

Muckleshoot Casino – Catering Sales Manager

Proclaimed a “local favorite” by Thrillist, Muckleshoot Casino in Auburn, Washington is the biggest casino in the Pacific Northwest. Guests will find more than 3,100 games to play, thrilling new ways to win instantly, and the most smoke-free gaming in the state. Muckleshoot Casino also provides eight delectable dining experiences, from the finest in Asian cuisine at “8” to the endless culinary delights of Spice Bay Buffet®. Visitors can keep the fun going all night long at Club Galaxy where live entertainment is always free.

Located about 30 miles southeast of Seattle, Washington, Muckleshoot Casino is owned and operated by the Muckleshoot Indian Tribe. We are proud to offer an exceptional work environment by promoting excellence in our team members. We invite you to view our current job openings and apply for positions online by visiting our careers page at: <http://muckleshootcasino.com/site/careers>.

Our competitive compensation package consists of:

Excellent Wages
Company-paid Medical, Dental & Vision Insurance
Paid Vacation, Holiday & Sick Days
Retirement Plan

JOB SUMMARY: Responsible for soliciting new catering accounts, entertaining and maintaining relationships with existing accounts to meet and/or exceed food and beverage revenue goals. Oversee client functions to ensure guest satisfaction. Required to work varying schedules to reflect the business needs of the operation.

MAJOR TASKS AND RESPONSIBILITIES: *The statements describe the general nature and level of work only. They are not an exhaustive list of all required responsibilities, duties, and skills. Other duties may be added, or this description amended at any time.*

1. Practice, Support and Maintain the Mission, Vision and Values of Muckleshoot Casino.
2. Sell and implement catering promotions, and maximize revenue by creating and developing menus for applicable markets.
3. Offer personalized solutions for clients and enhance Muckleshoot Casino’s reputation and business by working with the Banquet Operations Team to ensure exceeding clientele’s expectations.
4. Produce and manage sales based on leads via incoming phone calls, email inquiries, or internal referrals with the purpose of converting the lead to a sale.
5. Identify, qualify and solicit new catering business to achieve revenue goals.
6. Produce sales based on previous clients renewing annual events.
7. Understand and communicate details pertaining to the wedding, corporate, local, social market and small group market.
8. Establish relationships with area hotels and managers.
9. Close the best opportunities for the venue based on market conditions.
10. Develop and manage catering sales revenue and operation budgets, and provide forecasting reports.
11. Work directly with clients, wedding planners, and meeting planners gathering necessary information for menu planning, floor plan, room set up, timelines, rental orders, decor, cost and billing details and any other requirements pertinent to their event in a timely manner and assist with those items as necessary.
12. Greet client and assist in conducting tastings, working in the best interest Muckleshoot Casino regarding flow of event, layout of food stations and design of menu befitting of company standards.
13. Coordinate menus, staffing and implementation of all group F&B events: preparation and distribution of specifications sheets (BEOs) on each function and catering schedule.
14. Create BEOs for distribution, leads BEO discussion for assigned events. Responsible for follow-up circulation and timely communication with proper departments.
15. Review and approve all group banquet checks.

16. Ensure accurate final BEO calculations and final payment when adding food or beverage for the night of for extra guests or extra items.
17. Ensure accurate organization and set up of catering equipment and service ware.
18. Manage food service during event to ensure proper service by staff, providing good communication with and working cooperatively with the culinary team.
19. Interact effectively with sales, kitchen, vendors, competitors, and catering associations to ensure guest satisfaction.
20. Complete Event Report, post-event file and submit all invoices, receipts and closing inventories to appropriate personnel.
21. Record actual guest count in Company Software.
22. Maintain complete and in-depth files on all future and past events and private parties as directed by departmental standards.
23. Practice and observe safety rules and regulations and encourage other to do the same.
24. Participate in staff meetings; attends classes to expand product knowledge and sales efficiencies.
25. Promote positive guest relations, making every effort to accommodate any guest's reasonable request.
26. During the event, act as the client's first point of contact.
27. Work cooperatively with outside vendors to conduct business professionally and in the best interest of the Company.
28. Create, maintain and facilitate a positive work environment.
29. Smile and engage the Guest and Team Members with a positive professional demeanor.
30. Perform other duties as assigned.

LICENSES OR CERTIFICATIONS (required/preferred):

- Must maintain a valid WA State Health Card/Food Handlers Permit.
- Must maintain a valid Liquor Service Permit.

EDUCATION, EXPERIENCE, AND TRAINING FOR POSITION (required/preferred):

- High school diploma or GED equivalent required. Bachelor's Degree required. Hospitality Management Certification beneficial. Extensive (+5yrs) successful catering sales experience may be considered in lieu of degree requirement.
- Hospitality /Food & Beverage management experience required.
- Three (3) years successful Sr. level catering sales and/or event management experience including fine dining required.

SPECIFIC SKILLS/KNOWLEDGE/ ABILITIES REQUIRED FOR POSITION:

- Must be a self starter, requiring little or no immediate supervision.
- Must possess good communication skills; both oral and written.
- Position specific knowledge must include; knowledge of special menu items, food preparation and presentation, presentation of wines and liquor, complete knowledge of all room set-ups, table set-ups, and catering procedures.
- Knowledge of computer and P.O.S. or register systems.
- Ability to demonstrate etiquette in table setting and service.
- Exceptional focus with attention to detail and follow-up
- Demonstrate strong guest service orientation and skills
- Demonstrate ability to prioritize and organize work assignments; delegate work when appropriate.
- Work a flexible schedule, includes nights, weekends, holidays
- Direct performance of assigned staff and follow up with corrections as necessary.
- Create an environment for a cohesive team
- Excellent critical thinking, analytical and problem solving skills.
- Work cooperatively and professionally with other departments, with respect to the chain of command.
- Possess mature, professional demeanor when interacting with vendors, staff and guests.
- Drive results in a large volume, multi-faceted, high stress environment.

PHYSICAL REQUIREMENTS: *The physical requirements described herein are representative of those that must be met by an team member to successfully perform the essential duties of this job.*

- Must be able to stand and work on feet for extended periods of time (8+ hours).
- Ability to lift, reach, squat, kneel, stoop, bend, step, stretch and balance.
- Ability to lift up to forty pounds (40 lbs.), occasionally higher with assistance.

WORK ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Some essential functions of the job will be performed within a smoking environment.
- Monitored by surveillance cameras.