

# GLADSTONE HOTEL

## Position: Social Sales Manager

### **POSITION OVERVIEW:**

Thrives in a fast paced work environment; enjoys working closely with social and specifically wedding clients to help visualize, sell, plan and detail their event; must be extremely detail oriented and highly organized to manage a large volume of inquiries while balancing existing clients.

- Manage relationship with clients in planning their event, including menu selection, set up and overall guidance throughout the event cycle.
- Ensures that all details/requirements are effectively and clearly communicated to departments through generated BEOs and BEO meetings, including some interaction with vendors.
- Manages incoming social catering inquiries; sends proposals and contracts according to hotel guidelines/pricing strategy, food & beverage minimums, and rental fees. Follows accounting procedures.
- Meets with clients; conducts site inspections; tastings; walk-in inquiries.
- Knowledgeable in all areas of the hotel and able to negotiate and upsell within booking guidelines.
- Works closely with Kitchen and Banquets team to ensure clients expectations are met.
- Actively participates within the Sales & Marketing Team.
- Manages events in the booking system to reflect accurate, up to date information/pricing.
- Is available onsite at the start of events to welcome clients and review setup.
- Attends industry events to include wedding shows and other networking opportunities.
- Develops client menus, writes contracts and letters, as well as organizes other arrangements as they relate to social events.

## **POSITION OVERVIEW continued:**

- Prepare and present weekly and monthly Catering/Sales reports.
- Flexible to work evenings and weekends.
- Other duties as assigned by Director of Sales/General Manager

## **SKILLS AND ABILITIES:**

- Organized, able to multi-task and perform in a high paced environment, with competing priorities.
- Works effectively with internal and external guests, some of whom will require high levels of patience, tact, and diplomacy. Presents a professional appearance and manner.
- Extensive knowledge of Food and Beverage, guest relations and service standards; ideally within a hotel and optimally with social event experience.
- Strong interpersonal skills to assess client needs, negotiate pricing and provide overall guest satisfaction.
- Proven performance in achieving revenue goals and high levels of satisfaction from clients.
- Strong oral and written communications.

### ***About GLADSTONE HOTEL:***

***Perfectly positioned in a landmark historic building between Toronto's two most creative neighbourhoods West Queen West and Parkdale, Gladstone Hotel offers an iconic and design forward property to celebrate occasions, food, art and culture.***

***Currently under an extensive renovation, Gladstone Hotel is excited to reopen in Spring 2021.***

### ***What we offer:***

A fun, fast paced environment; casual and flexible work environment - but committed to delivering exceptional service and making every guest experience a memorable one. Competitive salary & benefits; Employee Travel perks with Crescent Hotels.

## **HOW TO APPLY:**

Email your CV and Cover Letter to [communications@gladstonehotel.com](mailto:communications@gladstonehotel.com) by February 1, 2021.