

## Conference & Event Manager

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Company: Chateau on the Lake

Location: Branson

Category: other-general

### Hotel:

Chateau on the Lake

Conference & Event Manager

Full time

**Atrium SPIRIT – where teamwork, passion and appreciation ignite service excellence**  
**This positions work schedule is Tuesday through Saturday with a wage of \$19.50 per hour.**

### Primary Purpose:

As the Conference and Event Manager, your primary role is to be the bridge between our clients and the hotel operations team. You'll ensure events are detailed and executed seamlessly by managing group and event sales bookings, optimize revenues, and uncover up-sell opportunities while positively impacting our guests, fellow associates, and local communities.

### Work Performed:

The Conference and Event Manager (CEM) will be tasked with the following duties, responsibilities, and assignments:

**Client Liaison** Directly communicate with clients to ensure all event documents are comprehensively prepared and finalized using tools and systems provided.

**Banquet Coordination** Oversee the timely distribution of Banquet Event Orders (BEOs)

in line with hotel deadlines.

**Upselling & Client Communication** Present clients with potential upgrade opportunities, collect necessary agreements and deposits, and consistently communicate on group arrangements.

**Event Feedback & Management** : Partner with hotel staff for pre-and post-event meetings including BEO review, guaranteeing client satisfaction and collating feedback.

Monitor guest room blocks, ensuring contract adherence and optimizing revenue opportunities.

**Room Management** Monitor guest room allocations to ensure contract compliance while capitalizing on revenue opportunities. Alert clients about potential attrition charges for rooms and F&B if bookings or revenues are projected to fall short of the contract.

**Payment Management** Supervise the entire client payment process, from initial deposits to the final bill.

**Booking & Documentation** Utilize the Hotel Sales & Catering software to meticulously document interactions and attach vital documents such as BEOs, payment forms, diagrams, and agendas.

**Client Engagement**: Coordinate on-site tours and virtual client meetings. Be on-hand during key event moments to engage with clients, ensure all details are executed correctly, and address immediate requirements.

**Sales Support** : Collaborate with the Director of Events and Director of Sales & Marketing in various sales activities, which include guiding site tours, promoting catering events, and managing BEO documentation.

**Revenue Verification** Regularly audit banquet checks against our sales system to ensure accurate posting of revenues, including items consumed during events.

**Billing Oversight** : Review the full bill upon event completion, ensuring alignment with our group closing checklist. This ensures timely and accurate billing by our accounting team.

**Commission and Loyalty Management** Process commission payments using the brand's commission system, award brand loyalty points to meeting planners, and address discrepancies or issues such as group no-shows. Collaborate with the client and front office for any corrective actions. Ensure VIP group reservations are correctly allocated.

**Meeting Participation:** Actively engage in the BEO, Group Resume, Pre-Con, Post Con and Group Scrub Meetings, always being prepared to discuss the specifics of any assigned group(s).

All other duties as required.

**Qualifications:**

**Required Prior Experience:**

Minimum two (2) years of Conference & Event servicing experience or two (2) years in hotel Event Services, Banquet, or Group Sales or an equivalent combination of education and experience.

**Preferred Prior Experience:**

Prior experience with the Group, and/or Local Social Event market segments

**Required Education:**

High school diploma or equivalent

**Preferred Education:**

Bachelor's degree in Business Administration, Marketing, Hotel and Restaurant Management, or related major

**Preferred Licenses/ Certification:**

Certified Meeting Professional (CMP)

**Required Technology:**

Proficient in Microsoft Office

**Preferred Technology:**

Demonstrated experience with industry specific sales and catering programs including Microsoft Office, Delphi.FDC (Salesforce), and/or CI/TY (Marriott), and Diagramming Tools like Social Tables, particularly in detailing.

Banquet Event Orders (BEOs)

**Travel:**

Less than 20% travel requirement

Must possess a valid driver's license and reliable transportation and the ability to be available at off property meetings and events with minimal notice.

**Physical:**

Up to 8+ hours sitting at a desk and computer work

**Other:**

Excellent written and oral communication skills.

**Competencies:**

**(38) ORGANIZATIONAL AGILITY**

Knowledgeable about how organizations work; knows how to get things done both through formal channels and the informal network; understands the origin and reasoning behind key policies, practices, and procedures; understands the cultures of organizations.

**(37) NEGOTIATING**

Can negotiate skillfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships, can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing.

**(15) CUSTOMER FOCUS**

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

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When you're an Atrium Associate, you're a part of a crucial workforce providing the ultimate 'Home Away From Home' for our guests. We know that it takes a lot of time and effort to provide these exceptional experiences, so we reward your efforts with a competitive compensation plan and other benefits and perks that allow you to offer your best to our guests. These benefits include:

**Daily Pay**

**Significant Travel Discounts on Marriott and/or Hilton properties**

## 401k Plans

## Medical Insurance

## Other property specific benefits

Plus, we make sure you can grow your career the way you want to through Internship programs, training and development and over 80 hotels that offer incredible opportunities for career driven associates.

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***Actual compensation packages are based on a wide array of factors unique to each candidate, including but not limited to skill set, years & depth of experience, certifications and specific office location. This may differ in other locations due to cost of labor considerations.***

***Atrium Hospitality provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.***

***Atrium Hospitality brinda igualdad de oportunidades de empleo a todos los empleados y aplicantes de empleo y prohíbe la discriminación y el acoso de cualquier tipo sin distinción de raza, color, religión, edad, sexo, origen nacional, estado de discapacidad, genética, estado de veterano protegido, orientación sexual, género de identidad o expresión, o cualquier otra característica protegida por las leyes federales, estatales o locales. Esta política se aplica a todos los términos y condiciones de empleo, incluido el reclutamiento, la contratación, la colocación, la promoción, la terminación, el despido, el retiro, la transferencia, las licencias, la compensación y la capacitación.***

**Notice of candidate Privacy Rights:**

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