



Hospitality Coordinator
Job Description
Strock Enterprises, Inc.

Reporting to: Kurtis Strock, Operational Support

Salary:

Hours: 20 hours/week (Monday-Thursday: 9:00 a.m. -2:00 p.m.; additional hours can be discussed for working events.)

Purpose of the position

The purpose of this position is to assist with the daily organizational office needs and support the Operational Support Personnel of Strock Enterprises, Inc.

Responsibilities & Duties

1. Customer Relations:

- Answer incoming phone calls, check messages, and return calls as needed
- Meet & greet people as they enter the office
- Schedule client appointments on the Master Calendar
- Lead client Showings, Bookings, or Final Detail Meetings as directed by Operational Support
- Enter and keep track of second payments
- Receive and process client payments
- Assist in marketing efforts towards weekday events

2. Administrative Responsibilities:

- Event host reminder emails for the week
- Contact event hosts to set up final detail meetings
- Enter Final Event details Tripleseat
- Receive final guest count and any remaining last-minute details two weeks prior to Event
- Oversee the organization/maintenance of files. (Online and physical files)
- Review client invoices/final details complete
- Restock and create the couple gifts
- Coordinate the linens and wrapping of utensil count with given employees
- Coordinate cleaning schedule
- Send out Customer Evaluation
- Compile customer evaluation results in a spread sheet
- Inventory, order, and stock office supplies
- Maintain the organization within the office to ensure healthy first impressions

Work experience & skills

Essential experience

- This is an entry level position
- This individual must possess the following computer skills: Word, Excel, and Outlook.

Desirable qualifications

- Self-Starter
- Organized
- Hospitable

Personal qualities & behavioural traits

Essential qualities or behaviours

- Must be willing to serve no matter what the job, or who they are serving in alignment with our company’s core values
- Be honest and have integrity with supervisors, employees, vendors, customers and guests we serve in alignment with our company’s core values
- Show Respect to supervisors, employees, vendors, customers, and guests we serve in alignment with our company’s core values
- Good oral and written communication skills
- Effective Use of time
- Attention to details
- Able to manage several different tasks at once.

Desirable qualities or behaviours

- Self-Starter
- Graphic Design Skills or knowledge
- Flexibility in job assignments

Relationships

Details of relationships relevant to this role

- This position will be trained by the CEOs of Strock Enterprises, Inc. in conjunction with the Operational Support. With ongoing support and supervision from the Operational Support.
- This individual is expected to develop positive relationships with the employers, employees, vendors, and customers.

Strock Enterprises, Inc.

Mission Statement: Our Mission is to supply exceptional service and food to create an unforgettable event.

Our Vision: To be one of the most respected and sought-after wedding and banquet venues in the capital region.

Employee signature: _____ **Date:** _____

Supervisor’s signature: _____ **Date:** _____

Performance review period: (90 days probationary period, once every year on date of hire)