

Job Position: Group & Banquet Sales Assistant

Reports to: Group & Banquet Sales Manager

Hours: Part-time, Hourly



Primary Function

The Group & Banquet Sales assistant will support the Group and Banquet Sales Manager by assisting in overseeing the planning and hosting of group sales and banquets to provide customers with excellent banquet experience in the banquet/conference facilities at Sauder Village. This includes Founder's Hall, Sauder Heritage Inn and the 1920s Main Street Venues, assuring that guests enjoy rich experiences in a professional and courteous manner. Will provide help and act as back up to Group and Banquet Sales Manager as needed.

Essential Functions (Responsibilities) include the following. Other duties may be assigned.

1. Assist with the sales efforts of group and banquet sales department at Sauder Village. This includes weddings, receptions, corporate banquets, reunions, family events, getaway packages, pool parties, coach tour buses.
2. Answer banquet meeting and catering sales inquiries in a timely manner. Follow up on potential sales leads, and also follow up with customers after their visit to promote repeat business.
3. Help to develop and maintain banquet customers. Form relationships, provide excellent service.
4. Meet with customers as needed to provide guest information on Sauder Village banquet facilities, food service and meeting information.
5. Assist in maintaining up-to-date activity and rate information for each account on the banqueting system.
6. Update Sales and Catering / other banquet software daily for all event space bookings.
7. Work closely with Banquet Food Services team to enable a smooth process from sale to event.
8. Participate in weekly event planning meetings with the full banquet team when needed.
9. Ensure timely and accurate follow up and communication both with internal banquet team members and to guests/clients.
10. Help maintain banquet and group sales calendars accurately and in a timely manner.
11. Plan the venue layout according to the number of guests and the type of event and communicate to banquet team according to team schedule.
12. Work closely with House Supervisor and Banquet & Events Manager to ensure all aspects of the event have been communicated and serviced for both client and Sauder Village customer satisfaction needs.
13. Process event invoices in a timely manner.
14. Maintain high standards of personal appearance and grooming, which includes compliance with the dress code.
15. Provide exceptional guest experiences.
16. Keep the safety of guests, staff, and self a priority.
17. Participate in banquet events as needed, including some evenings, weekends, and holidays.
18. Work as House Manager when needed.
19. Work cooperatively with the entire Sauder Village team to ensure the guest experience exceeds expectations.
20. Communicate effectively with guests, team leaders, management, and coworkers of all areas in Sauder Village.
21. Work with other staff to develop new programs, policies, and group offerings to better meet the requests of our target audience as directed.

Skills, Requirements, and Conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the above essential functions.

1. Associate degree and/or a minimum of 2 years of experience in sales, hospitality or customer service or combination of education and experience.
2. Commitment to providing exceptional guest experiences.
3. Excellent and timely communication and interpersonal skills throughout entire timeline is essential.
4. Strong customer service and leadership skills.
5. Reliable, enthusiastic, and trustworthy team-player.
6. Reflects and advocates for the mission, purpose, goals and values of Sauder Village.

7. Maintain a friendly helpful demeanor.
8. Able to communicate with all banquet staff.
9. Self-motivated, able to stay organized and meet deadlines.
10. Able to work independently or as part of a team.
11. Interest in and ability to learn, retain, implement food service information and skills.
12. Able to adapt to situations that arise on a day-to-day basis. Creative problem solver and ability to “see the big picture.”
13. Able to handle stressful job related and/or customer service situations.
14. Physical skills include, but are not limited to, frequent standing, walking, and lifting.
15. Able to work in an environment that is not always climate controlled.
16. Experience with Microsoft Office software and Maestro (preferred or willing to learn).