



## Job Description

### Position: Sales & Event Coordinator

- Provide a warm level of Hospitality and customer service to our Totally Cooked clients.
- Provide excellent interpersonal skills both in person, email and by phone, with high professionalism.
- Must be able to function in a multi-task environment, able to meet and maintain deadlines.
- Must possess a strong ability to organize and prioritize work with little supervision.
- Assist with training, coaching and development of new Totally Cooked Event Coordinators.
- Help support your delivery drivers and event staff with complete, accurate and timely packing sheets.
- Personally contact, via phone, leads within 24 hours of receiving by e-mail or phone.
- Must display patience and comfort in dealing with a diverse range of people.
- Properly fill out all information on Lead Sheets.
- Work closely with client to understand wants, needs, personal tastes and budget-manage client expectations.
- Sell our preferred venues as spaces for many different events.
- After personal contact, e-mail all appropriate menus in PDF form ASAP.
- Assist in sales development. During slower periods, contact possible future clients sourced through house contacts, a city provided list, yellow pages etc.
- Follow up verbal conversations with a typewritten formal estimate providing Kelly D'Avello or Kathy Becks with all necessary details as to what they are receiving and what costs for approval.
- Manage client costs to ensure that expenses stay within approved budget.
- Send approved proposals to client ASAP for their review.
- Type work orders and print. One each for billing basket, catering clipboard, signs, server tote clipboard and equipment packing clipboard.
- Order changes to be manually adjusted, dated and initialed. Conversation had with Chef. If not in, contact by phone.
- Log appropriate events on wall calendar and routing log.
- Manage the production components of major events including logistics, set-up/teardown, food service, security, parking, etc.
- Coordinate ancillary services such as photography, audio visual, rental, floral, valet, etc.
- Work with outside vendors to ensure all logistics are coordinated.

- Sell the Totally Cooked brand when communicating with clients.
- Assist in any other tasks deemed appropriate and necessary by the management team.
- Communicate all event information for event coordination and company controls to each department.
- All donated services as well as working outside TC must have prior approval by management.
- Seek approval by routing supervisor for any vehicle use for non scheduled events/functions.
- Event Coordinators are to be on site to organize and facilitate planned events. Assigning a Lead Server to replace an Event Coordinator is subject to discussion and management approval.
- Observe Lead Servers and other staff to ensure TC standards are met. Train and coach to help encourage them to uphold Totally Cooked standards of service.
- Coordinate work schedule to accommodate management of weekend events and balance personal time.
- Position requires a flexible work schedule.
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Employee Signature: \_\_\_\_\_

Employee Printed Signature: \_\_\_\_\_ Date: \_\_\_\_\_