



Job Description – Event Manager

Document Control

Position Title: Event Manager

Department: Events and Hospitality Sales

Reports To: Head of Event Management and Hospitality Sales

Version: 1.0

Job Overview

The Event Manager is responsible for planning, coordinating, and delivering exceptional events across Grand Royale Group's venues, including corporate functions, weddings, conferences, and private celebrations. This role ensures that every event meets luxury hospitality standards, client expectations, and financial objectives. The position collaborates with multiple departments including Food and Beverage, Operations, and Marketing to execute events seamlessly from conception to completion.

Key Responsibilities

Event Planning & Coordination

- Plan and manage events from initial client enquiry through to post-event evaluation.
- Liaise with clients to understand event objectives, requirements, and budgets.
- Develop event proposals, floor plans, and run sheets.
- Coordinate logistics, audiovisual, catering, and staffing requirements.

Client Relationship & Sales Support

- Build and maintain strong client relationships to drive repeat and referral business.
- Collaborate with the Sales team to convert enquiries into confirmed bookings.
- Conduct venue tours and presentations for potential clients.
- Manage contracts, invoices, and event documentation in line with company policies.





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Operational Excellence & Delivery

- Ensure events are executed on time, within budget, and to the highest quality standards.
- Supervise event setup, execution, and pack-down in collaboration with service teams.
- Monitor guest satisfaction during events and respond promptly to issues.
- Conduct post-event evaluations and implement continuous improvement initiatives.

Financial Management & Reporting

- Prepare and manage event budgets and cost estimates.
- Track expenses, vendor payments, and revenue performance.
- Support the Head of Department in achieving sales and profit targets.
- Provide regular event performance and feedback reports.

Team Collaboration & Leadership

- Coordinate with F&B, Operations, and Housekeeping to ensure smooth event execution.
- Lead and motivate event staff during planning and delivery phases.
- Provide training and guidance to junior coordinators and service teams.
- Promote teamwork, communication, and service excellence across all departments.

Qualifications and Experience

- Diploma or Bachelor's degree in Event Management, Hospitality, or Business.
- Minimum 5 years' experience in event planning or coordination within the hospitality industry.
- Proven record of managing both corporate and social events.
- Strong financial management and client relationship skills.
- Experience working with event management software and CRM systems.





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Skills and Competencies

- Exceptional organisational and multitasking skills.
- Strong communication, negotiation, and interpersonal abilities.
- Creative problem-solving and attention to detail.
- Ability to work under pressure and meet tight deadlines.
- Passion for delivering outstanding guest and client experiences.

Working Conditions

This is a full-time operational role based in Gold Coast, Queensland, with regular presence across Grand Royale Group's hotels and event venues. The role requires flexibility to work evenings, weekends, and public holidays to oversee event execution and client functions.

Key Performance Indicators (KPIs)

- Client satisfaction and feedback ratings.
- Event profitability and revenue growth.
- Timely and successful execution of events.
- Team performance and collaboration effectiveness.
- Achievement of sales conversion and retention targets.

Company Values and Culture

Grand Royale Group prides itself on creating memorable experiences through precision, creativity, and professionalism. The organisation encourages innovation, collaboration, and service excellence. The Event Manager plays a key role in upholding these values by ensuring each event reflects the Group's luxury hospitality ethos.

Career Path

This role provides opportunities for progression into senior event leadership positions such as Senior Event Manager, Head of Event Management and Hospitality Sales, or Director of Operations within Grand Royale Group or the broader hospitality sector.

