



## TRAINEE – BANQUET SALES

6 MONTHS / 1 YEAR  
JOB DESCRIPTION



★★★★  
**Silva Hotel**  
Spa-Balmoral | Belgium

Department	<b>Banquet Sales</b>
Reports to	<b>Banquet Sales Manager</b>
Type	<b>Full Time – 5 days per week</b>
Starting date	<b>September 2018 or January 2018</b>

### 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:**  
Clémence Vanhille –Sales Manager - [clemence.vanhille@silvahotel.be](mailto:clemence.vanhille@silvahotel.be)