



Job Description – Event Coordinator

Document Control

Position Title: Event Coordinator

Department: Events and Hospitality Sales

Reports To: Event Manager

Version: 1.0

Job Overview

The Event Coordinator supports the planning and execution of events across Grand Royale Group's hotels, restaurants, and venues. This role assists with client communications, logistics coordination, and on-site event delivery to ensure smooth operations and memorable experiences. The position requires strong organisational skills, attention to detail, and a customer-focused mindset aligned with the organisation's luxury hospitality standards.

Key Responsibilities

Event Planning & Coordination

- Assist the Event Manager in coordinating event logistics, schedules, and vendor arrangements.
- Support client communication, bookings, and follow-up.
- Prepare event documentation, including floor plans, run sheets, and checklists.
- Liaise with internal departments to ensure operational readiness.

Client Service & Relationship Management

- Provide prompt and professional responses to client enquiries.
- Attend meetings and site visits with clients to confirm requirements.
- Assist in managing event setup, execution, and post-event feedback.
- Maintain positive relationships to encourage repeat business.





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On-Site Support & Coordination

- Oversee event setup and assist staff with logistics on event days.
- Ensure event schedules are followed and client expectations are met.
- Respond to last-minute requests or issues calmly and effectively.
- Work with Food & Beverage, Housekeeping, and Technical teams to ensure smooth delivery.

Administration & Reporting

- Prepare and maintain event records, invoices, and contracts.
- Update CRM systems and booking databases.
- Support event performance tracking and reporting.
- Contribute to event post-analysis and process improvement.

Qualifications and Experience

- Certificate or Diploma in Event Management, Hospitality, or related field.
- Minimum 2 years' experience in event coordination or customer service roles.
- Strong organisational and administrative abilities.
- Excellent communication and time management skills.
- Experience in hospitality or hotel-based event environments preferred.

Skills and Competencies

- Strong attention to detail and problem-solving ability.
- Excellent interpersonal and teamwork skills.
- Ability to handle multiple priorities under pressure.
- Proficiency in Microsoft Office and event management systems.
- Creative mindset with a focus on client satisfaction.

Working Conditions

This is a full-time or flexible role based at Grand Royale Group's event venues in Gold Coast, Queensland. The position requires availability during weekends, evenings, and public holidays to support event operations.





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Key Performance Indicators (KPIs)

- Event delivery quality and client satisfaction.
- Timeliness and accuracy of coordination tasks.
- Communication effectiveness across departments.
- Efficiency in handling logistics and documentation.
- Contribution to repeat client bookings.

Company Values and Culture

Grand Royale Group values creativity, teamwork, and precision in event delivery. The organisation encourages a collaborative and guest-focused culture where every event reflects excellence and attention to detail.

Career Path

This role provides opportunities for progression into senior event positions such as Senior Event Coordinator, Event Manager, or Hospitality Sales Executive within Grand Royale Group or the wider hospitality industry.

