Job Description: Event Coordinator

Summary:
Reporting to the Assistant General Manager, this position focuses on the coordination and execution of hotel and client events, as well as the sales and marketing associated with the events.

Job Requirements:
- Professional, articulate, friendly, and punctual.
- Possesses and exhibits the drive to provide exceptional service.
- Full time flexible hours are required (able to work days, nights, weekends, holidays).
- Must be able to stand/walk for 8 hours; bend, push, pull; lift 30 lbs.
- Professional appearance appropriate for a luxury hotel
- Excellent communication skills, including writing, proof reading skills, and speaking.
- Ability to manage multiple projects and work assignments
- Excellent interpersonal skills both in person and by phone, with high professionalism.
- Bachelor’s degree preferred; significant work experience can substitute for the degree.
- Proficient using the latest versions of Microsoft Word, Excel, PowerPoint, Access, and mail merges; email and web searches.

Skills:
- Able to work at a rapid pace while maintaining attention to detail; ability to multi-task
- Must have good supervisory skills.
- Must have good communication and ability to promote sales.
- Must be skilled in time management.
- Must have teaching and motivational skills.

Attitude:
- Must exhibit an excellent service attitude and be willing to go out of their way to accommodate the guests and exceed their expectations.
- Must be flexible and able to adjust to meet the changing needs of guests.
- Must maintain a level of professionalism and communicate effectively.
- Must show enthusiasm for the job, the restaurant and the hotel.
- Must be considerate, patient and willing to help out fellow employees.
- Must have a good self-image and be able to command the respect of fellow employees.
- Must be able to tolerate pressure and work calmly and efficiently during busy times.
- Must handle guest complaints according to policies and procedures.
- Possess the highest work ethics, personal morals and honesty beyond reproach.
Duties:

Event Planning and Production

- Assist with the marketing of the venue and the hotel’s special events.
- Seek and reach out to potential new event clients with an emphasis on corporate contacts.
- Build relationships with new clients and foster relationships with existing clients.
- Coordinate appointments and visits to see our space, and scheduling of events on the calendar.
- Negotiate contracts and book event space.
- Working with other hotel and restaurant staff, arrange food and beverage, order supplies and audiovisual equipment, make travel arrangements, order event signs, and ensure appropriate décor (floral, linens, color schemes, etc.) to meet the quality expectations of the clients.
- Assist with preparing budgets and provide periodic progress reports to staff directors for each event project.
- Keep track of event finances including check requests, invoicing, and reporting.
- Anticipate guest needs and ensure that service exceeds expectations to ensure a memorable and pleasant experience.
- Create and revise room layouts for each event.
- Serve as liaison with vendors on event-related matters.
- Assist with managing on-site production and clean up for events as necessary.
- Prepare nametags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc.
- Close out all events as required.
- Follow up with client to gauge satisfaction within three days of the event.
- Conduct research and find resources to help staff make decisions about event possibilities.
- Propose new ideas to improve the event planning and implementation process.
- Perform any and all duties required in day to day operations.
- Perform other related duties as directed by the Assistant General Manager.