



Catering Services Coordinator Job Description

POSITION SUMMARY

The Catering Services Coordinator is a client relations and coordination role. Consistently collaborates with all Herban Feast teams to successfully produce stellar events that 'wow' our clients. Successfully manages and supports a high volume of events, on and off premises on a daily, weekly, and monthly basis. Effectively communicates with clients regarding all events. Takes ownership to ensure necessary details and information are communicated to our Operations and Culinary teams to create successful events. Reports to the Senior Catering Services Coordinator.

ESSENTIAL JOB FUNCTIONS

- Effectively communicates with clients before and during events. Ensures in-house staff involved in events are prepared and empowered to meet the clients' needs by making relevant on-the-spot decisions and creating solutions.
- Ensures complete understanding of all event details upon event bridging from Sales team.
- Successfully manages, tracks, and supports assigned events on a daily, weekly, and monthly basis. Ensures complete, accurate BEO documentation and handoff of all event related information in a timely manner.
- Creates and updates rental and bar orders, menus, diagrams, signage and any additional documentation required to ensure event and BEO readiness.
- Responsible for the timely collection of client payments and reconciliation of all invoices upon event completion and submission to Bookkeeper.
- Meets or exceeds standards that ensure consistent, high quality and complete BEO documents, logistics meetings, site visits, wedding rehearsals, open house events and private or small tastings.
- Produces Open House events that showcase the best of HF by actively collaborating with our partner vendors, HDS, Sales, Culinary, Operations and Marketing.
- Develops and maintains good working relationships with clients, company staff, specialized contractors, vendor partners, and other outside entities that affect the smooth operations of Herban Feast.
- In all communications, operates in alignment with the company's values of elevating spirits and creating meaningful relationships through authentic interactions.
- Attends company required meetings, trainings and workshops.
- Ensures compliance with all federal, state, and local laws, as well as company policies and procedures.

CORE COMPETENCIES

- Strong written and verbal communication skills
 - In-depth wine, spirits and food service knowledge
 - Effective multi-tasking and follow-up ability
 - Time and workload management abilities
 - Solid analytical and problem solving abilities
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- Proven experience in customer service and sales
- Team player attitude
- Computer skills: MS Office and Outlook. Preferred experience with Illustrator and Caterbase
- Preferred experience in FOH catering service or FOH food service

PREFERRED JOB REQUIREMENTS

Education, Training & Experience

- Preferred four-year hospitality or business/ sales degree
- Minimum two years' experience in catering or event sales

PHYSICAL REQUIREMENTS

- Ability to lift up to 20 lbs
- Moderate level of mobility; walking, standing, carrying, lifting, etc

WORK ENVIRONMENT

- Office, all HF venues, catering production kitchen and various local off-site venues and working from home
- Availability required for extended and various work hours, including nights and weekends
- Salaried position
- Benefits: Medical, dental, vision and life insurance. Mileage reimbursement, paid time off, sick time.

Equal Employment Opportunity (EEO): It is the policy of Herban Feast Inc. that all employees and applicants be afforded equal opportunities in employment without regard to race, color, sex (including gender identity and gender stereotypes), national origin, religion, disability, or retaliation for engaging in an EEO protected activity. The Company prohibits discrimination or harassment based on any of these categories, as well as on age, genetic information, sexual orientation, marital status, status as a parent, military service, or any other bases protected under applicable local, state, or federal law.
