



Job Title	Conference & Banqueting Coordinator
Location	aha Kopanong Hotel and Conference Centre, Benoni
Objective	Coordinates conference and banqueting activities within the Hotel.
Key Areas	<ul style="list-style-type: none"> • Supports the targets set in the hotel business plan for the Banqueting department • Assists to creating loyalty, trust and respect amongst the entire Banqueting team by transparent, consistent, inspirational and motivational management style. • Assists to creating a departmental working environment focused on staff development and job fulfilment to achieve employee loyalty. • Fully familiarized with all hotel and company policies, as well as hotel programmes offered such as Loyalty programmes, audit and service measurement programmes and merit awards. • Participate in company and hotel induction and refresher programmes. • Demonstrate exceptional level of professionalism, maturity and emotional intelligence at all times • Assist to follow up daily business enquiries. • Assist to follow up on all pre-payment deposits limiting business risk. • Perform research on corporate clients in the hotel’s direct vicinity and report back accordingly • Follow up with all past G&C customers of the hotel that brought business to us in the last three years • Filter all business cards received from the Front Desk to identify business opportunities for the Conferencing and banqueting department • To act on the results of the above audits in order to achieve set targets. • Share accountability for Banqueting cost control and the related results. • Assists to ensuring that all laws, regulations, licenses and EXTRABOLD policies pertaining to the operation of the Banqueting function are adhered to. • Assists to ensuring that standards are maintained in Banqueting venues and outlets at all times in relation to service delivery and hygiene requirements. • Assist to adhering to the standardized portions used and is responsible for the controlling of food, beverage and labor costs in alignment to business trends. • Assist to ensure that conference coordinators receive a welcome pack and briefing on arrival • Assist to ensure that post conference briefings take place with conference coordinators on last day and account is signed off for



	<p>payment.</p> <ul style="list-style-type: none"> • By ensuring that guest satisfaction is established and maintained by the employees of the Banqueting Department. • Assists to ensuring that all reports associated with the department are produced on time and are accurate. • Supplies relevant information to other departments timeously to assist them in planning and running their departments. • Assists to keeping records and maintaining filing systems within the Banqueting Department. • Keeps follow-up files and records actions which have to be taken. • Converts enquiries and provisional bookings into confirmed bookings. • Enters all bookings into the conference and banqueting diary. • Communicates regularly with clients by telephone, telefax, e-mail and letters. • Compiles event information sheets in accordance with Company Policy. • Adheres to the company credit policy and determines the method of payment for each event. • Attends regular meetings with departmental managers to explain the detail of conference and banqueting bookings. • Attends regular meetings with the Hotel Management to determine the success of bookings and the methods of approach. • Prepares guest accounts in accordance with the company policies and procedures. • Performs additional duties as required or as requested by the Banqueting and / or Food and Beverage manager.
MINIMUM REQUIREMENTS	COMPETENCIES
<ul style="list-style-type: none"> • Grade 12/ Matric • Degree or Three years Diploma in Hotel Management or equivalent. • Proficient in English • Previous Experience in similar job role / minimum 2 years as Banquet Coordinator. • Experience in Hotel Management Software & Point of sale software. 	<ul style="list-style-type: none"> • Customer Orientation • Teamwork and Cooperation • Results Driven • Interpersonal skills • Planning and organising • Innovation • Sound business communication skills • Ability to work under pressure • Learning orientation



	<ul style="list-style-type: none">• Attention to detail• Time management skills• Ability to work under pressure• Learning orientation
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Please take note of the following before applying:

- Do not send your CV / apply if you do not meet the minimum requirements
- Transferring will have to be negotiated with your current manager
- Only candidates that meet the above requirements will be contacted Should you not be contacted by HR within 1 week after the closing date, please consider your application unsuccessful.
- Preference will be given to individuals that meet the Company's EE targets as set out in our employment equity plan

Please send your updated CV to Thando.ngema@aha.co.za on or before the **06th February 2025**.

