



Cardo Hotels – Event Coordinator

JOB DESCRIPTION

Job title: Event Coordinator

Reports directly to: Director of Sales & Distribution

Overall Job Purpose

The **Event Coordinator** supports the planning and execution of meetings, conferences, and special events, ensuring a seamless guest experience aligned with Marriott brand standards. The role works closely with Sales, Banqueting, F&B, and Front Office teams to deliver high-quality, well-organized events. It includes **managing event logistics** from initial inquiry to post-event follow-up, **coordinating room setups** and audiovisual needs, and **maintaining clear communication** with internal departments and external vendors. The Event Coordinator also **supports administrative tasks** such as proposals, contracts, billing, and event documentation, ensuring accuracy and adherence to Marriott procedures. A strong focus on **guest satisfaction**, attention to detail, and the ability to anticipate operational needs are essential to the role.

Skills & Qualifications

- Strong organizational skills and attention to detail
- Excellent communication and guest-service orientation
- Ability to multitask and work under pressure
- Knowledge of hotel operations and event procedures
- Proficiency with event management systems and MS Office and Opera
- Fluent English; additional languages are an advantage

Candidate profile

Education and Experience

Minimum 1-2-year experience in similar role in comparable property with sizeable rooms and meeting spaces.

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Key Responsibilities

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- Event coordination — Assist with planning, setup, and on-site execution of corporate and social events.
- Client support — Serve as a primary contact for organizers, ensuring needs are understood and met.
- Operational planning — Coordinate room setups, AV requirements, timelines, and interdepartmental communication.
- F&B liaison — Work with the F&B team on menus, service flow, and quality standards.
- Vendor coordination — Communicate with external suppliers to ensure timely and accurate delivery of services.
- Quality control — Monitor event execution, anticipate issues, and ensure guest satisfaction.
- Administrative tasks — Support with proposals, contracts, billing, and post-event follow-up.

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Preferred:

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- Has demonstrated the ability to always work on behalf of Guests
- Has demonstrated the ability to work with other Team Members
- The ability to proactively sense and take action on customer needs and opportunities
- Previous experience in event roles within 4/5-star hotels or MICE environments
- Familiarity with Marriott standards and processes
- Basic understanding of AV equipment and meeting setups

Principal Accountabilities

- **Event Planning** — Support the coordination of meetings, conferences, and special events from initial inquiry to execution.
- **Client Liaison** — Act as a primary point of contact for organizers, ensuring expectations are understood and met.
- **Operational Coordination** — Align room setups, AV requirements, timelines, and staffing with all involved departments.

- **F&B Collaboration** — Work closely with the Food & Beverage team to confirm menus, service flow, and brand-standard delivery.
- **On-Site Supervision** — Oversee event operations, anticipate issues, and ensure a smooth guest experience.
- **Quality Assurance** — Monitor adherence to Marriott brand standards and ensure guest satisfaction throughout the event lifecycle.
- **Administrative Support** — Assist with proposals, contracts, billing, BEO updates, and post-event reporting.
- **Cross-Department Communication** — Maintain clear, timely communication with Sales, Banqueting, F&B, and Front Office teams.
- **Compliance & Safety** — Ensure events follow hotel policies, safety procedures, and operational guidelines.

<http://cardohotels.com/>