



POSITION DESCRIPTION

Our Mission

Exceptional individuals delivering exceptional experiences

Our Vision

We will be the pre-eminent standard of modern luxury and hospitality.
We will be a destination that every discerning traveler aspires to stay at and
that every hospitality professional aspires to work for.

Service First Commitment

I commit to consistently making each Guest's experience exceptional and memorable.

Core Values

Social Responsibility to the Community
A Passion to Deliver Exceptional Guest Service
Commitment of Flawless Attention to Detail
Nurturing Continuous Self-improvement

Food & Beverage Focus

*"Creating individual memories and experiences by anticipating,
listening and personalizing each visit."*

Department: Food & Beverage **Date Revised:** January 2011

Position Title: Special Events Manager **Property:** Vintage Hotels

Reports To: Food & Beverage Manager

Duties and Responsibilities:

- **Provide personalized and exceptional guest service at every given opportunity.**
- **Meeting established up-selling and sales goals.**
- Works closely with the Food & Beverage Manager to ensure details are completed for weddings.
- Coordinates and prepares BEO's for all wedding functions booked by the Group Sales team.
- Works with all outlets to finalize all details of function.
- Books all outside activities and prepares appropriate paperwork for billing purposes.
- Attends daily Operations and Function meetings.
- Handles all walk-ins and inquiries.
- Is on site for his/her co-coordinated events.
- Assists with complaint resolution.
- Assists Servers, Bartenders, Porters and Bussers as required during peak times.
- Meets deadlines and quotes set by Food & Beverage Manager.
- Ensures all Guest-related problems are brought to the attention of the Food and Beverage Manager in a timely manner.
- All aspects of client billing.
- Having a thorough knowledge of Vintage Hotels' products and services.
- Suggesting additional product and services meeting our guests' specific preferences.
- Assessing guests' individual needs to meet standards for additional products and services.
- Actively seeking ways to meet guests' product or service needs.
- All other duties as assigned.

Secondary Responsibilities:

- Can perform duties as an Outlet Supervisor as required, including leading the team and service, group D/R billing, reservations system.
- Filling Duty Manager shifts when required.

Health and Safety Responsibilities:

- A worker shall,
 - (a) work in compliance with the provisions of the Occupational Health & Safety Act and the regulations.
 - (b) Use or wear the equipment, protective devices or clothing that the worker's employer requires to be used or worn;
 - (c) Report to his/her employer or supervisor the absences of or defect in any equipment or protective device of which the worker is aware and which may endanger himself, herself or another worker; and
 - (d) Report to his/her employer or supervisor any contravention of the Occupational Health & Safety Act or the regulations or the existence of any hazard of which he/she knows.
- No worker shall,
 - (a) remove or make ineffective any protective device required by the regulations or by his/her employer without providing an adequate temporary protective device and when the need for removing or making ineffective the protective device has ceased, the protective device shall be replaced immediately;
 - (b) use or operate any equipment, machine, device or thing or work in a manner that may endanger himself/herself or any other worker; or
 - (c) engage in any prank, contest, feat or strength, unnecessary running or rough and boisterous conduct.
- Comply with all Vintage Hotels health & safety policies.
- Do not operate any equipment/machinery without given proper instruction and authority to do so.
- Horseplay and running will not be tolerated at any time.
- All personal protective equipment will be properly worn.
- All personal protective equipment will be worn in the appropriate departments.
- Do not climb any of the racking systems.
- Do not ride on the automatic or manual conveyor systems.
- All long hair must be tied up in order to prevent entanglement in machinery.
- Do not put any foreign objects (body or innate) into the machines.
- Do not remove any machine guards.
- All safety signs must be adhered to.
- Smoking is not permitted on Company property.
- Always ensure that workplace accident/injuries are reported immediately to a Manager/Supervisor.
- Failure to comply will result in the application of the Human Resources Standard & Procedure "#C.15 Progressive Corrective Action".

Professional Requirements:

- Excellent communication skills both oral and written.
- Extensive food and beverage knowledge.
- Knowledge of all aspects of conference and catering groups.
- Post-secondary education preferably in the hospitality industry.
- Previous background in banquets/catering industry of two (2) years.
- Good computer skills at intermediate level in word processing.
- Knowledge of computer programs such as Squirrel, Microsoft Word and Excel an asset.
- Previous up-selling and/or sales experience is considered an asset.

Personal Attributes:

- Demonstrates ability to deal effectively with a variety of people and resolve conflict when necessary.
- Professional appearance and demeanor, positive and proactive attitude, demonstrates the following qualities: flexibility, dependability and a high level of team orientation and service orientation.
- Works well in a fast paced environment.
- Able to handle stress in a professional manner.

- Good time management, office administration and organizational skills.
- Shows initiative.
- Strong interpersonal skills.
- Capable of prioritizing a variety of tasks.
- Confidence in selling and up-selling products and services.
- Positive sales oriented personality.
- Desire to meet goals.
- Ethical and honest.