



# The California Club

## Coordinator Club Experience

### Job Description

#### POSITION PURPOSE

Responsible for all administrative support functions of the Catering Department. Works as an administrative liaison with the Executive Chef. Takes reservations for Club events and member dining. Books small to medium-sized private parties and coordinates all related details.

#### ESSENTIAL FUNCTION

Books small to medium-sized private parties. Coordinates all related details of these private parties. Must develop a deep understanding and strong knowledge of what the Club has to offer and provides assistance to members and guests to ensure that they are completely satisfied with their experience at The California Club. All unusual requests should be referred to the Director of Catering.

Prepares Banquet Event Orders (BEOs) in a timely manner, ensuring that all details are covered.

Meets with members and planners, when requested, for a site inspection and function planning.

Responsible for communicating vital information (cancellations, changes in count, special requests, time changes, last minute bookings, etc.) in a timely manner and ensures that all impacted departments are contacted (Kitchen, Garage, Bar, Food & Beverage Manager, etc.).

Daily, makes calls and confirms attendance before scheduled events to ensure guest count guarantee and that room arrangement, times and other details are correct. Makes appropriate changes to BEO and informs departments that may be affected by the change.





Coordinates monthly wine lists with the Wine Steward. Makes changes to wine list templates and prints required number of copies. Ensures each menu is free of errors, is attractive in its presentation and is proof-read by the wine steward.

Prepares elevator sheets for each meal period. Ensures that elevator sheets are free of errors and are proof-read by at least one other staff member before posting.

Responsible for the coordination, printing and timely issuance of the daily and weekly menu packets.

Prepares and distributes (per the distribution list) the large party overview report for the upcoming quarter at least one month in advance of the upcoming quarter.

Makes confirmation phone calls for all Club events and re-confirm final attendance and details of private parties that are booked by the Club Experience Coordinator.



Checks the kitchen and pastry department to ensure all BEOs and counts being used by the kitchen staff are up to date.

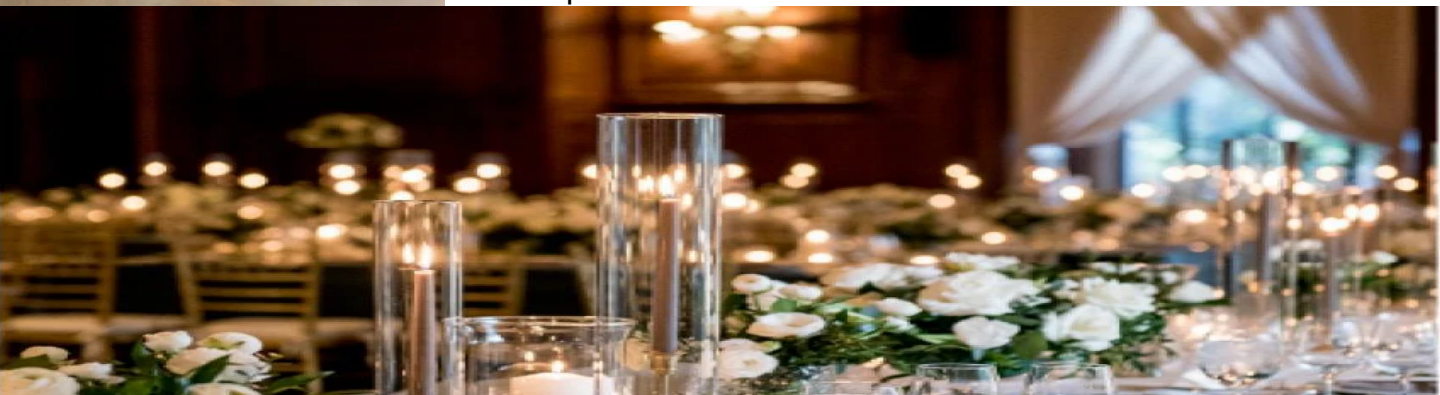
Responsible for the design and printing of all table menus and place cards for private parties and Club events, when requested. Ensures that each menu is free of errors, is attractive in its presentation and is proof-read by at least one other staff member.

Serves as administrative support to the Executive Chef to assist with menu development, recipe organization, etc.

Maintaining an orderly appearance of the reservations office at all times.

Works harmoniously with fellow Club staff to ensure the very best experience for members and their guests.

Performs all other functions as deemed necessary by the Director of Club Experience.





## SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of knowledge, skills, and abilities:

Experience in Hotel, Restaurant or Club Catering Operations is preferred.

Must be able to speak, read, write and understand the primary language(s) used in the workplace.

Must be able to read and write to facilitate the communication process.

Requires strong communication skills, both verbal and written.

Strong organizational skills

Ability to be persuasive with telephone sales skills.

Must possess basic computational ability.

Must possess advanced computer skills. Strong knowledge of Microsoft Word, Excel and Outlook is required. Experience in graphic design software such as Microsoft Publisher or Photo Shop .

Prior experience with computer based reservations preferred. General knowledge of downtown Los Angeles and its attractions is preferred.

