



CEDAR LAKE CELLARS

## *Events Coordinator*

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**MISSION:** *We create memorable experiences that exceed expectations and inspire each guest to return and celebrate.*

**VALUES:** *Advancement, Honesty, Excellence, Accountability & Detail*

### **Job Description**

**POSITION / TITLE:** Events Coordinator

**REPORTS TO:** Events Sales Manager

**ESSENTIAL FUNCTIONS:**

- Prospect and sell events
- Attend to clients from sale to the end of the event
- Detail out each event with a BEO
- Produce/Lead event operation

**RESPONSIBILITIES / TASKS:**

**Manages Operations:**

- Ensures clients are well attended to and satisfaction ratings are high.
- Develops and maintains operational processes and procedures.
- Approve and cultivate relationships with vendors and suppliers.
- Investigate and resolve client concerns.
- Oversees all health and safety regulations.
- Attend staff and marketing meetings and report on results for bookings, pending events, and any upcoming needs.
- Create and Implement Events/Weddings SOPs
- Walk through venues to ensure they are cleaned and prepared for service
- Oversee Events/Wedding Coordinators and Coordinator Assistants
- Report supplies/linen orders as needed
- Creates weekly staff schedules
- Create and conduct performance reviews for coordinators, assistants, and staff.

**Prospect Clients**

- Review and follow up with previous corporations and clients from CaterEase.
- Cold call businesses in the area.

- Create a process for tracking prospects and keeping current.
- Collaborate with Marketing and PR to maintain an active social media presence.
- Work with the Events Manager to produce promotional events.

### **Create Event Packages**

- Work with Events Sales Manager to develop event offerings and pricing
- Create a pricing mechanism for parties

### **Sell Event Offerings**

- Set up and Conduct Venue tours with potential clients.
- Follow up with inquiries, date holds, contracts, and tours promptly.
- Meet with clients to determine event needs.
- Creates event contracts and ensures the. Details are correct and followed.
- Collaborate with the Events Sales Manager and ensure client invoicing is correct and current.
- Meet monthly goals.

### **Manages Clients**

- Contacts client and makes the introduction.
- Meets and reviews with client event vision and brainstorm options.
- Enters new client's information into Caterease.
- Nurtures client's trust through swift follow-up.
- Keeps client informed of status/deadlines throughout planning and the event day.
- Follows up with clients after the Event.
- Can explain & address questions on all client agreements.

### **Plan Event Details and Logistics**

- Details out each event's timeline.
- Completes Banquet Event Order and reviews with Chef.
- A shares vendor list with the client and follows up with chosen vendors.
- Schedules and attends client tasting meetings.
- Review orders of necessary event supplies with the Events Sales Manager
- Keeps events/wedding data and records current.
- Monitors the event/wedding budget, processes payments, and sends out payment reminders.
- Attends Wednesday morning leadership team meetings and reports on results for booking and pending events.

### **Produces Event**

- Communicates frequently with clients, vendors, and internal staff for event duration.
- Schedules, organizes, and executes event/wedding rehearsals.
- Conducts Jumpstart/BEO meetings at the beginning of every shift
- Manages event setup.
- Ensures food and beverage service is delivered as ordered.
- Keeps event spaces clean and tidy.
- Attends to clients during events to ensure client satisfaction.
- Carries out event details.

- Solves issues as they occur with attention to client satisfaction.
- Enters event/wedding into POS system and emails details to accounting.

#### **Supports Investa Management**

- Supports special Investa Management projects.
- Participates in strategic and operational processes of Investa Management.
- Maintains confidentiality of proprietary Company information.
- Adheres to Company Core Values and follows the Company Code of Conduct.

#### **CHARACTERISTICS / SKILLS:**

##### **Characteristics:**

- Motivated self-starter who naturally takes initiative
- Works with a sense of urgency
- Creative problem solver who thinks outside the box
- Is passionate about hospitality and customer service
- A logistics planner who is organized and attends to details with accuracy and focus
- Personable, flexible, and patient when dealing with clients and team
- Tenacious work ethic, high level of integrity, and sense of humor

##### **Skills:**

- Experience working in a fast-paced, results-oriented team culture.
- Exercises good judgment and resourcefulness in resolving questions or issues presented by individuals or businesses involved with the Company.
- Excellent listening, written, and oral communication skills with proficiency in the English language.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Preferred experience in Catering and Publishing.
- Writes clear and professional business correspondence.
- Ability to present information effectively and to respond correctly to questions from all persons involved in Company business.

#### **EXPERIENCE / EDUCATION:**

- Has to be 21 years of age to sell and distribute alcohol
- Experience in food and beverage is a plus
- Experience in the event industry is a plus
- Serve Safe Certification is a plus

#### **WORKING CONDITIONS / PHYSICAL REQUIREMENTS**

- Expected hours: Wednesday through Sunday.
- All times are subject to change based on the parties scheduled.
- Work is performed in an office setting and event venue.
- Ability to work in a standing position for long periods for events.
- Must be available to work weekends



**NOTE:**

This job description represents the minimum duties required to perform the position outlined in this document. The duties listed are aligned with the current business objectives of Cedar Lake Cellars, and are subject to change based on future business needs and/or requirements.

All candidates agree to complete an assessment for selection.

Cedar Lake Cellars and Investa Management is an equal opportunity employer.