

THE WESTIN

RESORT & SPA
WHISTLER

POSITION DESCRIPTION

POSITION TITLE:	Meeting & Event Manager
REPORTS TO:	Director of Catering & Conference Services
SUPERVISES:	n/a
UPDATED:	March 2016

OVERVIEW:

Manage the delivery of catering and conference services to clients, including all details of events from time of booking until the completion of the event(s).

MAJOR DUTIES & RESPONSIBILITIES:

- Maintain strong client relations and ensure that convention specifications are communicated within the hotel and executed for a successful meeting experience for the meeting planner and attendees
- Monitor and manage room blocks according to contract utilizing group history reports, food & beverage and information given by clients to maximize hotel revenue, making adjustments and up-selling as necessary
- Review sales contracts as well as other important information, i.e., room block, cut-off date, food & beverage minimums, special concessions and attrition clauses and validate with client via turnover letter or call
- Monitor and enforce program deadline dates and work with clients to release meeting space not needed to maximize hotel revenues
- Produce and distribute event resume two weeks prior to first day of main group arrival and communicate any changes and updated information to hotel departments
- Participate in site visits and plan meetings for upcoming groups and potential affiliate business
- Verify credit information submitted in account management software system, to include estimated amount of billing, billing type, and appropriate contact and update information as necessary until departure

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Book, produce and distribute catering only contracts.
 - Participate in Pre/Post-Event meetings and review bill with client.
 - Establish checklist trace dates using Delphi and Fidelio
 - Maintain up-to-date information on program and food and beverage events in hotel's ISAC system
 - Introduce and recommend house vendors as preferred vendors as determined with the revenue goal of the hotel
 - Maintain good working relations with preferred vendors of the hotel.
 - Generate VIP and amenity forms as required
 - Extensive knowledge of meeting room capacities, banquet set-up, audio-visual and any other pertinent details as they relate to meeting room set-up
 - Exceptional food and beverage knowledge and pricing
 - All other duties as assigned
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SKILLS AND EXPERIENCE:

- Knowledge of hotel and competitive market
 - Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong organization and planning skills
 - Strong working knowledge of MS Office applications (Word, Excel), ISAC and Lightspeed
 - Basic computer knowledge
 - Detailed knowledge of Whistler area and available services
 - Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
 - Previous experience in a similar role in a similar size/type of property
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
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GENERAL REQUIREMENTS:

- Diploma or certificate in Hotel/Hospitality Management or the equivalent is preferred
- Must be able to sit at a desk for up to 8 hours per day