

VACANCY: EVENTS LIAISON OFFICER

Company: Droombos Boutique Hotel

Location: Windhoek, Namibia

Contract Type: Full-time

Start Date: As soon as possible

Closing Date: 26 October 2026 @ 7:00 PM

Role Purpose

Droombos Boutique Hotel seeks a professional, service-driven **Events Liaison Officer** to join its Events & Banqueting team in Windhoek.

The successful candidate will act as the key communication link between clients, the Events & Banqueting Department, operational teams and external suppliers. The role ensures event information is accurate, client requirements are clearly communicated, follow-ups are completed on time, operational handovers are coordinated effectively, and clients receive excellent service before, during and after events.

Key Responsibilities

Client Relations & Communication

- Act as the primary contact for assigned event clients and respond promptly to enquiries.
- Explain approved venue services, policies, procedures and event arrangements.
- Obtain outstanding client information and manage client expectations professionally.
- Maintain positive client relationships and encourage repeat business.

Event Planning & Administration

- Collect and confirm event dates, timings, guest numbers, menus, layouts and special requirements.
- Distribute accurate event information and communicate approved changes promptly.
- Track confirmations, outstanding requirements and agreed deadlines.
- Maintain accurate event documentation and records.

Internal Departmental Liaison

- Coordinate communication with Food & Beverage, Kitchen, Housekeeping, Maintenance, Security and other relevant departments.
- Attend pre-event meetings and ensure departments receive current event specifications.

- Escalate communication gaps or operational concerns to the relevant manager.

Supplier Liaison

- Liaise with external suppliers regarding venue access procedures, restrictions and applicable supplier policies.
- Assist in ensuring suppliers understand relevant event and venue requirements.

Pre-Event Readiness

- Participate in venue walkthroughs and verify arrangements against approved event requirements.
- Ensure signage, access and presentation requirements have been addressed by the responsible teams.
- Identify outstanding issues and follow up before guest arrival.

Event-Day Client Support

- Welcome event organisers and remain accessible as their designated liaison.
- Monitor the client experience and communicate requests to operational staff.
- Resolve routine service issues within delegated authority and escalate significant concerns where necessary.

Complaints & Service Recovery

- Acknowledge client concerns professionally and document relevant details.
- Refer complaints to the appropriate managers and follow up on agreed corrective actions.
- Communicate progress to clients where appropriate.
- Maintain confidentiality and professional discretion.

Post-Event Follow-Up

- Thank clients and obtain feedback following events.
- Record compliments, complaints and relevant client feedback.
- Participate in event debriefings and recommend improvements to service and communication.
- Maintain accurate records to support future bookings and client relationship management.

Minimum Requirements

- Grade 12 or equivalent.
- **2–4 years' experience** in events, hospitality, guest relations or client service is preferred.
- Computer literacy, including Microsoft Outlook, Word and Excel, as well as general administrative systems.
- Excellent spoken and written English.

- Strong client service and professional communication skills.
- Good organisational, administrative and time-management ability.
- Ability to work accurately under pressure and manage multiple priorities.
- Ability to work effectively as part of a team.

Added Advantage

- Certificate or Diploma in Hospitality, Events, Tourism or a related field.
- Afrikaans and/or additional language proficiency.
- Previous experience in hospitality sales, event sales or client relationship management.

Skills & Competencies

- Strong client service orientation.
- Professional communication and diplomacy.
- Excellent attention to detail.
- Strong organisational and follow-through skills.
- Problem-solving ability.
- Ability to work under pressure.
- Accountability and confidentiality.
- Flexibility and willingness to support operational requirements.
- Professional appearance and conduct.

Working Hours

The position may require working according to an operational roster, including evenings, weekends and public holidays, depending on event schedules and business requirements.

How to Apply

If you meet the above requirements and would like to be considered for this opportunity, please submit:

- A detailed CV
- Copies of relevant qualifications and certificates
- A cover letter

Applications must be submitted via our recruitment portal at www.jobopportunities.net.

Only shortlisted candidates will be contacted.

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