



Chateau Victoria

HOTEL & SUITES

Sales & Groups Coordinator

The independently owned Chateau Victoria Hotel & Suites is looking for a detailed oriented and organized team member to support our sales and marketing team. This is a fast-paced role for an individual who enjoys inter-departmental interaction, collaboration, trouble shooting and anticipate the moving parts of hotel operations. Reporting to the Director of Sales & Marketing, and the Sales and Marketing Manager, the positions main areas of responsibility include:

Responsibilities:

- Coordinate workflow tasks with clients, the front desk and food and beverage teams to successfully execute group stays and meal services.
- Use a CRM/S&C (Event Temple), restaurant booking application (Open Table) and a PMS (Opera) to keep current the specifics on groups to ensure all departments are provided accurate, consistent, and up-to-date information.
- Anticipate the operational needs of group movement throughout the duration of stay, from arrival to meals to check out and assisting with determining high volume concentrations.
- Liaise with Sales Managers to create and ensure quality of sales promotional materials and other collateral.
- Assist Sales Managers with direct customer communication as required.

Groups, Tours and Events Tasks include:

- Create and finalize Event Orders (EO's): ensure documents are backed up on internal drives, and ensure relevant operational information is communicated to all other departments through applicable platforms such as Event Temple, Opera, Open Table & shared calendars.
- Print and distribute contracts, EO's, tour resumes and weekly summaries.
- Work with admin and marketing teams to print meal programs including event menus and tour vouchers to be consistent with hotel and restaurant brand standards.
- Verify all information regarding service delivery such as tour arrival times, luggage service requirements, meal times, special menus/requests and update all systems.
- Follow up on approaching contract deadlines such as rooming lists, final guest counts for food & beverage programs, allergy requirements & seating plans.
- Liaise with reservations on rooming list & details, and send to client
- Pull and post Weekly Summary reports to the organization's shared calendar.
- Assist with digital file management – archiving obsolete collateral and ensuring current collateral is well organized.
- Assist with meeting room management.
- work with Room Service to coordinate set up requirements.
- keep meeting room materials updated.

Authentically Local



Chateau Victoria

HOTEL & SUITES

Financial Transactions:

- Coordinate contractual invoicing and payment collection.
- Balance Event Temple event invoicing with Silverware point of sale.
- Maintain and update pricing in Event Temple as required.
- Ensure payment is complete within 30 days post event.
- Track and close out Post Master accounts once complete.

Qualifications:

- Being fully vaccinated against COVID-19 is a condition of hire.
- 1-2 years of previous experience in a similar role.
- Strong and professional communication skills both in written and verbal form.
- Superior organization skills and the ability to multi-task is essential.
- High attention to detail with proven Time Management skills.
- Thorough knowledge and experience using all Microsoft Office applications.
- Experience with managing multiple digital marketing platforms would be considered an asset.

Working for Chateau Victoria Hotel & Suites you'll find:

- Competitive wages including a corporate bonus scheme.
- Comprehensive benefits package - including food and dry-cleaning.
- Friends & Family hotel discount.
- Vista 18, and Clive's Classic Lounge employee discount ~ 50%.
- Other Industry discounts.
- Employee events and recognition ~ birthday, holiday and employee appreciation celebrations.
- Learning and development opportunities – reimbursement program.
- Bike storage facilities, onsite parking and discounted monthly bus pass through BC Transit.

Our Core Values, do they meet yours?

Heart ~ Integrity ~ Respect ~ Environment ~ Dedication

Anyone interested in this position should submit a cover letter and resume to Kim Starling, HR Manager, kstarling@chateauvictoria.com

Thank you for considering your employment with the Chateau Victoria Hotel and Suites!

Authentically Local