

EVENT DETAILER

JOB DESCRIPTION

The Event Detailer is responsible for the contractual completion, planning, coordination and execution of meetings, weddings, and events at the golf course

- Responsible for planning and execution of all aspects of weddings and events including: site tours, budgeting, contractual obligations, menu design, establishing itineraries, audio-visual requirements, and potential staffing.
- Handle all details regarding execution of events including: AV support, décor, menus, room setup, etc
- Interact effectively with clients as their day-to day contact leading up to the execution of the event.
- Develop and track event budgets and timelines.
- Provide onsite meeting support as required.
- Support the Managing Director as required.
- Coordinating special menu requests with the Chef on site
- Overall coordinator between sales team and catering departments at golf course
- Prepare all material for events including itinerary, menu design, couture beverages, floor plans, signage and other pertinent details
- Understand the event sales process including contracting, BEOs, planning and billing
- Conduct all department head splits meetings on a weekly basis
- Enter deposit schedules for events properly and diligently follow up in the process of payment
- Develop a full working knowledge of all KaneffGolf menus
- Meet and greet any walk in clients at the golf course
- Use Salesforce and Totale to manage and track client experience and event process
- Reach out to clients a minimum of 30 days in advance to introduce, expedite, and help execute all event details within the client contract with golf course as set forth by the sales team

- Perform such other duties as reasonably deemed necessary by employer

Daily Procedure: (Detailer cont'd)

- . 1 Operation Managers and Tournament Coordinator to begin detailing the event under the following procedure:
 - . 2 Files should be created and set up for all events in one location with a copy of the signed contract. Original copies to stay with accounting.
 - . 3 Detailers first call to customer is 60 days in advance to introduce and welcome the client, this is also a point to discuss event numbers, initial questions etc. Remind the customer that numbers need to be firmed up 30 days prior to the event date. *(Please note if there are reductions/ increases in contract numbers please contact the sales person immediately and have them call the client. Please remember we need to release or block off space immediately in our systems to accommodate or resell any changes).*
 - . 4 30 days in advance, follow up with customer to ask how their event planning is coming along, check in on numbers, answer any questions they might have about the event. This is when we tell the customers the date they need to submit guaranteed minimum numbers. Amend the contract if needed and have it signed back. *(Please note if there are reductions/increases in contract numbers please contact the sales person immediately and have them call the client. Please remember we need to release or block off space immediately in our systems to accommodate or resell any changes).*
 - . 5 Monday and Tuesday of weekly split – confirm guaranteed minimum numbers with client for food and beverage and re-issue them the contract for them to sign off on final number.
 - . 6 Stay in touch with customer during the week
 - . 7 Keep sales team in the loop during this process when needed (i.e. major contract changes)
- **Min. 3 years event management experience Salary \$40K to \$50K full year Benefits: Yes**