



## Assistant Event Coordinator

Hospitality Division at Innsbrook Resort

The Assistant Event Coordinator reports to the Wedding Coordinator and the Aspen Director. The Assistant Event Coordinator is responsible for assisting the Wedding Coordinator and Aspen Director with the coordination and execution of events. They will be required to maintain high standards of food and beverage quality, customer service and attention to detail to create an outstanding customer experience.

### POSITIONS THAT REPORT TO THIS POSITION (TITLES):

- Banquet Servers
- Bartenders
- Bus Staff

### STAFFING

- Ensure that Associates comply with uniform, service guidelines and other policies and procedures.

### GUEST/FOOD SERVICE

- Responsible for Guest satisfaction in terms of food and beverage, hospitality and service standards, following proper food handling and safety guidelines.
- Ensure that sizes, portions and menu items are as described on the event details (BEO).
- Must be able to interpret event details (BEO).
- Ensure hours of operation are adhered to.
- Ensure assigned weddings and events are adequately set.

### MISCELLANEOUS

- Provide a safe working environment by ensuring compliance with safety programs, Health Department requirements and job safety analysis.
- Maintain and enforce sanitation laws and safety standards with anyone entering the kitchen area.

### SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the company.

- Attend mandatory meetings including divisional meetings, staff meetings, etc.
- Participate in community public relations for Innsbrook.
- Perform general cleaning tasks to adhere to health and safety standards.
- Perform in the capacity of any position supervised.
- Demonstrate positive leadership characteristics that inspire Associates to meet and exceed standards.
- May be required to work in other buildings at Innsbrook.

#### SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The Assistant Event Coordinator must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.

- Knowledge of food and beverage operations including managerial aspects, service techniques, and guest interaction.
- Ability to walk, stand, and/or bend continuously to perform essential job functions.
- Ability to communicate in English, both orally and in writing, with guests and Associates, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information to resolve problems.
- Ability to work under pressure and deal with stressful situations during high volume
- Ability to access and accurately input information using a moderately complex computer system.

#### DRESS CODE EXPECTATIONS

Innsbrook expects employees to dress appropriately in business casual attire.

- Because our work environment serves customers, professional business casual attire is essential.
- Customers make decisions about the quality of our products and services based on their interaction with you.
- Your professional image is a key factor in their interpretation of our business.
- Business casual attire includes suits, pants, slacks, khakis, jackets, blouses, sweaters, skirts and dresses that, while not formal, are appropriate for a business environment.
- Employees are expected to demonstrate good judgment and professional taste.