**JOB DESCRIPTION**

**Position: Catering & Events Coordinator**

**Department: Catering & Events**

**Reports to: Catering & Events Director**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 29 hotels and eight residences in 19 countries and territories, with each property reflecting the Group’s oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

**The Hotel**

Our award winning property, in the nation's capital, is situated on D.C.'s growing South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

It is the mission and intent of this position that the incumbent will keep the guest's perspective in mind at all times and carries out the mission of the Catering and Events Department.  They are a vital source of support for the Catering & Events team and overall assist in the hotel achieving its goals and objectives.

**Scope of Position**

The incumbent will take full responsibility for assisting members of the Catering & Events team with general administrative duties associated with the hotels clients.  They will be 100% efficient and professional when receiving and making telephone calls or any type of correspondence with the hotel's clients.  The Catering & Events Coordinator will represent the Catering & Events department both internally and externally.  They should be self-motivated.  They should anticipate colleague needs and use own initiative to solve any arising issues.

**Organizational Structure**

The Catering & Events coordinator will report directly to the Catering and Events Directors and will support assigned Catering and Event Managers.

**Duties and Supporting Responsibilities**

* Handle all incoming and outgoing correspondence.
* Will assist 2-3 managers as directed by the Catering & Events Directors.
* Maintain department filing system.
* Arrange appointments and meetings for managers and department.
* Produce and keeping meeting packs and other Sales and Marketing material.
* Maintain stationary storage and inventory levels.
* Compile reports and other statistical information as requested.
* Conduct research and prospecting calls achieving goal.
* Receive and handle all incoming calls and inquiries according to MOHG LQE Standards and training.
* Organize hotel familiarization visits.
* Ensure Delphi input and profiles comply 100% with MOHG best practices.
* Maintain a close working relationship with regional sales colleagues.  Communicating regularly and working together to secure business from mutual clients.
* Maintain accurate database of all information for relative contacts (organizers, third parties, influencers & end users).
* Set example for all colleagues to emulate by complying with all hotel policies and procedures.
* Perform a variety of other duties as assigned and responsibilities as requested.
* Generate BEO's and other pertinent forms as related to Catering and Events sucessful bookings and execution.

*Financial Responsibilities:*

* Account for departmental expenditure through the hotel's check-book as and when requested.
* Produce and submit purchase orders according to the hotel's procedure, as requested.

**Requirements**

***Mandatory***

* Solid administration skills including but not limited to accurate and timely filing, proofreading and editing documents, managing multiple incoming telephone calls, faxing, mailing, and creating various business documents is required.
* Typing skills of at least 50 words per minute.
* Fluent in English with demonstrated use of professional verbiage; superior communication skills are required.
* Ability to successfully utilize Microsoft Office, including Word, Outlook, Excel and PowerPoint.
* Ability and willingness to work flexibly including early mornings, evenings and weekends as business needs may require.
* High school diploma required.

***Desirable***

* A minimum of 1 year experience in a luxury hospitality environment strongly preferred.
* Bachelor's Degree in related field is preferred.
* Previous knowledge of Delphi is an advantage.
* Demonstrated ability to manage multiple priorities effectively.
* Ability to successfully handle pressure in a fast paced environment.
* Excellent interpersonal skills with all levels of management, colleagues, guests and clients.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.