



Job Description Title:	Sales/Banquet Manager	Primary Supervisor(s):	General Manager
Department/Group:	Main Office	Travel Required:	Minimal
Location:	Main Office	Position Status (FT, PT, etc.):	Full Time
FLSA Classification:	Non-Exempt – Salary + incentives	Physical Demands:	Light physical activity – See Chart
Benefits:	Health Care included with a deduction based on coverage type; Retirement	General Work Day/Week:	(Monday through Sunday) Hours vary based on events. Be prepared for early starts and late finishes when necessary.
Education and Experience:	High School diploma and college degree required. 3-4 years of previous experience in sales and event planning or equivalent.		
Committee Assignments:	Entertainment, Quality Improvement, Culture Enhancement		
Corporate Mission/Statement:		Company Values:	
It is the mission of Grand Vue Park to provide our patrons a safe and clean natural environment in a friendly and courteous manner; to offer comfortable lodging, educational and entertaining recreation and fun for families and friends. We remain deeply committed to serving our special constituency throughout Marshall County.			
Primary Responsibilities/Essential Job Duties:			
<p>Responsibilities</p> <ul style="list-style-type: none"> • Willingness to provide a positive guest experience • Marketing and selling conference and banqueting facilities through shows and media • Scheduling reservations • Responsible for budgeting the department • Planning well so each event runs smoothly • Develop and manage a staff team and capable of working with other departments • Briefing staff and checking the room set-up before the event • Ensuring the room is turned around, ready for the next event • Direct and coordinate activities involving sales of services. • Review operational records and reports to project sales and determine profitability • Determine price schedules and discount rates • Resolve customer complaints regarding sales and service • Manage front desk reservation staff and area <p>Minimum Qualifications</p> <ul style="list-style-type: none"> • Must have a valid driver’s license and reliable transportation • Excellent leadership, sales, and revenue management skills. Must be innovative and self- motivated. • Excellent organization and communication skills and ability to perform a wide variety of tasks during busy, sometimes stressful times. • Must maintain a high level of professional appearance and demeanor. • Ability to work a flexible schedule, including weekends and holidays. • Able to Use POS System 			



PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent in the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking		X		
Sitting		X		
Using hands to finger, handle or feel				X
Reaching with hands and arms				X
Climbing or balancing	X			
Stooping, kneeling, crouching, or crawling		X		
Talking or hearing				X
Tasting or smelling	X			
Driving		X		

This position is described as **light physical activity** performing non-strenuous daily activities of the guest service nature. This position requires lifting or carrying items occasionally. Frequency of weight lifted is as follows: up to 50 lbs. This position requires both close and distant vision. This position requires the need to occasionally attend meetings before and after work hours. The work environment is well lighted, indoor setting with adequate ventilation.

Equipment used: Computer/register, telephone, tables, chairs, linens, other banquet/sales equipment, etc.

WORK STYLES:

Adaptability/Flexibility: Job requires being open to change and to considerable variety in the workplace.

Attention to Detail: Job requires being careful about detail and thorough in completing work tasks.

Cooperation: Job requires being pleasant with others on the job and displaying a good-natured cooperative attitude.

Dependability: Job requires being reliable, responsible, dependable, and fulfilling obligations.

Demeanor: Job requires an energetic and pleasant personality.

Initiative: Job requires a willingness to take on responsibilities and challenges.

Integrity: Job requires being honest and ethical.

Stress Tolerance: Job requires dealing calmly and effectively with high stress situations.

KNOWLEDGE REQUIRED FOR THIS POSITION INCLUDES THE FOLLOWING:

Sales and Marketing: Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Guest Services: Knowledge of principles and processes for providing guest services. This includes guest needs assessment, meeting quality standards for services, and evaluation of guest satisfaction.

English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Administration and Management: Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Education and Training: Knowledge of principles and methods for curriculum and training design, ability to stay current with trends within the industry, teaching and instruction for individuals and groups, and the measurement of training effects.



SKILLS REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Active Learning: Giving full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Coordination: Adjusting actions in relation to others' actions.

Judgment and Decision Making: Evaluating the details and using proper information to make good quality decisions with regards to team members, guests, and management.

Persuasion: Persuading others to change their minds or behavior.

Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Speaking: Talking to others to convey information effectively.

Time Management: Managing one's own time and the time of others.

ABILITIES REQUIRED FOR THIS POSITION INCLUDE THE FOLLOWING:

Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences.

Written Comprehension: The ability to read and understand information and ideas presented in writing.

Problem Anticipation/Sensitivity: The ability to tell when something is wrong or is likely to go wrong.

Deductive Reasoning: The ability to apply general rules to specific problems to produce answers that make sense.

Speech Clarity: The ability to speak clearly so others can understand you.



Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date