



Position Title: Catering Manager
Position reports to: Director of Catering & Conference Services
Salary: \$ 46,000 annually
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 Manager's role is to manage and execute upon the Corporate and Incentive markets for Fox Harb'r Resort. This role will provide a one-stop-shopping for clientele from this market, including writing contracts, setting up room blocks and catering files; collecting deposits; preparing banquet event orders, and seeing to the detailed execution by the banqueting staff of the event(s) being hosted at Fox Harb'r. The Director of Catering & Conference Services will assign customer accounts to the Catering Manager as appropriate (even if occasionally outside the Corp/Incentive segments) and the Catering Manager will carry out the duties of a client account manager, providing details to all stakeholders in a timely manner, with the focus on customer satisfaction and excellence in service offering.

Qualifications & Requirements:

- Work experience of at least 2 years Catering and/or Conference Services experience
- Knowledge of Resort Suites, an asset.
- Knowledge of food and beverage products, and presentation of food and beverage items.
- Knowledge of meeting room capabilities, banquet set-up, audio-visual and any other pertinent details as they relate to function room set-up.
- Strong communication skills, both verbal and written
- Must possess computer skills, including but not limited to, Microsoft Word, Excel
- Exceptional organizational / detailed orientated
- Ability to manage multiple priorities
- Strong confidentiality values
- Multi-tasker
- Detail oriented
- Strong ethics (do the right thing)
- Ability to meet deadlines

Responsibilities:

Administrative

- Achieve budgeted revenues for market segments as provided by the Director of Conference Services.
- Complete forecast reports for assigned clients/markets as required for the Department.
- Work with outside vendors as required to ensure client satisfaction for all events/groups
- Apply knowledge of all laws, as they relate to an event.
- Understands the impact of banquet operations on the overall success of a banqueting event and work closely with Banquet team and culinary teams to maximize client satisfaction.
- Adheres to and reinforces all standards, policies, and procedures.
- Participates in the Resort goals around high level of sanitation and environmental responsibility.
- Ensures that every planner is asked to provide input through a Fox Harb'r Group Survey

Human Resources Department, Ann Jeffreys

Email: 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.



- Attends and participates in all pertinent meetings as a member of the Leadership team at Fox Harb'r Resort.
- Evaluate current revenue practices and make recommendations to maximize the profitability of the Catering & Conference Services resources.
- Ensures full compliance to Resort operating controls and seek innovative ways to improve one's own performance on a regular basis.
- Assures the cleanliness and orderliness of the Catering & Conference Services premises.

Operations

- Prepare the contract (seeking assistance for any out-of-the-ordinary items/clauses from Director of CS) for issuing and execution.
- Once contract is confirmed, open a room block file and a catering file. Establish booking #; post deposit etc.
- If contractual changes occur after the fact, these are to be recorded and a contract amendment is reissued for signature.
- Manage room block and space block for groups assigned.
- Continually evaluate the room blocks and meeting space being held by groups and attend a weekly yield/review meeting Director of Catering.
- Take charge of all event arrangement activities to facilitate event details.
- Negotiate food and beverage prices, function space, and hotel services within approved departmental booking guidelines. Any deviation by CS staff must be approved by the President.
- Attend a weekly BEO and any Resume meetings, working closely with banquet department on operations/meeting execution.
- Assure that the CS Co-ordinator represents Catering Manager markets, in attendance of the daily BEO review meeting with the operating departments ie Culinary; Banquets; Housepersons; Guest Services and Shuttle; etc.
- Conduct site inspections for booked events; host planners as required; host tastings as required.
- Develop a working relationship with clients to facilitate the booking of future business – with understanding that Catering Manager is responsible for own "repeat market" by asking for future business. Referring to Sales for larger blocks and meeting events.
- Coordinate with planners to develop service schedule for events (Banquet Event Orders) and Customer Event Resumes for multi day meeting/groups within ones' market.
- Works closely with Resort departments involved in servicing the groups, updating operating departments of any revisions to meeting or event arrangements (ie change orders).
- Conduct pre-conference briefing meetings ie RESUME MEETINGS (for larger or more complicated and far-reaching events) having the leads of all operating guest facing departments in attendance to meet the planner.
- Attend to a "Introduction of Banquet Lead" for day one of meetings and/or events.
- Provide clarity on BEO's to ensure proper financial posting of meeting planner accounts by accounting.
- Responds to and handles guest problems and complaints.
- Actively participates as a member of the Sales and Conference Services Team and as a member of the Resort Team of Co-workers at all times, being positive, assisting as able/asked; acting as a role model of professional behaviour and attitude, providing support for others and abiding by all of the policies of the department and the Resort.
- Performs other duties, as assigned, to meet business needs.

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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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