



The Assistant Event Coordinator is responsible for assisting the Wedding Coordinator and Aspen Director with the coordination and execution of weddings and events. This position works closely with the Aspen Director, the Wedding Coordinator, Executive Chef and the entire management team when preparing for upcoming events. Internal/external events may include, but not limited to weddings, wedding receptions, rehearsal dinners, seminars, luncheons, banquets, club events, holiday parties and special events. She will be required to maintain high standards of food and beverage quality, customer service and attention to detail to create an outstanding customer experience. The Assistant Event Coordinator reports to the Wedding Coordinator and the Aspen Director.

#### **POSITIONS WHO REPORT TO THIS POSITION (TITLES):**

- Banquet Servers
- Food Servers
- Bartenders
- Food Runners
- Banquet Captains

#### **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.

#### **EXPECTATIONS**

- The Assistant Event Coordinator will foster relationships with Members as well as potential clients and corporations who book events so as to maintain a catalogue of repeat business while prospecting for new events.
- Promote Innsbrook locally via bridal shows and other public events, which heighten awareness within the community.
- Must have a solid understanding of how to generate banquet revenue.
- Attend weekly meetings (WEDNESDAYS) to participate or provide BEO's to

The Aspen Director, Wedding Coordinator, Banquet Chef, Banquet Captains and the entire event management team for the following week's events.

- Assist with the special needs of all events to ensure appropriate supplies, beverage, liquor, beer, linens and staff are on hand.
- Knowledge of social etiquette
- Demonstrate an outgoing personality and great attitude with guests, staff, peers and management.
- Communicate professionally with all guests, staff, peers and management.
- Strong organizational skills and attention to detail
- Strong technical literacy including Microsoft Word and Excel

### **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 adapt in high pressure situations during high volume.
- Ability to access and accurately input information using a moderately complex computer system.

### **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 and staff meetings
- 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.
- Perform all other duties as assigned by management.
- Demonstrate positive leadership characteristics which inspire associates to meet and exceed standards.

### **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 or front of house.

## **DRESSCODE EXPECTATIONS**

**Innsbrook expects employees to dress appropriately in business casual attire.**

- Because our work environment serves customers, professional business casual attire is essential.
- Clients 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.

**By signing below, I acknowledge I have read and understood the contents of this form.**

Employee: (Print Name) \_\_\_\_\_ Date: \_\_\_\_\_

Employee: (Signature) \_\_\_\_\_ Date: \_\_\_\_\_

Employer: (Print Name) \_\_\_\_\_ Date: \_\_\_\_\_

Employer: (Signature) \_\_\_\_\_ Date: \_\_\_\_\_