



Position Description – Quaaout Lodge and Talking Rock resort

Title: Events Coordinator

Reports to: Catering Sales Manager

Job purpose:

To ensure clients that have booked events at the Quaaout Lodge receive prompt, attentive and qualitative service as the main point of contact once an event has been contracted. Quickly and clearly communicate any operational changes or updates to all departments and ensure that our conference guests experience a memorable and seamless event.

Responsibilities:

- Tour and entertain potential and existing clients in the absence of the Catering Sales Manager (CSM)
- Assist the CSM with generating proposals and contracts to potential clients
- Assist and collaborate with planning and implementation of special events and tournaments
- Attend meetings and contribute to event strategy and policy and operations
- Ensure health and safety regulations are followed in accordance with company policies and relevant law.
- Establish and maintain a positive, professional relationship with clients before, during, and after events to ensure overall satisfaction
- Develop personal skill and capability through on going training and mentorship
- Build a collaborative relationship with other departments to provide a unified team approach to excellence in product quality and service.
- Additional tasks and responsibilities which align with the job purpose and overall success and betterment of the Quaaout Lodge catering department
- Map out event space to maximize revenue capture and guest satisfaction
- Be available for clients during evening & weekends as needed to secure business and assist during events
- Accurately develop and finalize details for Banquet Events Orders for distribution within a set guideline
- Issue group resumes when required
- Attend pre-con meetings when required
- Meet with client at start of program and maintain additional operational support when group is in house

- Review final billing and folios before group checks out or receives bill
- Follow up calls with client to post conference to solicit feedback and future business to generate referrals for sales department
- Works closely with all operating departments to exceed guest expectations by providing clear, timely and effective information.
- Performs other tasks and projects as assigned by Management.
- Complies with hotel policies and procedures.
- Maintain and organize client files while keeping the job purpose, front of mind
- Utilize the Resort Suite Software as a sales tool and to help assist and achieve a high level of organization and effectiveness.
- Remaining current with banquet and conference trends and services within the hospitality industry.
- Support the CSM overall with all tasks and duties as instructed.

If you wish to apply to this position. Please contact the Resort Manager, Jesse Ziercke, as per the information below:

Jesse Ziercke

Resort manager

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