

JOB OPPORTUNITY

EXECUTIVE MEETING SPECIALIST

The Executive Meeting Specialist acts as a liaison between Meeting Professionals and all operating departments to ensure a high standard of organization and guest service throughout the event and hotel.

RESPONSIBILITIES:

- Provide a visible and accessible floor presence to anticipate, understand and act upon all client needs.
- Proactively monitor customer functions, spending 95% of each day interacting with Meeting Professionals and their attendees to ensure customer satisfaction.
- Remain accessible to Meeting Professionals throughout assigned functions.
- Reviews all relevant written communications (Group Resumes, Daily Event Lists, Event Orders, Rooming Lists, No-Show reports, etc.) and verifies accuracy of room sets, verifying meeting specifications and establish communication method (radio, mobile phone, email, etc.).
- Continually inspect for cleanliness and maintenance of all function space, public and banquet areas.
- Work with other departments to provide quality service to the customer and ensure a successful event.
- Communicate any event changes in a timely manner to relevant operating departments and to the Catering & Convention Service Manager responsible for the group.
- Attend all pre-event and other meetings as specified by the Catering & Convention Service Managers.
- Update changes in ISAC and with the banquet and kitchen department.

QUALIFICATIONS:

- Must possess well-paced mobility as job requires long periods of standing, sitting, and walking long distances.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel (early mornings, late nights, weekends, holidays and overtime hours).
- Previous experience in the hotel environment is required in banquets and/or front desk (preferred).
- Positive attitude, self motivated with high energy levels.
- Flexible to ever-changing client's requirements.
- Have a sense of urgency and able to meet deadlines.
- Proactive, organized, creative thinker.
- Excellent guest service and sales skills are required.
- Must have knowledge of current events and corporate culture of the area.
- Must have strong communication skills, both verbal and written English.
- Must have working knowledge of Microsoft Office programs and ISAC system (preferred).
- Must be able to work effectively in an office environment.
- Must be familiar with typical office machines: fax, photocopier etc.
- Must have a Class 5 driver's license.
- Must be able to lift 30lbs continuously and 50lbs occasionally.
- Must be able to wear a radio with an earpiece for long periods of time.

APPLY: Please email your cover letter and resume to Human Resources at resumes@wallcentre.com. All internal candidates should submit an internal application form (signed by your department head).