



JOB POSTING CLUB EVENTS MANAGER

Los Altos Golf and Country Club is a private, Member-owned Club that exists to provide a quality, family-oriented environment for the recreation, relaxation, and social interaction of our Members, their families and guests. The Club Events Manager loves service, passing on knowledge to others while working with a strong service-oriented, passionate team. The Club Events Manager is a person who is innovative, works well in a collaborative environment and enjoys being of service to others. Responsible for supporting the event team and executing all types of banquets, Club and private, from set-up to completion.

SUCCESS CRITERIA

- Takes initiative and contributes new ideas for themed Club events keeping up to date on current trends & happenings
- Adds to a positive work environment and team atmosphere bringing strong communication skills in interactions with all staff and management
- Leads by example with positivity and actively directs and supports staff
- Applies their experience and expertise to assure outstanding guest service and financial soundness
- Receiving Member satisfaction and Positive Member feedback on Member events
- Achieves Member attendance goals for Member events

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with Special Events Director to create Member calendar of events, themes and manages events from beginning to completion.
- Collaborates on Club (Member) events and bookings. (i.e., Social, Recreation, House, Golf, Committee, etc.)
- Monitors & provides feedback to Special Event Director on banquet service staff, event flow, operations and overall Member experience.
- Serves as liaison between Events Department, Dining Room, Kitchen Staff, and Maintenance
- Attends weekly BEO meetings, assisting with distribution of function sheets and event orders
- Attends pre-function meeting with FOH staff to ensure smooth, efficient service and events
- Onsite for Club Events and ensures room set up according to event order, as required
- In collaboration with Dining Room Service Manager, manages set up, service and orchestration of events, as needed
- Partners with Executive Chef in creating specialized menus for each event
- Works with Dining Room Service Manager to maintain inventory of all banquet supplies and décor

- Coordination of Member event collateral & Club calendar, maintaining accuracy across all platforms
- Oversees management of event reservations and confirmations, coordinating with front desk
- Handles Member/guest compliments and complaints about events and communicates same with Special Events Director
- Assists in billing of Club events
- Visible to clients/Members during hours of operation
- Assists in development and documenting standard operating procedures for banquets
- Other tasks and duties as requested

QUALIFICATIONS

Knowledge, Skills, Abilities

- Leadership—demonstrated ability to model and lead people and get results through others
- Organization—highly organized. Ability to multi-task
- Management- able to manage people and processes successfully
- Communication – outstanding communication skills with Members & staff
- Creativity- partners with Membership & Communications on social media content to promote Member events & engagement
- Problem analysis and resolution at functional/operational level
- Collaboration- able to collaborate with other team Members
- Commitment to Club values

Education and Experience

- Associates or Bachelor’s Degree or foreign equivalency in Hospitality Management or related field
- Minimum (2-3) years of event planning experience
- Minimum (3-5) years food & beverage, or hospitality experience
- Proficient in Computer Programs including Microsoft Applications, and experience in ReserveCloud, AllSeated, Beanworks, and Clubessentials is preferred

EMPLOYMENT PRACTICES

At Los Altos Golf and Country Club, we value diversity and always treat all employees and job applicants based on merit, qualifications, competence, and talent. We do not discriminate on the basis of or traits historically associated with race; color, religion, religious creed, national origin, ancestry, citizenship, physical or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, veteran and/or military status), domestic violence victim status, political affiliation, and any other status protected by state or federal law.

Interested Candidates, please send your qualified resume to:

Gayle Jan, Special Events Director

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