

Catering Executive

Fairmont Winnipeg | Winnipeg, Manitoba, Canada

| Sales & Marketing, Customer & Loyalty, Communication, Revenue Management & Pricing

| FAIRMONT | 14/04/2022 | Job Start Date : 02/05/2022



Catering Executive

With over 20,000 square feet of event space, we are looking for a Catering Executive to actively coordinate and support all aspects of the Catering and Conference Services office to ensure a smooth operation in providing the highest levels of guest and employee satisfaction.

What is in it for you:

- Competitive benefits package
- Employee Travel Program
- Comprehensive Wellness Platform (LifeWorks)
- Discounts on food & beverage
- Opportunity to develop your talent and grow within Fairmont Winnipeg and over 5,000 properties with Accor

What you will be doing:

- Manage client requests either in the absence of or at the request of the Conference Services Managers (CSMs) or Directors.
- Respond attentively to client and department general inquiries
- Manage bookings to include all required information for file creation, accounting requirements, and applicable maintenance.
- Answer department phone lines and direct calls as required

- Produce and distribute all documents and correspondence both to internal and external guests including such items as contracts, letters, Banquet Event Orders, and conference communications
- Handle catering functions as required
- Initiate the booking process by creating accounts/bookings, establishing departmental files, and generating notifications to departments as it pertains to guest or client inquiries
- Assist with office equipment operations such as printers, copiers, fax machines, and telephones
- Conduct site inspections and manage walk-ins in the absence or as requested by the CSMs and Directors
- Update and maintain menus, resources, and merged documents in the data management program; Opera
- Work professionally with all departments to ensure 100% Guest Satisfaction
- Attend scheduled meetings, take and distribute minutes.
- Participates in hotel and sales training programs as assigned.
- Maintain complete knowledge of the hotel's facilities and services as well as the competition
- Accountability and ownership for weekly, monthly, quarterly, and annual reports
- Demonstrate Fairmont Service Promise Standards and Fairmont Values in all interactions with both colleagues and guests.
- Adhere to all colleague health and safety responsibilities.
- Adhere to the hotel's environmental policies and procedures.
- Other tasks and duties as assigned

Your experience and skills include:

- One to two years of previous hotel or hospitality industry experience
 - Hotel Catering and/or Sales experience is an asset
 - Hospitality Administration program diploma or degree from a recognized institute is an asset
 - Highly organized, career and result oriented, with the ability to be flexible with work hours, days off, assignments, and additional duties
 - Must be able to work prioritize in a consistently changing environment
 - Professional in presentation
 - Above-average knowledge of Windows, Excel, and related programs.
- Working knowledge of Opera is an asset

- Must have excellent written and verbal communication, interpersonal, and leadership skills.
- Working knowledge of a second language and its application in the hotel and hospitality industry is an asset

Your team and working environment:

- Fast-paced, upscale, luxury hotel
- Located right in the heart of the city
- 340 guestrooms and suites
- 13 meeting rooms and over 20,000 square feet of spacious, elegant function space
- One Lobby Level dining room and lounge

Visa Requirements: Must be legally eligible to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor,

visit <https://careers.accor.com/>

To apply, go to: <https://careers.accor.com/global/en/job/22011565/Catering-Executive>