

Position Description

Title	Events & Room Bookings Coordinator	Date Prepared	1.6.26
Reports to	Oceania Reserve Lead Hospitality Manager	Approved by	HR

POSITION SUMMARY

The purpose of the role is to deliver a high-quality seamless service to our EY Clients and staff in accordance with TWG policies and procedures.

The primary role is to be the key contact for all meetings and events enquiries held and to ensure that all meeting/events are communicated and executed in compliance with the service standards and Menu of Services established for Hospitality Services. These accountabilities support and maintain the delivery of essential services required by internal customers and external clients within EY daily.

KEY RESULT AREAS

Client Relations

You will develop a close working knowledge of our client's organisation to understand their business needs. You will develop and implement strategies to meet client service requirements, providing regular feedback to key client contacts and maintaining a dynamic and committed continuous improvement approach. You will maximise opportunities to reinforce TWG / EY's valued added service capability and build positive client relationships and customer loyalty.

- Establishes and sustains a productive relationship with key client contacts through day-to-day contact.
- Actively represents TWG as a professional, responsive, and committed partner to the success and continuous improvement of the contract.
- Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes.

Event Co-ordination and Management

The responsibilities of the role are, but not limited to:

- Coordinating corporate events on the client floor/s, cafe spaces, or internal 3rd spaces, and as required external venues.
- Gather all client requirements and build them into Reserve.
- Maintain Reserve data entry standards
- Work closely with F&B and FOH leadership to ensure clear, timely communication of needs
- Develop close working relationships throughout the key contact network to ensure client satisfaction
- Provide support to all departments ensuring successful delivery
- Respond to routine service issues, escalating complex issues to the leadership team
- Recommend venue options to meet the overall needs of the client

- Support, establish and create processes which ensure continuous service improvement
- Manage budget expectations
- Develop and maintain supplier relationships
- Ensure exceptional levels of service are being delivered consistently

Administration

- Maintains orderly and accessible records as required.
- Complete accurate reporting when required.
- All event charges to be entered into Reserve in a timely manner and must reflect current weeks business.
- Reserve data entry standards are met consistently.
- Support EY's internal event approval processes.
- Ensure to promote and guide EY employees & clients to adhere to relevant policies and procedures.

WH&S Policies and Procedures

- Understanding and comply with company WH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Conduct Toolbox Meetings.
- Knowledge of evacuation procedures.
- Ensure all team members have completed safety induction both on-line and classroom-based training.

KEY RELATIONSHIPS:

Internal

- ✓ Immediate team members
- ✓ Hospitality Experience Manager
- ✓ Hospitality Manager
- ✓ Kitchen & catering team
- ✓ Reception & Concierge
- ✓ EY clients and staff
- ✓ Other staff of TWG

PERSONAL SPECIFICATIONS:

Qualifications

Essential

- Experience in Event Reservation System (room bookings systems preferred).
- Strong administration skills.
- Certificate or Diploma (e.g., Business, Event or Hospitality Management).

COMPETENCIES:

Skills

- ✓ Computer – Word, Excel, PowerPoint.
- ✓ Spoken communication: able to clearly present information through the spoken word.

- ✓ Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures.
- ✓ Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- ✓ Organisation and planning: able to organise or schedule people or tasks; to develop realistic action plans while being sensitive to time constraints and resource availability.

Knowledge

- ✓ 2-3 years of applicable experience in similar business function i.e. Hotel Reservations, event management, coordination in a restaurant or event space.
- ✓ A strong understanding of the dynamics of a national hospitality organisation.
- ✓ Thorough understanding of food service, reservations, function & event organising and delivery.
- ✓ Strong business acumen.

Behavioural Attributes

- ✓ Personal Effectiveness / Interaction – Self manages in accordance with the TWG / EY's Catering vision, demonstrates diplomacy when dealing with challenging situations.
- ✓ Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG / EY's Catering business objectives.
- ✓ Results Orientation / Execution – Particularly strong planning, organising and problem-solving skills. Demonstrated ability to handle multiple tasks simultaneously, with a sense of urgency.
- ✓ Practices continuous improvement by constantly reviewing processes and output to improve own deliverables.
- ✓ Balancing conflicting priorities – Identify and manage conflicting priorities daily.
- ✓ Resource Utilisation – Create and nurture networks of people within and outside Alliance.
- ✓ Facilitates change – Prepare and manage the impact of change on self and others, to capitalise on the opportunities that change provides.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

LEADERSHIP:

We set the highest standards and lead by example. We generate new ideas that become industry benchmarks. We use our initiative to achieve these goals for our customers and ourselves.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We always take our responsibilities seriously and act ethically.

PERFORMANCE STANDARDS

- Performance Standards will be measured based on the Key Result Areas list above, identifying levels of standards with a measurable outcome.
- Performance Standards are described in the accompanying Key Responsibility document and will be discussed on the commencement of employment.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____ **DATE:** _____