

**Job Title:** Restaurant Sales & Events Supervisor  
**Reports to:** Vice President of Hospitality  
**FSLA Status:** Hourly

The Restaurant Sales & Events Supervisor is responsible for creating an outstanding restaurant experience for our guests as well as generating new and repeat dining, private dining and banquet sales by actively networking and promoting The Honeywell Foundation and its venues within the community.

**Essential Duties and Responsibilities (Note: Other duties may be assigned)**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ensures guests are satisfied with their overall experience; food and service
- Responds promptly and courteously to all requests
- Manages the reservation book, this includes monitoring pre-show dining reservations and communicating back to the box office & Hospitality when shows are near capacity as well as relevant information pertaining to the utilization and setup of rooms.
- Responsible for the overall appearance and cleanliness of the restaurant
- Perform other tasks as assigned that pertain to the restaurant and/or staff
- Assists in event preparation, billing and record keeping
- Communicates event information to staff
- Communicates effectively with customers to determine their event needs and expectations
- Assists customers with questions, scheduling, and other miscellaneous information regarding prospective and confirmed events within our facilities
- Oversees new client solicitation
- Facilitates rental sales from the initial planning stage to the finishing touches on each event, including event execution
- Meets with customers to provide the opportunity for touring the facility and to answer any questions in a more personal setting
- Conducts follow up calls/emails with client after each event
- Analyzes feedback provided by clients to improve with each event
- Strives to solve issues by fixing the problem or arriving at an alternate solution
- Provides quotations and proposals to prospect clients
- Assists in overseeing evening and weekend rentals and setups
- Communicates and interacts with staff members as needed to complete assignments

- Performs various computer skills utilizing word processing and database software including Microsoft Office Applications and Caterbase (including database management).
- Track all contacts through Caterbase to ensure frequent and ongoing interactions and follow up through phone calls, mailings, etc.
- Enters and updates data for rental accounts as well as payments and deposits for both past and upcoming events
- Runs queries to determine event status in order to touch base with clients
- Creates weekly schedule for servers, hosts, bartenders, and caterers. Ensures that the proper amount of staff is scheduled for restaurant and special events, while keeping labor costs to a minimum.
- Knowledgeable in POS Systems

### **Supervisory Responsibilities**

- Monitors/controls labor hours and costs associated with the restaurant
- Provides motivation, development, leadership, direction and inspiration to the team
- Participates in the planning and conducting of training
- Achieves restaurant objectives by contributing and communicating information and recommendations for plans and review with FOH staff and Hospitality Department
- Responsible for the overall appearance of staff attire
- Creates sections and divides duties between servers
- Ensures that all systems and procedures are being followed
- Maintains safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures
- Responsible for the operating bank issued at the beginning of the shift, as well as the collection of all payments and all accompanying paperwork at the end of the shift, including balancing the drawer
- Continually looking for ways to boost restaurant sales through upselling, customer service, etc
- Acts as Manager on Duty as needed

### **Knowledge, Skills and Abilities**

*The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Positive attitude
- Enjoy working with the public
- Professional appearance (must follow dress code)
- A team player with a strong work ethic

- Advanced communication skills
- Ability to multitask; good time management skills
- Ability to work rapidly and calmly during rush periods
- Must have good instincts and leadership skills
- Must be an active listener by giving complete attention to what other people are saying, ask appropriate questions and do not interrupt guests or others at inappropriate times
- Basic math skills and the ability to handle money
- Ability to safely lift and easily maneuver trays of food
- Solution finding
- Ability to thoroughly communicate with supervisors & staff
- Strong computer skills; Microsoft Office proficiency
- Proven track record of increasing sales
- Excellent customer service skills

### **Education And/Or Experience**

College degree and/or 1-2 years of outside sales experience and private dining sales preferred or equivalent combination of education and experience

### **Environment and Physical Demands**

*The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Constant walking and standing; frequent bending, stooping and reaching
- Occasionally move/transport food service items and small kitchen equipment weighing up to 50 pounds with the ability to push or pull more than 50 pounds
- Ability to work in a fast-paced environment
- Strong sensory skills, such as good eyesight, good hearing and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines and phones

### **Other Requirements**

Position will require flexibility for day, evening and weekend hours.

*Responsibilities are subject to change and increase as the position evolves.*