



Catering & Tournament Sales Manager
Arroyo Trabuco Golf Club – Mission Viejo, CA

The Arroyo Trabuco Golf Club is a public-access daily fee golf course and includes a full-service restaurant and banquet space for weddings, company meetings, or any other celebration. *We are in the business of individual attention to each individual customer.*

We are looking for a full time, energetic and customer service-oriented Catering & Tournament Sales Manager.

As part of our commitment to our employees, Arroyo Trabuco Golf Club offers:

- Competitive pay and benefits
- Golf privileges
- Meal and Golf Shop discounts
- Job training
- Rewards and recognition programs
- Promotion from within
- Vacation, Sick & Holiday pay

Hours:

Primarily day time hours, however, may be required to work some evenings and weekends.

Job Summary:

The Catering & Tournament Sales Manager is responsible for all banquet and golf sales, including maintaining relationships with current clients and securing new accounts by pursuing inside leads and creatively developing outside leads. This position will work closely with the Front of House Manager, Executive Chef, Banquet staff, Tournament Coordinator, and other departments as needed to assure the Club's guests' expectations are exceeded.

Duties & Responsibilities:

1. Establish client base through direct outside sales efforts that will lead to future bookings of weddings, banquets, meetings, catering events and golf tournaments.
2. Build relationships with existing customers and aggressively seek out new business opportunities.
3. Frequent local travel to promote the Club's facilities for private events, businesses, social meetings, golf tournaments and private events.
4. Conduct site tours.
5. Negotiate food and beverage prices, venue space, and other Club services within approved booking guidelines.
6. Arrange all details of events to include room set-ups, staging, lighting, audiovisual, traffic flow, menus, décor, entertainment, event services, and approved method of payment.
7. Maintain constant and accurate communication with the Front of House Manager, Executive Chef, Banquet staff, and Golf Operations staff.
8. Create proposals and contracts and provide clients with estimates of potential costs incurred in completing an event.



9. Accurately produce and/or review sales contracts, rate agreements, and Banquet Event Orders.
10. Secure written contracts for tentative bookings within 30 days of verbal agreements and secure monetary deposits for bookings no later than 90 days prior to the dates of the scheduled events. Collect full payments two weeks prior to reservation.
11. Resolve problems or complaints from clients in accordance with established policies and procedures.
12. Respond promptly to all inquiries via telephone and email and maintain ongoing contact with potential clients.
13. Other duties as assigned.

Background & Education:

- Degree in Hospitality/Tourism/Hotel Management, Marketing, Business Management or similar field preferred.
- Minimum 2 years sales experience for a country club, hotel, golf course or similar industry.
- Demonstrated sales, marketing, and negotiations experience, preferably with banquets or events.
- Must possess a basic understanding of the operations of golf tournaments. Sales experience in the golf industry highly desired but not required.
- Demonstrated ability to communicate and interact with clients, staff, and third parties that reflect highly on the Club.
- Perform well under stress while displaying good leadership qualities and management skills.
- Confident in making presentations, excellent public-speaking skills.
- Must have a high level of attention to detail and ability to multi-task.
- Experience with MS Word, Excel, and Outlook.
- Available to work occasional weekends and evenings.
- Ability to travel locally.

Arroyo Trabuco Golf Club is an Equal Opportunity Employer