

fogo island inn

The Role

The **Assistant Manager, Groups & Special Events** is a full-time, permanent position similar to a hotel conference services or catering manager. You can work as part of our team on Fogo Island, Newfoundland, or at home within the Greater Toronto Area (with regular travel to Fogo Island). The **Assistant Manager, Groups & Special Events** is responsible for planning and detailing all aspects of group stays and special events prior to arrival at Fogo Island Inn. This includes the creation of detailed itineraries in collaboration with the Guest Experience Team, as well as the Food & Beverage leads; the verification of group reservations, and development of rooming lists.

The role is critical in carefully planning group stays so as to ensure a seamless transition to the operations team who are responsible for executing. As such, the position is accountable for the close collaboration between all parties to ensure all operational standards are met and exceeded including brand standards, and overall guest satisfaction. This position acts a key liaison between key stakeholders for the group segment, specifically with its supervisor the Manager, Groups and Private Stays, and the Sales & Operations Teams based at the Fogo Island Inn.

Who We Are

[Shorefast](#) is a Canadian registered charity behind social businesses including the award-winning [Fogo Island Inn](#), [Fogo Island Workshops](#), [Fogo Island Fish](#), as well as programmes such as [Fogo Island Arts](#), a leading global contemporary artist residency. Through its work on Fogo Island, Newfoundland, and with other communities across Canada, Shorefast's mission is to make it possible for local communities to thrive in a global economy. We envision a world where all businesses are social businesses. Do you want to do work that matters and aligns with your values? Join our team and support an innovative model that puts people and place first.

What You'll Do

- Implement all aspects of the contracted group stays once finalized by the Manager, Groups and Private Stays
- Lead the planning and detailing of group stays and special events by working closely with the client/guest to realize their vision and meet their objectives, while managing operations considerations and costs
- Be the main point of contact internally for all group detailing (rooming list, dietary needs and restrictions, itinerary planning, arrival/departure details, etc.) and ensure the communication flows through across all relevant stakeholders in the organization
- Ensure all information is up to date in CRM (Salesforce) and logged in a timely manner as well as shared for access by all
- Responsible for booking all pre-arrival meetings with group organizers, and ensure appropriate departmental representation at each meeting
- Create the BEOs for every group and event in iQBanquet, as required by the Food & Beverage department
- Create floor plans in AllSeated (as required) for the best use of space for each event
- Coordinate with outside suppliers, including entertainment, audiovisual, décor and floral, as required
- Conduct tours and site inspections with potential clients/guests.
- Be knowledgeable of liquor and fire safety laws and regulations and ensure they are respected
- Research as required.
- Hours of work may vary based on business demands as required.

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Qualifications You'll Bring

- Post-secondary diploma or degree is required.
- Relevant degrees/certification in Hospitality and/or Event Management would be an asset.
- At least 5 years of experience in a hotel-based role, in Food & Beverage or servicing groups, catering, banquets or relevant experience
- Resourceful problem solver and critical thinker who thrives in environments where they can develop new processes and lead others to adoption
- Excellent verbal and written communications skills in English.
- Bilingual, spoken & written French would be an asset.
- Experience with CRM software such as Salesforce is an asset.
- Experience with a PMS, such as iQWare, an asset
- Excellent computer skills and familiarity with the Microsoft Office Suite
- Extremely organized with effective time management skills
- Attention to detail, accuracy and ability to adhere to timelines.
- Passion for social business and a desire to make a difference in the lives of others and in the community.
- Ability to work with and through with colleagues in various geographical locations
- Entrepreneurial spirit and positive attitude.
- Ability to excel in a fast-paced and dynamic environment.
- Sensitivity to the history and culture of rural Newfoundland.
- A valid Canadian Driver's License is required
- Ability to travel and work remotely

Apply:

Submit cover letter and resume to careers@fogoislandinn.ca, subject line "**Assistant Manager, Groups & Special Events**". Questions about this position may be directed to: sales@fogoislandinn.ca. We are grateful for all applications but only those selected for an interview will be contacted

www.shorefast.org | www.fogoislandinn.ca

The Shorefast charity and its community businesses, which include Fogo Island Inn, are committed to diversity, equity, inclusion, and belonging. This commitment is core to what we do and what we believe. Everyone is welcome here. We endeavor to foster an accessible work environment and to ensure all in our care feel safe and valued. We are working actively to address imbalances for historically excluded and marginalized communities. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.