

Script : [Interview with Red Lion Lewiston Hotel's sales and marketing director](#)

0:00

groups and conventions coming it comes

0:02

through me first and then it'll go to

0:04

catering if they needed the meeting

0:06

space or meals and then if a customer

0:09

has a question on his bill or invoice

0:11

well then I do not determine that

0:13

doesn't go to the front desk or just go

0:15

to accounting and then if a guest checks

0:18

in and we work with

0:19

well then sometimes Heidi and I didn't

0:21

need to work with my dad so we kind of

0:24

have like a little love train always say

0:25

between sales front desk County I mean

0:28

we have to work extremely close on

0:31

everything and then yes communicate

0:34

communicate communicate

0:37

yeah I mean you see how closely we were

0:40

catering

0:41

I mean there isn't bi it's really close

0:44

exactly what you know to help with that

0:47

we have a Greek who of a group weekly

0:50

report that we do managers meet and

0:54

glory will go over what groups are

0:56

coming in and we actually do it the week
0:58
prior so anything coming in next week
1:01
you know our housekeeping department
1:02
will know how many people were to be
1:04
expected you know we have a team coming
1:07
in
1:07
are you know any type of group if they
1:09
need shuttle service if they if we need
1:14
to pre assign rooms or if they're
1:15
individually coming in or how their
1:17
paint you don't really interact with
1:19
everyone and that way the food and
1:22
beverage area can get prepared they'll
1:24
go oh this group does a lot of our cells
1:27
or does a lot of food cells we're going
1:29
to need to get ready because it you
1:31
might have a lot of children and they're
1:33
going to breakfast for seeing the
1:35
morning before they take off on a
1:36
rafting trip you know things like that
1:38
so that's you know we really work
1:41
hand-in-hand with every department here
1:42
and you do a night to day trade we have
1:46
yes we do and I know that every night
1:47
rolls over from today and they'll roll
1:50

over all the reports and everything from

1:52

the managers to see who was in the

1:54

coffin beverage sales everything