



Position Profile

Catering Coordinator (CC)

Locust Hill Country Club
Pittsford, New York

Organization

Locust Hill Country Club is a private full service, year-round country club which provides a prestigious, yet friendly and welcoming environment for all of its members, their families, and their guests. Locust Hill Country Club is the private club of choice in Rochester, New York.

LHCC is located in the towns of Henrietta and Pittsford, approximately five miles southeast of Rochester, New York. The Club offers a state-of-the-art practice facility, three hard surface tennis courts, two heated paddle tennis courts, a health and wellness fitness center, an Olympic size swimming pool facility with expansive patio seating and a 60,000 square foot Clubhouse facility, which hosts an exciting and busy social and dining calendar. Our dining and banquet facilities provide breathtaking views of our golf course.

Position Summary

The CC will lead a team of servers and bus staff, and ensure they deliver exemplary customer service to both members and guests during events. Responsibilities include planning food and beverage menus, coordinating food preparation and serving during events. The CC will promote the Club's dining facilities for weddings, private events, business, and social meetings. They will oversee all administrative and operational aspects of preparing and executing events. The CC will interact and work with other departments to assure that members' and guests expectations are exceeded and financial goals are attained in accordance with the budgeted Club revenues and expenses.

Responsibilities

Continuously exceed service expectations of both members and guests for private events
Site Tours: Provide site tours and offer suggestions in efforts to sell the merits of the Club's facilities for the occasion being planned.
Proposals: Create proposals for each event and send to client in a timely manner (within 24 hours)
Contracts: Create Event Contracts for each event
Details: Help members and guests arrange banquets including luncheons, meetings, weddings, dances, and other social events. Plan member social activities to populate calendar with dining, social and golf events. Obtain all pertinent logistical and operational information from club departments needed for planning including menus, entertainment, themes, decorations, set-up, etc.
Menu development: Work with Executive Chef and club management to develop the event menu presentation, selection of menu items, and pricing for all items related to events.
Menu planning: Determine the guests needs and suggest menu items in conjunction with the Executive Chef and/or other culinary personnel. Host menu tasting for guests when appropriate.
Event Planning: Develop detailed plans for each event pertaining to arrival, set-up, execution, decor, rental items, entertainment, and departure details. Coordinate the plan with the managers to ensure proper service delivery and maintenance of the Club's service standards.
Communication: In a timely manner, transmit necessary information banquet event orders, diagrams, changes - to all pertinent staff. Coordinate the production of daily function sheets to be distributed to all Club departments and posted for guest information. Respond to inquiries, emails and phone calls in a timely fashion, under 24 hours.
Diagrams: Create customized diagrams for each event along with distributing to all department heads
Check Details: Check function sheets against room set-up diagrams and directions and inspect finished arrangements.
Pre-Meal Communication: Orchestrate pre-function meetings with servers and bartenders to ensure smooth, effective service, offer explanations about the menu or special services required, and coordinate the timing of the courses being served for events



BEO Meetings: Facilitate weekly BEO meetings with all department heads Plan Strategies to maximize Club and budgetary goals

Floor supervision: Assist in the supervision of service and bar staff on the floor during the event. Assist the guests with last-minute changes or coordination of the time of the event.

Forecasts and Budgeting: Assist with preparation of the annual banquet budget and compile monthly and annual forecasts.

Club Calendar: Manages the entire Club Calendar with input from Department Heads.

Club Entertainment: Responsible for booking all club entertainment and working with vendors to negotiate contracts

Northstar: Familiarity with our online software for BEO s, Invoicing, Proposals, etc. Make changes as needed to pricing and menus.

Event Brochures: Create and update, as needed, the event brochures.

The Knot & Wedding Wire: Manage The Knot & Wedding Wire accounts

Sign Board: Responsible for managing the Sign Board(s) in the foyer, daily. In addition, adding the member event flyers to the Sign Board(s).

Northstar: Add blockers in the system to reserve dining rooms being used for events. Also, add member events to Northstar so members can make decisions towards reservations.

Evening and Weekends availability a must. Open availability required.

Will serve as an opening and/or closing manager in the Club's MOD schedule.

May serve as a host in the dining room on busy nights.

Education and Experience: A Bachelor s degree in Business with an event planning background or Hospitality

Management Five + years of sales experience in a private club environment

Additional Qualifications

Must have 5 + years' experience in event sales and processes Must be able to demonstrate sales ability Must possess strong leadership and management skills Must be discreet and behave with a high degree of professionalism Must provide exceptional member and customer service Must be able to communicate policies, procedures, regulations, reports, etc, to staff, members, and guests.

Must have the ability to use effective problem-solving skills Must have the ability to make independent decisions when circumstances warrant Must possess the ability to plan, organize, develop, and implement events Must possess the ability to seek out new programs, ideas, current trends, and incorporate them into the existing catering program Must show flexibility in accommodating last minute requests Must have ability to be flexible in your work schedule Must be self-motivated and have an outgoing personality Must demonstrate exceptional people skills, be a team player, and possess a positive attitude Must have solid computer skills Must be detail oriented with ability to exercise good time management skills

Professionals who meet or exceed the established criteria are encouraged to contact:

The Club Manager of LHCC

Eric Johnson, CCM

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585.427.7010