



**Position Title:** Catering Co-Ordinator  
**Position reports to:** Conference Service Manager  
**Salary:** \$36,000 - \$38,000  
**Employment:** year round

Fox Harb'r Resort is a 5 Star 4 Diamond property nestled along the coast of the Northumberland Strait in Wallace, Nova Scotia. We are offering a unique opportunity for you to experience a 5 Star Luxury work environment. With this opportunity you will be presented with a distinctive career, experience, and benefits in a World Class setting.

**General Description:** The Catering Coordinator is the “administrator” for the Conference Services Team and often act as the liaison between the Sales Manager or Conference Services Manager when person is not available. Responsible for managing all of the administrative duties including providing service support for all in-house (live) meetings and groups and contributing to a positive, enthusiastic work environment.

**Qualifications & Requirements:**

- High school diploma
- Ability to work both independently with little supervision and as part of a team
- Organized and Punctual
- Excellent communication skills
- Excellent instructional skills
- Prior experience if Hospitality would be an asset
- Guest service focused

**Responsibilities:**

- Processing all incoming calls and emails and makes necessary reservations
- Responding to all leads in a professional and timely manner (by end of day)
- Preparing correspondence, proposals, BEOs and direct mail initiatives for both Sales and Conference Services
- Conducts in-house site tours for meetings and/or guest rooms as requested
- Dissemination of collateral and meeting package kits and sales kits
- Arranging meetings to include scheduling, coordination and preparation of Banquet Event Orders (BEOs) for any groups assigned.
- Handles all in-house bookings (space; BEO's etc.)
- Conducts Exit/Feedback interviews as assigned.
- Prospecting for new or repeat business
- Seeks opportunity to maximize revenues by up-selling and/or offering enhancements to create outstanding events.
- In the absence of the Account Sales Manager or Account CSM – act as the bridge (liaison between the client and his/her account Sales Manager or Account CSM) to assist the client and disseminate information when one or both might not be available. Client needs to know that they can get in touch with someone.
- Process all incoming phone inquiries for group event or meeting room sales, using a booking form format to pass to Sales or CSM for immediate follow-up.
- Disseminates all of the BEO's to stakeholders
- Attend daily BEO meeting to review changes etc.
- Uses the “change process” to ensure that all stakeholders have the most up-to-date information.
- Establishes and maintains catering files and database; maintaining a strong data base of photos.

Human Resources Department, Ann Jeffreys

Email: [hr@foxharbr.com](mailto:hr@foxharbr.com) Mail: 1337 Fox Harbour Rd., Fox Harbour, NS B0K 1Y0

While all responses are appreciated, only those applicants who will be invited for an interview will be contacted.



- Monitors and updates group room blocks and ensures that the hotels' deposit and cut-off policies are adhered to (communicate with Sales Managers or CSM to resolve issues).
- Process incoming leads from online channels or other booking channels passing to appropriate Sales or CSM.
- As requested, conduct walk-in site requests, qualify leads and passes to appropriate CSM.
- In concert with Sales Manager and/or CSM, produces proposals, sales correspondence and prepare sales kits and presentation folders as required
- Assists Sales Managers with Request for Proposal (RFP) process as required

#### **On Site Coordination**

- Meet and greet all clients at Meeting Rooms as possible (first and last day at minimum), to welcome, review meeting space, ensure expectation of convener is same as on-site contact and reflected in BEO's and to introduce Banquet Lead for bookings assigned as well as in the absence of the account Sales or CSM person.
- Alert any feedback received on-site to Account SM and CSM for immediate f/u (to determine if anything can be done immediately to rectify issue while Client is on-site).
- Participate (in rotation or as assigned) the conducting of satisfaction survey interviews after each group/meeting to gather feedback; submitting report to Account SM and Account CSM and copying GM (and other relevant departments). Note: this should be an account that isn't assigned but belongs to another (for 3rd party objectivity).

#### **General & Administration**

- Work closely with all departments, especially with Front Desk and Food and Beverage teams to communicate all group information in a timely and detailed fashion.
- Responsible for updating and maintaining account management system in order to keep accurate accounts, contacts, etc.
- Reconcile invoices against BEO's for all Food & Beverage; A/V; Other Expense and Accommodations are accurately accounted for.
- Responsible for providing daily synopsis emailed to Account SM; Account CSM and GM (President) for inhouse groups.

**At Fox Harb'r Resort, we know every employee is a valued part of the team.**

#### **Our benefits include:**

- Travel Fuel Allowance
- Discounts at the Resort's Dining Areas; The Cape Cliff and Willard
- Discounts on Accommodations, Golf and Spa services & products
- Friends and Family Rates for overnight accommodations
- Complimentary use of the Junior Olympic Pool, Mineral Pool and Fitness Room
- Team Member rates for Golf, Sport Shooting, Kayaking, Trail Rides etc.
- Team Member Activities and Department Incentives
- Team Member Education Funding and Bursary Program
- Team Member housing availability

Fox Harb'r Resort is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status

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