



Job Posting

Job title: Event Operations Manager

Job Status: Full-time, 15 month - Maternity Leave Position

Joining Bonus: \$500 (\$200 on joining + \$300 after completing probation)

Wage: \$70,000 per annum

Summary of Position:

The Event Operations Manager is responsible for overseeing the Banquet department. The Event Operations Manager oversees the overall operations of the Banquet Team to ensure the goals and objectives are met and works closely with the Event team. They maintain a presence on the floor and ensure a quick response and execution of any client requests.

Responsibilities:

- The Event Operations Manager is responsible for the daily operations of Banquets and for the supervision of the colleagues within these departments
- Develop an enthusiastic and guest driven team through recruitment and training enabling all colleagues to deliver the highest level of personalized guest service
- Develop and maintain all department policies and procedures, ensure colleagues are trained and held accountable to all standards
- Develop colleagues on service standards, selling techniques, and food and beverage education to consistently raise the bar for service standards and sales objectives within Events Team
- Develop the annual budget for each area in partnership with the Financial Controller
- Forecast business levels and schedule accordingly to ensure guests' expectations are exceeded while budgeted profit margins are achieved
- Expense management, ensure all expenses (labour and operations) are controlled to achieve maximum profitability
- Oversee purchasing and inventory controls as required, follow all hotel procurement guidelines and collaborate with the Events Team
- Responsible for the overall ambiance and condition all Banquet areas
- Collaborate with the Events Team on menus, service, billing and client relations
- Resolve and handle customer complaints, including follow up in a timely manner
- Work closely and effectively communicate with all departments
- Manage the performance, coaching and problem resolution within the Banquets team
- Ensure the POS and any related systems are properly maintained and utilized to full potential
- Support all Health, Safety & Wellness requirements and initiatives throughout the hotel
- Actively contribute to the Department Leader Team
- All other duties as deemed

Qualifications:

- Supervisory experience with a diverse team
 - Proven track record as "Team Leader": can motivate, lead & coach with preferable experience in a unionized environment
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- Inventory management experience (maintaining, counting, tracking & ordering)
- Sound product knowledge of food, wine and spirits with a proven ability to sell
- Full availability, including late evenings, weekends, and statutory holidays
- Previously trained new or existing team members
- Dynamic, Inspirational, Goal Oriented, Innovative and exceptional communicator
- Thrives under a high pressure and fast past environment
- Understands the importance of creating a fun and rewarding work environment
- Sound working knowledge of Windows XP, MS office, Excel, Outlook, Micros
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: General Manager

Closing Date: Please submit your application as soon as possible as applications are reviewed daily

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!
