

JOB DESCRIPTION

EVENTS MANAGER

RESPONSIBILITIES:

- Service groups as assigned by Director of Catering and Convention Services, booked by the Sales Department and other member of the Catering and Convention Services team.
- Book & service catering events by taking leads & generating new business.
- Maintain booking information and complete tasks in ISAC.
- Prepare event orders and group resumes in a timely manner with attention to detail.
- Up-sell and create unique events focusing on food & beverage, audio visual, décor, external services, among other things.
- Participate in Sales meetings, pre-convention meetings, training and other sales-related meetings as required.
- Work with other departments within the hotel to provide quality service to customers.
- Attend and be actively involved at all internal meetings to ensure success of the event by distributing information to all departments concerned.
- Working with the Sales team to solicit and secure repeat and new catering business.
- Thank the client for the business on the day of event, and help Sales Team to secure next booking opportunity.
- Other duties as assigned by the Director of Catering & Convention Services.

QUALIFICATIONS:

- Minimum 2-3 years experience as Catering Manager, Convention Services Manager, or Event Sales Manager. Previous banquet, food & beverage and/or hotel experience an asset.
- Positive attitude, self motivated with high energy levels.
- Ability to communicate customer needs and resolve complaints independently.
- Have a sense of urgency and able to meet deadlines.
- Excellent leadership & guest service skills are required.
- Self motivated, displaying strong initiative and independent decision making.
- Must have working knowledge of Microsoft Office programs as well as Hotel booking systems, ISAC & Lightspeed preferred.
- Walking and standing are occasionally required; you must be able to exert a well-paced mobility to get to other departments in the hotel on a timely basis.
- Must be able to speak, read, write and understand English, a second language is an asset.
- Must have strong communication skills, both verbal and written.
- Must have knowledge of current events and corporate culture of the area.
- Must be able to work effectively in an office environment.
- Must be available to work outside of traditional business hours (evenings and/or weekends).
- Must be familiar with typical office machines: fax, photocopier etc.
- Valid class 5 Driver's License is required.

Initials: