



Event Coordinator

Job Summary

The Event Coordinator at The Kahkwa Club is responsible for the process and execution of club and catered events including meetings, banquets, and outings. The Event Coordinator must have the ability to maintain guests' satisfaction under pressure or deadlines and will have exceptional interpersonal and communication skills. They must develop and maintain strong relationships with members and prospective clients.

Supervisor: General Manager

Supervisory Responsibilities: Coordinates with General Manager, Banquet Manager, Banquet Captain, and Event Staff

Duties/Responsibilities:

- Answer member calls and follow-up on inquiries about functions, events, dining, outings, tournaments
- Approach all encounters with members, guests, and employees in a gracious, attentive, courteous, and service-oriented manner
- Consult with members and guests to understand event objectives, budget, timeline, and preferences
- Take all necessary information from member and clients in order to prepare and present detailed proposals, contracts, and event estimates
- Confirm dietary accommodations, buffet vs. plated needs, and special requests
- Fill out all forms for events, and plan, develop, and coordinate all special events as required
- Consult and approve with General Manager on menus, setup, logistics, and most importantly, pricing
- Work with General Manager and Executive Chef to plan menu and setup for food, buffets, displays, etc.
- Coordinate all aspects of event logistics including menu planning, décor, rentals, linens, and AV
- Work with Banquet Manager on setup, diagrams, and room layouts based on event type and member vision
- Draft and manage Banquet Event Orders (BEOs), diagrams, and timelines, and ensure accurate and timely communication with culinary, service, and operations teams
- Meet with clients to finalize all arrangements and do a final walk through with all clients before events
- Collect all necessary deposits and gather all final guarantees for functions seven (7) days in advance of event date
- Attend all meetings as outlined by General Manager, including weekly banquet event order meetings for purpose of communicating event details to all departments

- Create and maintain up to date information on all vendors
- Work closely with other department heads in all areas for functions including Racquets, Golf, and Aquatics, as well as food and beverage service staff
- Perform general office duties to support the banquet team (e.g., filing, sending emails, typing, copying)
- Prepare sales-related documents throughout the sales process (e.g., proposals, contracts, or banquet event orders).
- Assist with event coordinating and outlining all event details to the staff, assist with pre-event details such as place cards, menus, and centerpieces, and assist with promoting and marketing club functions
- Plan, promote, and generate enthusiasm and interest for the Club's golf and social programs; coordinates the efforts of the Club's professional staff and members
- Oversee and coordinate events of 20 person or less catered meetings and events
- Assists in overseeing cleaning and maintenance of meeting space and corresponding front and back of the house areas
- Assist in overseeing furniture and equipment maintenance and that inventory levels are kept in accordance with guidelines
- Research and analyze new products, pricing, and services of competition
- Conduct daily walk-through of banquet floor to ensure all areas are neat, clean, and organized and to help drive client satisfaction and maintain quality standards
- Create an atmosphere in all event management operation areas that meets or exceeds member and guest expectations
- Work Club events and programs as required to ensure flawless execution, client satisfaction, and service excellence
- Follows all directives from General Manager and upper management
- Perform other related duties as assigned

Required Skills/Abilities:

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and meticulous attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Creative and effective problem-solving skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to respond to problems and to assist clients with a calm, courteous, and helpful manner and attitude
- Thorough understanding of legal regulations and permits required for events, and ability to follow all local, state, and federal regulations
- Proficient with Microsoft Office Suite or related software

Job Requirements:

- Must be able to work weekends and holidays, as well as both morning and evening shifts
- Must be able to work all functions of 75 people or more, start to finish
- No time off May 1 – September 30

Physical Requirements:

- Must be able to stand and walk for long periods of time during events
- Must be able to lift up to 25 pounds at times
- Must be able to work a variety of hours and shifts to accommodate events and around the needs of the Club

Applicant Signature: _____ Date: _____

General Manager Signature: _____ Date: _____

Director of Administration Signature: _____ Date: _____