



LA VALENCIA HOTEL
CORPORATE EVENT SPECIALIST

ABOUT US: La Valencia Hotel has been an unforgettable destination since 1926 and a getaway for the Hollywood elite in the Golden Era. Perched above the La Jolla Cove cliffs along the sparkling Pacific Ocean, La Valencia offers something for everyone. Intimate and charming, dramatic, and unforgettable. La Valencia has been a destination and a place to remember for those near and far for generations. With expansive ocean views, our hotel and restaurants are perfectly situated to provide not only exceptional experiences but also a view to inspire.

JOB SUMMARY: Ideal candidates are highly motivated and effective at working in a fast-paced team environment. We are looking for a customer-focused individual who shares our passion for hospitality and creating exceptional and memorable experiences. The Corporate Event Specialist is responsible for supporting all members of the sales and catering team by performing various administrative duties such as preparing documents and reports for managers and other partners in the unit/department. Assist the sales and catering team to facilitate communication before, during and post events with hotel staff and clients to ensure a high level of service.

ESSENTIAL DUTIES:

- Pre-plan conference and catering events alongside Sales Managers & Director of Catering with the coordination of events such as, meetings, room blocks, conferences, weddings, anniversaries, rehearsal dinners, private parties, and other similar events.
- Serve as the point of contact for clients and communicate with them via phone and email to any questions and requests.
- Executes details of pre-planning inspections to assist clients with proper information required to produce well-prepared conference and events.
- Communicate effectively with all hotel departments to ensure successful event execution, not limited to creating clear and concise BEOs and Resume for assigned programs/events.
- Attend scheduled weekly BEO meetings and Resume meetings.
- Work closely with Director of Catering, Events Sales Managers, and Executive Chef on menu selections and planning.
- Coordinate and monitor event timelines and ensure deadlines are met.
- Enter any information regarding group blocks, records, reservations, and answer inquiries from clients.
- Maximize revenues, control expenses, and negotiate pricing and terms and conditions of products, labor, and services not specifically articulated in the contract covering the event.
- Maintains strong relationships with clients and follows up with all inquiries and client needs.
- Secure deposits, contracts, guarantees and signed event orders for upcoming events.
- Learn sales process from Events Sales Managers and assist in selling and booking events.
- Maintain and well-documented, organized and up to date file management system to best serve the guest and maintain record of sales efforts and activities.
- Work closely with Sales Manager and Director of Catering to assist them to Create proposals, contracts, and invoices for clients, customize items needed.
- Assist with other projects given by Director of Catering.
- Assist with creating room blocks.



- Assist with rooming lists.
- Assist with running reports.
- Answer phones, email, lead portals to assist the department.
- Represent the Golden Standards daily.
- Support and comply with La Valencia's policies and procedures.
- Achieve productivity goals set forth by La Valencia Hotel.
- Enhance the client experience by making a positive contribution to the overall guest satisfaction.
- Effectively communicate with all clients, managers, supervisors, and associates.
- Any other duties as deemed necessary by management.

JOB TYPE: Full Time

BENEFITS: 401(k), Health Insurance, Dental Insurance, Vision Insurance, Employee Discount, Paid Time Off, Referral program.

EXPERIENCE AND QUALIFICATIONS: High school diploma or equivalent preferred. College degree preferred but not required. English fluency required. Minimum one year experience of catering, Conference Services, and/or Banquets required in similar sized hotel operation or equivalent in hospitality preferred. Food knowledge preferred to assist clients with food tasting and event planning.

SKILLS AND APTITUTES: Detail oriented. Organized and efficient. Ability to prioritize tasks effectively. High quality standards for production and customer service. Maintain a professional and courteous environment. Ability to effectively manage and problem solve situations. Excellent interpersonal skills and the ability to build and maintain client relationships. Able to effectively demonstrate associate competencies and participates in goal setting, performance feedback, and self-development activities. Thorough knowledge of Microsoft Office, Excel, PowerPoint, Internet, and e-mail systems. Knowledge of systems such as Opera and Delphi preferred. Occasional carrying or lifting items weighing up to 25 pounds. May be required to work evenings, nights, weekends and/or holidays.

WORK LOCATION: In person

The expected base wage range for this position is \$25.00 per hour. This position may be eligible for additional compensation according to the Company's policies, as they may be amended from time to time.

The above statements are intended to be a general description. The omission of a specific duty does not exclude it from the position if work is similar, related or logically assigned. Moreover, the description is subject to change as the needs of the employer or position change.

Pacifica is an Equal Employment Opportunity Employer committed to hiring a diverse workforce and maintaining an inclusive culture. All qualified applicants will receive consideration for employment, without regard to their race, religion, ancestry, national origin, sex, sexual orientation, age, disability, marital status, medical condition, and any other status protected by state or federal law. As an Equal Employment Opportunity Employer, we comply



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with the Americans with Disabilities Act (ADA) to make reasonable accommodation to qualified individuals. Qualified individuals are encouraged to discuss potential accommodation with the employer.