

Head of Groups and Events Operations

FULL-TIME

As the Head of Groups and Events Operations for our cluster of hotels, you will be responsible for overseeing the coordination and execution of all group and event activities. This role requires strong leadership, a positive and can-do mentality, and the ability to manage a dynamic team. You will serve as the main point of contact between the customer and the hotel's commercial and operational teams, ensuring the successful delivery of events that meet the highest standards of quality and service.

What will I be doing?

As the Head of Groups and Events Operations, you will be responsible for:

- Overseeing the reception and coordination of groups and events, ensuring seamless communication between the customer and hotel staff.
- Managing the end-to-end process of event planning, from initial contact and contract preparation to execution the event operation together with the operations team and post-event follow-up.
- Maintaining up-to-date records of all group and event activities, including contracts, rooming lists, payment instructions, and other relevant information.
- Developing detailed event work orders in the system, ensuring all relevant information is accurately captured and communicated to all operational departments in a timely manner.
- Conducting instructional meetings with relevant departments to ensure all team members are informed about group or event details, including size, setup, refreshments, pricing, payment methods, and special requirements.
- Preparing monthly reports on group activities and updating closing information.
- Collaborating closely with the Sales Teams, Reservations, and Operational teams to ensure a cohesive approach to event management.
- Acting as the primary contact for guests and clients during their stay, ensuring all requests are handled efficiently and promptly.
- Participating in special activities, such as welcome tours and VIP receptions, to enhance the guest experience.
- Ensuring all client requests are answered with efficiency and agility.

What are we looking for?

The ideal candidate for the Head of Groups and Events Operations role will possess the following qualifications and attributes:

- Previous experience in managing groups and events operations, preferably within the hospitality industry.
- Strong analytical skills and the ability to manage multiple tasks simultaneously.
- Excellent problem-solving abilities and a proactive approach to meeting deadlines and objectives.
- Exceptional organizational and planning skills.

- Proficiency in computer applications, including Excel, PowerPoint, and Word.
- A positive, can-do attitude with a proactive approach to challenges.
- Demonstrated ability to lead and inspire a team to achieve high standards of performance.
- Flexibility in being present during groups and events.

We Offer:

- Welcoming and fun environment.
- Meals on duty.
- Health insurance cover.
- Interesting career opportunity and fast professional growth.

Candidates are requested to submit their CV by e-mail to the Human Resources Department on: stjulians.jobs@corinthia.com by 21st June 2024