



# Cardo Hotels - Group, Conference & Events Coordinator

## About Us

### About Cardo Brussels Hotel

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

### About Cardo Brand

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self

## About the Job

### Overall Job Purpose

- He/She will be responsible for the planning stage of the event cycle, from proposal, contracting, up-selling Group Sheets, conducting pre-cons as well as post event billing and providing all relevant departments with the necessary information to deliver excellent customer service for medium sized groups/events.
- The Groups, Conferences & Events Executive is the in-house contact person in charge of incoming inquiries, managing the customer relationship, converting enquiries into confirmed sales.
- He/she is the connecting link between the customer and our teams, such as the Sales Team, F&B team and all other operational departments.
- He/She will assist the team in developing future and repetitive business with customers, contributing to the profitability of the hotel.

## **Principal Accountabilities**

### Sales & Administrative Activities:

- Maximize all GC&E (Groups, Conferences, and Events) revenue opportunities: proactively promotes, sells and controls the conference and event spaces available in the hotel.
- Take ownership for the sales side, from client enquiry, qualifying all enquiries, negotiating, contracting, follow-up and rebooking, as well as handle addendums for medium sized bookings.
- Accurate administration and control of all M&E related reservations and blocks.
- Ensure that all events are handed over to the Food & Beverage Operations Team every week in a timely manner! and that all the information is accurate, confirmed and billing details are documented and in line with the credit policy of the hotel.
- Support the F&B operations and room reservations team with information as required.
- Ensure all information is dispatched to the Chef and Operations Team in a timely manner to guarantee they can order and make a work schedule in the effective way.
- Put & keep the hotel as leader in the market through the development of future and repeated business.
- Act as an "Ambassador" for the Cardo brand & hotel.

### Building Successful Relationships

- Safeguard the highest standards of event management are in place, including building relationships with new/existing customers in order to secure returning business.
- Build strong relationships with customers, guests and team members in order to gain full understanding of their needs and work to serve them effectively.
- Meet & greet dedicated conference contact or organizer to check on their satisfaction, set-up of the meeting rooms... planning in general on the day of the event.
- Sets a positive example for guest relations.

## **About You**

### **Competencies**

- Action orientated with a high drive for results
- Engaging personality
- Passion for hospitality service
- A people-person

- Positive attitude & very effective communicator
- Ability to work under pressure
- Problem-solver

## **Qualifications, Skills & Experience**

- Fluent in Dutch, English and French, an extra language is an asset.
- Strong understanding of MICE environment & tools (Cvent, MICE VIEW,...)
  - Internationally experienced
  - Affinity with a more refined lifestyle

## **Candidate profile**

- Preferred:
- Has demonstrated the ability to always work on behalf of guests.
- Has demonstrated the ability to cooperate with other team members & departments in the hotel, particularly field sales team & revenue department and operational teams, to create an exceptional guest experience.
- Successful track record of working in a commercial collaborative/matrixed environment.
- Strong commercial understanding; including Sales, Group Sales, Meetings and Events fields
- Experience in a (reactive) sales role with a proven track record to convert sales deals, MICE requests.

<http://cardohotels.com/>