Events Manager

Pomeroy Hotel & Conference Centre

Job ID
9056

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LOCATION	DATE POSTED	EXPIRY DATE
11633 – 100 Street, Grande Prairie, Grande Prairie, AB| Alberta	09-04-2026	04-04-2027

TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD $63,000.00 to $72,000.00 per annum	3 years to less than 5 years	Other trades certificate or diploma

Job Details

Pomeroy Lodging Job Description

Events Manager

Reports to: Regional General Manager

Achieving Excellence

The Events Manager serves as the primary point of contact and trusted representative for all clients planning events at the hotel. This role is responsible for ensuring prompt communication, detailed event coordination, accurate contract execution, and flawless event delivery. All inquiries must be responded to the same business day to uphold the hotel's commitment to exceptional service and responsiveness. The Events Manager plays a pivotal role in creating memorable experiences and driving client satisfaction and repeat business.

Work Location: Pomeroy Hotel & Conference Centre 11633 – 100 Street, Grande Prairie, Alberta T8V 3Y4

Key Focuses

• Creating long-term relationships with customers to ensure repeat business.

• Processing all details of the event from beginning to end, processing all the information pertaining to the booking and distributed to all appropriate departments.

• Develop, implement and evaluate policies and procedures for the operation of the department or establishment.

• Achieving a target of 50% conversion ratio on all incoming inquiries.

• Conduit and Liaison working on behalf of the customer to ensure all needs are met by communicating to the operations team the details of the event and room block, also working with accounting to ensure all appropriate billing and credit details are accommodated.

• Provide market and client feedback to support pricing decisions.

• Negotiate with suppliers for the provision of materials and supplies.

• Acts and behaves in a manner that is aligned with the Organization’s Core Values and as team member realizes they are held to a high standard by all stakeholders. Takes on other job related tasks as assigned.

• Handle all inquiries, site tours, proposals, and contracts for events including weddings, corporate functions, social

gatherings, and meetings.
• Lead internal pre-event briefings when needed to align hotel departments with client expectations.
• Prepare and distribute accurate Banquet Event Orders (BEOs) and ensure all internal departments are informed and aligned.
• Act as the face of the hotel for all event clients—providing a welcoming, professional, and detail-oriented experience.
• Attend the start of any social functions or meetings to meet with the convenor and ensure a smooth event.
• Resolve client complaints.
• Achieve group rooms and catering revenue targets as determined by the annual budget.
• Support preparation of budgets and monitor revenues.
• Attend and run all BEO meetings weekly or as needed and attend all required F&B meetings.
• Attend local events for Chamber of Commerce, Tourism Association or other trade shows that allow the opportunity to promote the hotel and its services.

Lives the Core Values
• Understands that their people are their customers and does not fail to keep promises. Personal communication, interactions, and behaviour support all five of the organization's core values.
• Deliverables are executed in a manner that requires little or no follow-up in terms of scope, timeliness and quality.

Experience/Passions/Education
• Post-Secondary education in a Hospitality/Tourism related field
• Minimum 3 years’ experience in hotel event management/catering/sales, additional experience in the hospitality industry an asset.
• Events planning, and/or food and beverage experience and proven ability to plan and execute events effectively with a strong sense of detail.
• Must be bondable or pass a criminal record check.
• Knowledge of current hospitality industry trends.
• Good sales skills with overall attention to detail and organization.
• Some experience on the convention/banquet floor is also an asset.
• Detail orientated and able to multi-task and handle multiple priorities effectively.
• Strong presentation and communication skills.

Amazing Perks
• Competitive wages and Health and Wellness benefit plan.
• Eligible for gratuities.
• Paid on-the-job training with additional learning opportunities.
• Growth and development opportunities, both personal and professional.
• Annual Performance Feedback Meetings with merit-based increase.
• Personal days: 5 per year after 90 days of continuous full-time employment.
• Pomeroy Stay Travel Program.
• Food and Beverage Discounts at Pomeroy owned restaurants based on location.
• Recognition Program.
• Cell Phone Allowance.
• Engaging Work Environment.
• Work Life Balance.
• Community & Event Access.

• Access to Golf Membership locally based on location.

Salary Range

$63,000.00 to $72,000.00 per annum, working full-time (40 hours per week).

Working Conditions

This position will be based in a fast-paced office environment. It will demand the ability to multitask and keep organized with the main focus being on incoming calls. Office hours will be Monday to Friday starting at 8am. Occasional weekends as required to meet business needs.

About Pomeroy Lodging

Pomeroy Lodging is Western Canada’s leader in hospitality and lodging. Driven to meet every need, we own and operate a comprehensive range of hotels and resorts throughout the West. Our investment goes well beyond the walls of our hotels and the land we build on. Pomeroy Lodging is committed to investing heavily in our people, properties, and communities.

To apply please go here https://pomeroylodging.talentnest.com/en/posting/223487

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