



**Harrison Hot Springs Resort** is currently recruiting for the position of **Conference Service Manager**.

**About our company:**

Harrison Hot Springs and the Eastern Fraser Valley is a beautiful place to live, work and play. We would love to have you join our amazing team and share the high quality of life that we have come to enjoy.

At Harrison Hot Springs Resort, our guests discover a location unlike any other destination in the world. We know the care and customer service we offer our guests leads to special experiences for them. We endeavour to exceed guest expectations and deliver outstanding products and hospitality services. Even though we welcome thousands of guests each year, we will focus on individuals and what we can do to make them feel like they are at home.

Overlooking Harrison Lake, the Harrison Hot Springs Resort offers the following amenities: five mineral hot springs pools, the Healing Springs Spa, three restaurants and a coffee bar, extensive banquet and catering options, Resort Golf Course and Resort Marina.

**POSITION SUMMARY:**

Reporting to the Sales and Marketing Manager, the Conference Services Manager will be responsible for planning, organizing and coordinating function and guest rooms for assigned group accounts, in accordance with resort policies and quality standards, to ensure customer satisfaction, maximize profitability and generate return business.

**ESSENTIAL DUTIES AND RESONSIBILITIES:**

- Understand and respond to all guest needs and requests in a timely and professional manner.
- Act as liaison between resort and meeting planner to ensure a successful event. This includes obtaining rooming lists, establishing billing, overseeing group room blocks, welcoming VIPs, overseeing amenity requests, handling on site event logistics, coordinating outside vendors, and enforcing the contract.
- Write resumes for each group giving the resort's departments an overview and schedule of the conference and its objective, details of the meeting agenda, AV requirements, VIPs, billing arrangements and amenity requests.
- Plan group's food and beverage events, including assistance with the menu and wine selection, decorations, entertainment and audio visual.
- Produce labels, restaurant vouchers and other related documents that may be required by groups.

- Create and execute accurate banquet event orders (BEOs) that include detailed information on the agenda, menu items, room set up, and billing arrangements.
- Meet the client upon arrival and conduct pre conference review, including the introduction to Department Heads, overview of events, and guest arrival details.
- Communicate last minute changes in group functions to resort staff, and ensure accurate and satisfactory follow up.
- Conduct post conference review with the clients including the presentation of banquet checks when applicable.
- Review all bills that are sent to the client, ensuring they are accurate and timely in order to maximize return business. Compile and cancellation/attrition charges for the group. Send thank you notes and meeting critiques with every bill, and ensure any feedback is communicated and responded to according to resort guidelines.
- Attend daily, weekly and monthly meetings as directed.
- Manage and maintain Delhi.fcd client information and reports accurately. Ensure traces are followed up on in a timely fashion.
- Maintain the professional standard of the resort as set forth by the resort and participate in special projects.
- Check the reader board information and weekly events listing for accuracy.
- Ability to handle stress resulting from daily guest interactions (internal and external), budgetary, and time constraints.
- Follow up and process client deposits.
- Produce floor plans for events.
- Perform all other job related duties as required.

#### **SKILLS, KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS:**

- Hospitality degree or equivalent; or three (3) years related experience and/or training; or equivalent combination of education and experience.
- Proficient in Microsoft Office and Delphi.
- Strong attention to detail; mature, professional interaction with employees, guests and business contacts.
- Ability to plan and execute events with a strong sense of detail.
- Professional and effective communication and interpersonal skills.
- Ability to work independently, make good decision, prioritize work, handle multiple tasks at the same time, and effectively under pressure.
- Must be able to deal with issues arising from guest complaints (internal and external) in a timely manner using problem solving, de-escalating techniques and make judgement decisions.
- Ensure accurate records are maintained.
- Well organized, self-motivated, and able to interpret and communicate resort policies and culture to clients.
- Able to issue and follow up on tasks and projects issued to other responsible department and individuals.
- Comprehensive Food and Beverage knowledge.
- Ability to read, analyze and interpret general business reports.
- Ability to write reports, business correspondence and procedural manuals.

- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.
- Must have basic mathematical skills. Must be able to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Ability to define problems, collect data, solve practical problems and deal with a variety of concrete variable of situations where only limited standardization exists.
- Ability to interpret and give a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to concentrate for periods of time and to interact well with other departments and co-workers under high stress and demanding conditions, i.e. time constraints, challenging guests.
- Able to work for extended periods of time on your feet without physical impediment (extensive walking, standing, sitting, seeing and hearing).
- Ability to safely lift, pull, push, carry possibly up to 20 lbs.
- Based on workload, excellent time management skills are required.
- Being multi lingual is an asset.
- Ability to work a flexible schedule in a fast paced environment. Weekend coverage of events may be required.

We thank all candidates in advance for your interest in our resort; however, only those qualified candidates will be contacted.

Check us out online at [www.harrisonresort.com](http://www.harrisonresort.com).