

# Director of Catering and Events

## JOB DESCRIPTION

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Position Title: Director of Catering and Events

Related Titles: Catering Director; Banquet Coordinator

Reports to: General Manager

Supervises: Catering and Events Apprentice, Event and Dining Personnel

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### **Position Summary:**

The Director of Catering and Events promotes, plans and executes member-related activities, social and business meetings, and private banquets. The Director coordinates and organizes events by choosing the appropriate Club facility based on the event's size and need; stays within budgetary constraints, directs the administrative and operational aspects of the events and oversees staff. The Director shall place equal emphasis on planning and conceptualizing member internal events and private events. Periodically, the Director may perform several roles or work with staff in several departments. This is a full time, salaried exempt position. Work schedule will include nights and weekends based on scheduled events or club necessity.

### **Position Characteristics:**

A successful Director of Catering and Events is a career professional who possesses the desire to contribute to the cultivation, development and success of the Club's catering and events operation. He/she will be prompt and proficient responding to client inquiries via phone or email throughout the event planning process. Must be well versed in professional communication with the aptitude to exercise discretion. Proficient organizational skills are a necessity; the Director must be conscientious of the quantity of bookings each month. He/she provides excellent customer service with the utmost professional integrity. Be courteous, show initiative and enthusiasm with members, guests and staff. Ensures all events are successful through positive experiences for Club members, guests and staff.

### **Essential Job Functions:** \*including but not limited to\*

- Professional verbal and written communication skills
- Must be organized and detail oriented
- Requires the ability to be flexible and adapt to change
- Coordinate with members/clients regarding inquiries for hosting events
- Gives tours of the facilities and discusses booking logistics, room options and menus with potential clients
- Meets weekly with the Food and Beverage department to review upcoming events and parties, (BEO-Banquet Event orders) meeting; informs all necessary departments of any updates or changes
- Cultivate strong client relationships/partnerships, ensuring client satisfaction

- Coordinate with the Executive Chef for revisions and updates of the catering menu regularly, reflecting culinary trends and member/client needs
- Create and review annual budget; communicates directly with the Club's Controller on budget issues and/or inconsistencies
- Collaborates with the Assistant General Manager in hiring, firing, directing, training and supervising all direct subordinates in the performance of their duties in accordance with Westwood Country Club's performance standards
- Works with the Assistant General Manager in the preparation of performance objectives and evaluation of the service staff
- Knowledge, skills and abilities to perform proper table service, event set-up, table sizes and capacities, proper table settings for daytime and evening events; experience in fine dining etiquette
- Facilitates the recruitment of the Catering and Events Apprenticeship program; Establishes the mentor/mentee relationship

**Additional Responsibilities and Job Requirements:**

- Ensure that all events/meetings are correctly set each day
- Create floor plans for weekly events and prepare event/banquet staff accordingly
- Contact clients, update and confirm details to finalize BEOs (Banquet Event Orders)
- Collaborate with clients and the Banquet Captain upon client arrival regarding proper set-up, event execution, and resetting for day/evening
- Attends weekly department head meetings; works with Assistant General Manager on morning staff meeting agenda; provides information for the House and Grounds Committee agenda and attends bi-monthly meetings
- Create monthly security schedules for security and event staff
- Collaborates with Accounts Payable to code department invoices
- Basic knowledge of Point of Sale systems and online reservation systems
- Other duties as assigned

**Preferred Education and/or Experience:**

This position generally requires a two or four-year degree in Hotel and Restaurant Management, and/or equivalent experience in catering or banquet/event management, hospitality services, sales coordination and knowledge of fine foods and wine.

Previous knowledge, skills and abilities serving, supervising and training in a fine dining food service environment.

Required certification: City of Austin Food Handler's Certification and TABC (Texas Alcoholic Beverage Commission) certification

**Appearance and Grooming:**

All employees are required to follow the guidelines set forth by the associate handbook regarding proper workplace appearance. Employees must adhere to their department's specific uniform requirements.

**Language Skills:**

The ability to write and speak clearly and concisely is required to maintain proper, effective communication between staff and Club members; excellent verbal skills are essential to supervise and direct personnel effectively.

**Reasoning Abilities:**

Be able to problem-solve, create and maintain schedules, and be both a prepared and flexible person. Establish and uphold positive and productive working relationships with clients and staff. Work efficiently, both independently and as a part of a team. Be organized, exercise sound judgment, perform detailed tasks; understand, follow, and give clear verbal and written direction.

**Physical Demands:**

This position routinely requires standing, walking, holding/carrying, reaching, twisting, bending/stooping, pushing/pulling, kneeling/squatting, sitting, climbing stairs/ladders. Employee will have the ability to lift and/or move at least forty pounds on a consistent basis.

**Work Environment:**

The noise level in the workplace is usually moderate, characteristic of fine dining restaurants or country clubs. The work environment is comparable to other food service industries and restaurant environments, but may include atypical or extraordinary conditions.

**Core Values:**

Possess a strong understanding of **M.A.T.C.H.**

Membership – Always comes first; this is why we are here

Attitude – Positive thinking is paramount

Teamwork – Every member may be helped by every team member

Challenge – Challenge yourself to go above and beyond every day

Honesty – Always do the right thing, even if you think no one is looking

Please submit resumes and cover letters to: [lynettec@westwoodcountryclub.com](mailto:lynettec@westwoodcountryclub.com)