

## Groups and Events Coordinator at Kempinski Hotels

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Company: Kempinski Hotels

Location: Ghana

Category: business-and-financial-operations

Responsibility for assisting the concentrated sales efforts of the Groups and Events Sales Team and to extend that assistance to other professional sales team members when requested. **Key Responsibilities:**

Assume complete responsibility for learning from initial orientation and training programs conducted when joining the sales team by the Director of Groups & Events and all sales associates.

Constantly gather, understand and apply the expanding knowledge of foods, beverages, technical equipment and inter-departmental procedures to the sales and planning process with the client through the Director of Groups & Events.

Maintain an up-to-date planning information portfolio for easy reference in the sales and planning process.

Effectively represent the Hotel in all telephone, written and personal contacts with potential, past and current clients with warm and friendly guest contact, an ever-present willingness to assist, and especially an obvious desire to welcome client business to the hotel.

Follow all directions and guidelines shared by the Director of Groups & Events precisely asking questions to better understand any directions and guidelines which may be unclear.

Keep all colleagues abreast of all information from the client which maybe vital to timely response.

Prepare all typed materials (proposals, contracts, banquet event orders, change forms and all other inter-departmental forms) accurately and thoroughly realising the importance of such in order to ensure anticipated results.

Assume responsibility for small groups as assigned by the Director of Groups & Events following all department sales and planning procedures precisely and at all times.

Handle all type of events under the supervision of Director of Groups & Events.

**Technical Competencies:**

Degree in hospitality management, marketing, public relations or relevant field is preferred

3 years experience in a similar role

Strong computer skills, including Microsoft Office, (Excel/PowerPoint/Word)

Micros Fidelio Opera and Sales & Catering

Negotiation skills

Selling skills

Knowledge of food and menu preparation, service and presentation as well as pricing and cost strategies.

**Individual Characteristics:**

People Oriented

Passionate for European luxury

Entrepreneurial

Straightforward

Integer

Team player

Open to new ideas and visions

Flexible

Can do attitude at all times

Effective communication skills

Additional responsibilities and tasks can be added at any time according to the needs of the business and of the hotel.

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