

**Job Title:** Catering Sales Manager  
**Location:** Talking Stick Resort  
Scottsdale, Arizona

**Summary**

Responsible for proactively soliciting and managing group/catering-related business opportunities to meet and exceed personal and team related revenue goals. Ensures business is turned over properly and in a timely fashion for proper service delivery. Must support the service and relationship strategy and drive customer loyalty by delivering service excellence throughout each customer experience. Provides service to our customers in order to grow share of the account on behalf of the resort.

**Supervisory Responsibilities**

At present, this position does not have supervisory responsibilities.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Negotiates services of hotel and executes Catering Sales Agreement for each business opportunity;
- Sources and qualifies potential social business opportunities;
- Proactively identifies, qualifies, solicits, negotiates and books new and repeat social functions and catering business through outside sales calls, telemarketing, direct mail, trade show shows and other industry related networking outlets in order achieve personal and resort revenue goals;
- Partners with Marketing and other departments to provide a customer experience that exceeds the customer's expectations;
- Acts as customer liaison with hotel during customer event/program ensuring daily needs are met and overall customer satisfaction;
- Works collaboratively with off-property sales channels to ensure sales efforts are maximized;
- Responds to incoming catering opportunities for the hotel;
- Stays up-to-date regarding the overall market - competitors' strengths and weaknesses, economic trends, supply and demand, etc. and knows how to sell against them;
- Closes the best opportunities for the hotel based on market conditions and hotel needs;
- Uses negotiating skills and creative selling abilities to close on business and negotiate contracts;
- Builds and strengthens relationships with existing and new customers to enable future bookings;
- Effectively develops relationships within community to strengthen and expand customer base for group/catering sales opportunities;
- Conducts site inspections.

**Education and/or Experience:**

High School Diploma or GED required; Bachelor's Degree in Sales, Catering, Hospitality Management or related field strongly preferred; 5 years hotel sales/catering experience, on a property level, with at least 3 years sales management experience and/or an equivalent combination of education, training and related hospitality sales experience.

**Licenses and Certifications:**

CMP, CHSE or other related certification preferred.

**Computer Skills:**

To perform this job successfully, an individual should have excellent PC skills and broad knowledge of current and standard hospitality software applications and hotel systems (Microsoft Office, Delphi, PMS etc.).

**Language Skills**

Must be able to read, write and understand English.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to stand for prolonged periods of time; walk; use hands and fingers to handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee must regularly lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed to secondary smoke. The noise level in the work environment is usually moderate.

Casino Arizona reserves the right to make changes to this job description.

**ALL CANDIDATES MUST PASS PRE-EMPLOYMENT DRUG/ALCOHOL TEST AND BACKGROUND CHECK**