

HOSPITALITY COORDINATOR

Full Time - Hourly

This multifaceted position schedules staff, provides administrative support for the Hospitality Team, and serves as an Event Manager overseeing Front of House (FOH) and Back of House (BOH) staff at events. This position reports to the **Hospitality Manager**.

SCHEDULING

- Schedule all events, including By-the-Box deliveries, in a timely manner
- Maintain current staff availability through organized system of tracking and updating
- Send schedule and staffing needs emails as needed to FOH staff every Friday
- Collaborate with By-the-Box Team Lead for timeline management and scheduling
- Help to manage timeline in coordination with office manager
- Add party cooks to Party Cook & Chef on site spreadsheet and discuss schedule with Chef de Cuisine
- Manage all no-shows and call-outs

ADMINISTRATIVE

- Attend weekly packet meetings to gather all staffing detail, information, and requirements and cross-check each timeline
- Assist in Event Manager interviews with Hospitality Manager to take notes and engage in the process
- Review and correct all relevant positions in timeclock prior to each payroll along with Hospitality Manager
- Maintain prompt internal, interdepartmental communication and problem solving

EVENTS

- Maintain and uphold Chowgirls service standards and have a working knowledge of all onsite job roles
- Work onsite as directed by Hospitality Manager focussing on VIP, new venue, larger events, and events that need additional support
- Ensure every "Report to HQ" FOH staff is at HQ for their scheduled time when filling the role of EMOD (Event Manager on Duty)
- Respond to event reviews in a thoughtful and timely manner
- Maintain a flexible schedule and be available by phone as needed during event hours
- Expect a consistent work schedule of Tuesday - Saturday, weekly

EVENT MANAGER

20 hours per week

- Manage all FOH and BOH event staff during the duration of the event
- Create and delegate roles and responsibilities to each onsite staff member
- Ensure that the venue needs are met and confirm that all safety regulations are adhered to
- Act as the primary day-of contact between the Event Specialist and client.
- Provide staff with the necessary training to align with Chowgirls service and sustainability standards
- Willing to be flexible with work schedule to adhere to staffing needs on a week-to-week basis
- Fulfill additional pre-event and post-event communication and/or meetings that may be requested by the Event Specialist and/or the Hospitality Team

CODE OF CONDUCT

- Present a professional, positive attitude among co-workers, vendors, and clients
- Always promote Chowgirls in a positive light at work, on social media, and in the community
- Maintain general knowledge of Chowgirls' history, values, vision, etc.