

# United Arab Emirates Jobs Expertini®

## Events Manager

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Company: W Hotels

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

### JOB SUMMARY

Responsible for preparing all event documentation and coordinates with Sales, property departments and customer to ensure consistent, high level service throughout pre-event, event and post-event phases of property events. This position primarily handles events of average complexity. Ensures their property events have a seamless turnover from sales to service back to sales. Recognizes opportunities to maximize revenue opportunities by up-selling and offering enhancements to create outstanding events. CANDIDATE PROFILE Education and Experience • High school diploma or GED; experienced (1 – 2 years of experience) in the event management or related professional area. OR • 2-year degree from an accredited university in Hotel and Restaurant Management, Hospitality, Business Administration, or related major; at least 1 year experience in the event management or related professional area required. CORE WORK ACTIVITIES Managing Event Logistics and Operations • Ensures that events progress seamlessly by following established procedures, collaborating with other employees, and ensuring accuracy. • Greets customer during the event phase and hands-off to the Event Operations team for the execution of details. • Adheres to all standards, policies, and procedures. • Ensures billing accuracy and conducts bill reviews with the clients prior to processing the final bill. • Manages group room blocks and meeting space for average to large-sized assigned groups. • Identifies operational challenges associated with his/her group and determines how to best work with the property staff and customer to solve these challenges and/or develop alternative solutions. • Uses his/her judgment to integrate current trends in event management and event design. • Acts as

liaison between field salesperson and customer throughout the event process (pre-event, event, post-event). • Participates in customer site inspections and assists with the sales process as necessary. • Performs other duties as assigned to meet business needs. • Solicits feedback from the property departments to identify areas for improvement to enhance the Event Planner's experience. Ensuring and Providing Exceptional Customer Service • Delivers excellent customer service throughout the customer experience and encourages the same from other employees. • Empowers employees to provide excellent customer service. • Sets a positive example for guest relations. • Coordinates and communicates event details both verbally and in writing to the customer and property operations. • Makes presence known to customer at all times during this process. • Oversees his/her customer experiences from file turnover through the post event phase until turnover back to sales. • Follows up with customer post-event. • Responds to and handles guest problems and complaints. • Uses personal judgment and expertise to enhance the customer experience. • Stays available to solve problems and/or suggest alternatives to previous arrangements. • Works to continually improve customer service by integrating obtained feedback and personal judgment into action plans. • Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement. • Interacts with guests to obtain feedback on product quality and service levels. • Ensures hourly employees understand expectations and parameters for event activities. Leading Event Management Teams • Conducts formal pre- and post-event meetings as required to review/communicate group needs and feedback. • Leads formal pre-event and post-event meetings for average to large-sized assigned groups. • Facilitates various meetings as he/she perceives necessary (Banquet Event Order meeting, block review, etc). Supporting and Coordinating with the Sales and Marketing Function • Assists in the sales process and revenue forecasting for customer groups. • Up-sells products and services throughout the event process. • Forecasts group sleeping rooms and event revenue (catering and audio visual) for his/her groups. Conducting Human Resources Activities • Reviews comment cards and guest satisfaction results with employees. • Observes service behaviors of employees and provides feedback to individuals and/or managers. • Assists in the development and implementation of corrective action plans. • Take initiative to use his/her experience to improve service performance according to his/her evaluation of the issue and resolution. • Works with the property staff and customers to address operational challenges associated with his/her group. • Performs other duties as assigned to meet business needs.

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