



TRAINEE – BANQUET SALES

6 MONTHS / 1 YEAR
JOB DESCRIPTION



★★★★
Silva Hotel
Spa-Balmoral | Belgium

Department	Banquet Sales (Meetings & Events)
Reports to	Meetings & Events Manager
Type	Full Time – 5 days per week
Starting date	September or January

CORE OBJECTIVES

This six-month or 1-year training will enable you:

- 🍃 To understand Banquet sales fundamentals, including handling group bookings and event/seminar planning, promoting hotel catering and event facilities and ensuring that all arrangement and requirements are gathered.
- 🍃 A keen interest in event planning, administration and sales, strong desire to work with different partners and departments and maintaining the general administration and functioning of the Banquet Sales department are essential assets for this role.
- 🍃 Key words: organization, pro-activity, flexibility, multitasking, priority, enthusiastic, team spirit.

MAIN DUTIES

General

- 🍃 Ensure that all phone calls within the department are attended and positively engage clients' requirements
- 🍃 Ensure all correspondences are standardized and high-quality
- 🍃 Maintain pleasant attitude throughout customer contact
- 🍃 Maintain filing systems (manual and electronic)
- 🍃 Prepare administrative documents required by the Banquet Sales Manager
- 🍃 Carry out special projects as assigned by the Banquet Sales Manager
- 🍃 Create forecasts by gathering reports and reading information from the software

Sales

- 🍃 Prepare initial proposal (offer) when receiving a meeting request
- 🍃 Prepare contract and proforma invoice once the booking is confirmed
- 🍃 Update database by maintaining all client information, correspondence and encoding bookings details
- 🍃 Build strong relationship with customers to fully understand their needs

Event

- 🍃 Advise client and take note of all their requirements
- 🍃 Book extra technical equipment, shuttle or teambuilding activity
- 🍃 Create Banquet Function Sheet in order to gather guests' requirements, determine proper set up, buffet, audio visuals, time line and also give attention to any special guest needs
- 🍃 Communicate with the different departments to ensure requirements are possible and ensure good understanding of the client's needs
- 🍃 Coordinate with Banquet Operations on a timely basis to ensure complete customer satisfaction, meet client last minute needs, solve problems, and supervise the event all along.

If you think you are the right candidate send you CV and cover letter to:
Florine Bamba – Meetings & Events Manager –
florine.bamba@silvahotel.be