



Ghidorzi Hotel Group

Conference Services Specialist | Ghidorzi Hotel Group

Job Summary

The Conference Services Lead reports to the Event Manager and is a key member of the Ghidorzi Hotel Group event team, responsible for overseeing pre-event prepping, room refreshes during event and post-event reassembly of conference spaces at the Hilton Garden Inn, Fairfield Inn & Suites by Marriott and Westwood Conference Center. The Ghidorzi Hotel Group team works together to ensure excellence in every event we execute.

Primary Responsibilities

- Work alongside Event Manager, serving as the point person for all event setup, audio visual needs and execution of event details. Direct team members as needed for assistance.
- Prepare meeting space by moving, arranging and setting up furniture and AV equipment.
- Consult with meeting planner upon arrival the day of the event to confirm key meeting details and conduct an AV test run.
- Greet meeting planners the day of the event and guide them to the event space, as needed in Event Manager's absence.
- Coordinate with caterer to ensure timely setup, delivery, refresh and cleanup of catering.
- Keep meeting spaces fresh and clean throughout event.
- Conduct final walk through before event to confirm all event and set up details are in place.
- Open and close down event spaces.
- Maintain a professional appearance and upbeat customer service attitude interacting with meeting planners, meeting attendees and hotel guests.
- Work independently with minimal supervision while knowing when to tap Event Manager and Conference Services team members for assistance.
- Adhere to safety standards while maintaining efficient work habits.
- Keep all workplace information in strict confidence.
- Perform other tasks as assigned.

Qualifications

- Minimum education level of a High School Diploma.
- Minimum of two years experience in a customer service oriented position.
- High proficiency in AV equipment, systems and terminology, including HDMI, VGA and USB.
- Flexible schedule with availability that varies from week to week during daytime, evening and weekend hours according to the conference schedule.
- Minimum a basic proficiency operating AV systems and equipment.
- Ability to operate as a trustworthy and reliable team member.
- Ability to lift 50 pounds, move furniture and climb stairs.