



Catering Coordinator

Position Overview:

The Catering Coordinator plays an integral role in ensuring Treadwell Farm-to-Table Cuisine and 124 on Queen Hotel catered events are well organized and executed successfully.

The Catering Coordinator will utilize their passion, skills, and industry experience to elevate organized events through coordinating with the Client, Sales Department, Chef, Food and Beverage Team, and outside vendors, assisting with event set-up, logistics, and being the liaison for all events.

Full-Time, Permanent

Duties & Responsibilities:

- Monitor and respond to inquiries on a timely basis, ensuring that all messages are returned promptly.
- Communicate with clients via phone, email and onsite appointments to understand their needs and make appropriate recommendations or suggestions
- Work with client to create timelines, design menus, and pre-function details, including floor plan
- Ensure the client files are kept secure, organized and current with all the required information
- Monitor changes to event orders to ensure that accurate information is clearly communicated to all departments.
- Liaise with outside suppliers and vendors during event planning process to ensure all items are in order, including but not limited to ordering items needed for event and coordinating delivery (ie. A/V, décor, additional kitchen rentals)
- Accurately prepare, revise, and distribute day of timelines, floor plans and banquet event orders (BEOs) to the operations team and other suppliers in a timely manner
- Assist in ensuring offsite events are set up according to function sheet specifications and to be day of contact for client
- Assist Sales Manager in minor administrative duties of the restaurant, including menu printing
- Maintain complete knowledge of and comply with all of Treadwell Farm-to Table Cuisine's policies and procedures.
- Attend and lead weekly BEO/pre-event meetings to advise operations team
- Other duties as assigned

Position Requirements

- Be an ambassador of Treadwell Farm-to Table Cuisine and 124Q Hotel at all times, in and outside of the workplace.

- Flexible and energetic personality with the ability to handle the pressures of organizing both on-site and off-site catering events with the additional responsibility of supervising operations at the catered events, when required
- Outstanding communications skills when interacting with others; demonstrated ability to interact with guests, employees, and third parties that reflects highly on the restaurant, the brand and the company
- Thrives in a team-environment
- Reading and writing abilities are utilized often when completing paperwork, interpreting results, giving and receiving instructions
- Problem solving, reasoning, motivating, organizational abilities are often used
- Required to work evenings, weekends, and/or holidays as booked events and business demands
- Self-starter, self-motivated, hardworking, hospitality-driven
- Exceptional attention to detail.
- Ability to remain calm and courteous even in difficult situations and to turn a guest complaint into an outstanding experience
- Ability to be a clear thinker, analyze and resolve problems exercising good judgement

Education & Experience

The ideal candidate will possess the following qualifications/skills:

- Post-Secondary educations in event/food and beverage/hospitality studies (Hospitality Degree preferred)
- Minimum of 2 years events experience
- Proven organizational and time management skills
- Excellent oral and written communication skills
- Knowledge of food and beverage operations required
- Proficient in Word, Excel, Outlook and PowerPoint

Benefits:

- Attractive salary
- Extended health care
- Dental care
- Life insurance