt

TO APPLY

Please email your Cover Letter and Resume to Human Resources with your name and the name of the position you are applying for in the subject line to

HR@westernerpark.ca

This job description is not intended to be all inclusive. Personnel may perform other related duties as requested to meet the ongoing needs of the organization.

Thank you for your interest with Westerner Park. We look forward to reviewing your application

Important Message: We thank all those who apply. Only those selected for further consideration will be contacted. This position will remain posted until successful applicants are found.