



Cardo Hotels – Group Coordinator

Job title: Groups Coordinator

Reports directly to: Director of Sales & Distribution

Overall Job Purpose

The **Groups Coordinator** plays a key role in supporting the Groups & Events division, ensuring the seamless execution of group bookings, events logistics, and interdepartmental communication. The role provides **hands-on operational exposure**, contributes to **process optimization**, and supports the delivery of **high-quality guest experiences** in line with **Marriott brand standards**. This position is ideal for a candidate looking to develop **professional-level skills** in event coordination, hospitality operations, and client management.

Qualifications & Skills

- **Organizational skills** — Strong attention to detail and ability to manage multiple tasks.
- **Communication skills** — Clear, professional communication with clients and internal teams.
- **Team collaboration** — Positive attitude and willingness to support different departments.
- **Tech proficiency** — Basic knowledge of MS Office; familiarity with hotel systems is a plus (Opera)
- **Language skills** — Fluent English; additional languages are an advantage.

Principal Accountabilities

- **Group Reservations Support** — Assist with entering rooming lists, updating bookings, and ensuring accuracy in the PMS.
- **Client Communication** — Support communication with group organizers, providing timely information and confirmations.
- **Document Preparation** — Help prepare BEOs, rooming lists, contracts, and internal communication materials.

- Cross-Department Coordination — Liaise with Front Office, Housekeeping, F&B, and Sales to ensure group requirements are met.
- Operational Assistance — Support on-site during group arrivals, departures, and event setups when needed.
- Data Management — Maintain accurate records, update databases, and assist with reporting and post-event follow-up.
- Brand Standards Compliance — Ensure all tasks align with Marriott service and operational guidelines.

Candidate profile

Education and Experience

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- **1 year of experience**, preferably in hospitality, events, or customer-facing roles.

Principal Accountabilities

- Passion for live events, performing arts, or entertainment production.
- Strong organizational and time-management skills.
- Ability to work flexible hours, including evenings and weekends.
- Good communication and teamwork abilities.
- Ability to stay calm and focused under pressure

Learning Opportunities

- Understanding hotel operations across Sales, Events, Front Office, and F&B.
- Hands-on experience with group management and event coordination.
- Professional development in communication, organization, and guest-service excellence.

<http://cardohotels.com/>