



EST. 1913

Assistant Special Events & Catering Manager

Job Description

Summary:

Promotes the Club's dining facilities for private and club events while additionally overseeing the operational aspects of the Club's social gatherings and events. Works with the Food and Beverage Management team and other department teams to execute exceptional service during all events. The goal is to always provide a memorable experience featuring the Club's beautiful setting and backdrop along with a service experience that will always exceed expectations.

Job Duties:

1. Promotes the Club's facilities for meetings, luncheons, dinners, weddings, and other unique and social events to all members for private or Club sponsored events.
2. Directs and organizes the necessary and pertinent information needed for the successful planning and completion of the event, then communicates the information to all of the corresponding departmental teams - needs to ensure the accuracy of all coordination, billing, and pricing of each event.
3. Coordinates with the Executive Chef and Food & Beverage Manager regarding pricing for food and beverage options.
4. Disseminates necessary information to all department leaders promptly. This would include up-to-date weekly, monthly, and annual events.
5. Organizes and attends a weekly team meeting to communicate all details for upcoming events.
6. Provides tours of Shaker Heights Country Club and offers suggestions on what would enhance the experience for the event being planned.
7. Responsible for creating and maintaining a current Special Events and Catering Menu/Guide. Pricing is to be determined by the Director of Special Events and Catering, Food and Beverage Manager, and Executive Chef, then verified by the General Manager.
8. Maintains past and potential member/sponsored files for efficient record keeping. Responsible for post-event follow-ups, including Thank You notes, satisfaction surveys, etc..
9. Welcomes all feedback, including complaints, and determines a remedy to the issue.
10. Inspect the completed event arrangements - greet all members/hosts.

11. Ultimately responsible for all aspects of each event, needs to coordinate with the Service and Culinary teams to ensure all details have been reviewed and accounted for. Therefore, occasionally may need to lead the Service Team on the floor.
12. Develops service standards and procedures for Special Events with General Manager and Food and Beverage Manager.
13. Actively engages in the professional development of our Food and Beverage Management team to allow for cohesive assistance.
14. Manages the Club's master schedule of social, athletic, and Club events, including room reservations; communicates the schedule to all departments to eliminate the possibility of conflicts, overlapping, or double-booking.
15. Responsible for creating new and strengthening existing Club events to maintain an active, energetic, and engaging schedule of events.
16. Attends the Club's Social Committee meetings and works in conjunction with the Social Committee for a compact and reasonable social calendar of year-round events.
17. Coordinates and manages the promotion of all Club sponsored events through timely in-house marketing and coordination with the Director of Membership and Marketing.
18. Creates and manages the Special Events and Catering sales and entertainment budgets; in conjunction with the General Manager.
19. Recommends capital equipment upgrades and supplies that would enhance the special events experience - develops a purchasing plan after researching all options, may assist with the purchase of the equipment - approval by the General Manager.
20. Oversees the compliance of all Club rules and policies.
21. Responsible for understanding the Club's website, developing event fliers, Club App, and point of sales system.
22. Helps guests with but not limited to parking, entertainment, decorations, audio/visual, etc..
23. Performs other appropriate tasks assigned by the General Manager.

Qualifications:

- High school diploma or GED required.
- A four-year college degree in Hospitality/Event Planning is not required, but preferred.
- Private country club experience is not required.
- Experience with Jonas Operating System is not required, but preferred.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance

- Employee discount
- Flexible schedule
- Health insurance
- Paid time off
- Paid training
- Vision insurance