**The Arlington Hotel & Spa**

**Job Title:** Convention Services Manager **Approved By:** Scott Larsen

**Department:** Convention Services **Approved Date:** 11/11/2021

**Reports to:** Director of Sales / Senior Sales Manager **Classification:** Non-Exempt

**Job Summary**

The Convention Services Manager

Manages and coordinates all conferences, meetings, group functions and group activities booked through the sales department.

**Essential Duties and Responsibilities**

* Confirm in writing to the client and all affected hotel departments all group requirements via sales contract terms, addendums, confirmation of pricing, group resumes, and/or banquet event order.
* As needed, assist the client in menu planning, food and beverage coordination, table arrangements, decorations, traffic flow, room set-up, group room blocks and VIP services, etc.
* Work with sales staff to service and solicit new business.  Up-sell client events and manage function space and room block inventory as assigned
* Monitor and handle inquiry calls and provide client proposals in accordance with established departmental policies and procedures.
* Attend the weekly BEO, Sales and standup Meetings.
* Report and communicate Meeting event needs between the client and hotel.
* Prepare and distribute amenity request forms for specified clients.  Obtain designated approvals and follow-up on delivery.
* Check function room set ups prior to guest arrival, ensuring all details agree with client’s requirements and hotel standards.  Ensure deficiencies are corrected by appropriate personnel.
* Have acquired knowledge with the ability to upsell clients, while promoting a level of service parallel to the luxury stature of the facility
* Welcome group contact upon arrival at function and ensure guest satisfaction.
* Monitor and ensure all functions are set up, refreshed, and broken down in compliance with scheduled times and departmental procedures.
* Work in a timely manner to executive and distribute all Banquet Event Orders (BEO) and contracts as designated by sales.
* Ability to produce artistic and innovative menus while working closely with the Executive Chef on pricing specialty menus.
* Conduct hotel and banquet facility tours and entertain qualified clients in accordance with company and property policies
* Maintain & log all client communications in Delphi. It is the responsibility of the Conventions Services Manager to use Delphi to keep in touch with clients through phone calls, emails, letters, and personal meetings
* Maintain client files and update information daily in accordance with established departmental policies and procedures.  Review daily postings of charges to master accounts of clients and resolve any discrepancies, or process necessary adjustments.  Review final bill prior to presenting to client.  Complete post-conference reports of events for senior management, and complete other reports as needed or requested. Follow up with clients regularly during and after departure to ensure satisfaction and secure future bookings.
* Promote teamwork and quality service through daily communication and coordination with other departments.  Key departmental contacts include all hotel departments.
* Generate “thank you” notes to clients with prompt follow up of negative client feedback as necessary.
* Interact with outside contacts
  + - Guests – to ensure their total satisfaction
    - Airlines, wholesalers, corporate accounts, travel agencies, ad agencies, etc. – to ensure repeat business, follow up on events, and generate new business
    - Other contacts as needed (Professional organizations, community groups).
* May assist in developing and implement sales actions plan as assigned.  May also participate in the annual budgeting and planning process.
* May perform other duties as assigned.

**ACCOUNTABILITY:**

Typically has accountability for coordinating assigned conferences, group bookings or special events in full service, luxury, or resort hotel with catering and or resort hotel with catering and/or convention facilities.

**Qualifications and Requirements:**

Some College plus 1-2 years sales or marketing related experience or equivalent combination of education and experience.  Knowledge of hotel sales and/or catering preferred.   Must speak fluent English.

This job requires ability to perform the following:

* Frequently standing up or moving within and outside of the facility
* Carrying or lifting items weighing up to 25 pounds
* Handling objects / Bending, stooping, kneeling

Other:

Communication skills are utilized a significant amount of time when interacting with others; demonstrated ability to interact with guests, employees and third parties that reflects highly on the hotel, and the Company.

* Reading and writing abilities are utilized often when completing paperwork and management reports, interpreting results, and giving and receiving instructions.
* Mathematical skills, including basic math, budgeting, profit/loss concepts, percentages, and variances are utilized frequently.
* Problem solving, reasoning, motivating, organizational and training abilities are used often.
* Ability to travel to attend workshops, tradeshows, conventions, etc.
* May be required to work nights, weekends, and/or holidays.
* Alcohol awareness certification and/or food service permit or valid health/food handler card as required by local or state government agency.