



LAGOON BEACH
hotel | conference | spa

We're hiring!

Job Title:	GROUPS & EVENTS COORDINATOR
Availability:	Start as soon as possible
Location:	Milnerton, Cape Town
Employment Type:	Full-Time
Gross Salary Range:	Commensurate to experience and qualification
Benefits:	Pension and 50% medical aid contribution for main member
Applications:	CV e-mailed to gm@lagoonbeachhotel.co.za

REQUIRED QUALIFICATIONS:

To coordinate and deliver seamless conferences, meetings, and group events that reflect the service excellence and coastal hospitality associated with the hotel brand. The Conference & Events Coordinator supports the Events team by ensuring accurate administration, smooth operational execution, and exceptional guest experiences, while contributing to revenue growth through effective enquiry handling and upselling.

- Grade 12

REQUIRED EXPERIENCE:

Operations & Event Coordination

- Manage conference, group, and event enquiries via telephone, email, and online platforms with prompt, professional service.
- Accurately load and manage all bookings, rooming lists, and event details in Opera (PMS).
- Prepare and issue quotations, contracts, invoices, and function sheets in line with hotel standards.
- Liaise closely with Front Office, F&B, Housekeeping, and operational teams to ensure seamless event delivery.
- Ensure all enquiries are responded to within 24 hours and all forward bookings are accurate for forecasting.
- Conduct pre-event coordination and post-event follow-ups to ensure guest satisfaction.
- Assist with site inspections and client show-arounds when required.
- Manage guest feedback professionally, escalating concerns where necessary.

Sales & Revenue Support

- Support hotel pricing strategies, promotions, and conference packages.
- Upsell accommodation, catering, and additional event services to maximise revenue.
- Assist in converting enquiries into confirmed business through proactive communication and follow-up.
- Maintain accurate client records within PMS and CRM systems.

Administration & Financial Support

- Ensure deposits and prepayments are processed in line with hotel policy.
- Maintain accurate filing of all event documentation and correspondence.
- Assist with daily, weekly, and monthly reporting requirements.

Teamwork & Service Excellence

- Work collaboratively with the Conference & Events Manager and wider hotel teams to achieve departmental goals.
- Maintain a professional appearance, positive attitude, and service-driven approach at all times.
- Deliver warm, attentive, and personalized service that enhances the guest journey and encourages repeat business.

Health & Safety

- Comply with all health, hygiene, safety, and fire regulations.
- Ensure event spaces are prepared, safe, and well-presented prior to each event.

Skills and Requirements:

- Experience in conferences, events, or group reservations within a hospitality environment.
- Working knowledge of Opera or similar PMS systems.
- Strong organizational skills with excellent attention to detail.
- Confident communicator with a guest-focused mindset.
- Ability to multitask effectively in a fast-paced environment.

CONDITIONS:

- Regrettably only South African Citizens can be considered for this vacancy
- No transfer costs is covered in the recruitment package – so candidates from other provinces can apply but will ultimately be responsible for their own relocation and settlement costs
- Only e-mailed applications will be considered
- **ONLY candidates with the exact and appropriate qualifications and experience will be considered and replied to.**
- We will try our best to reply to all valid applications, but if you have not heard from us 72 hours after submitting your application – please accept that your application did not succeed

T's & C's Apply
Valid for South African Citizens only
Only email applications will be considered

Contact us:
Applications: personnel@lagoonbeachhotel.co.za
General queries: info@lagoonbeachhotel.co.za
Call: +27 (0)21 528 2000