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| **Job Description** |
| Department | Events |
| Position | Wedding & Events Co-ordinator |
| Contract | Permanent – Full Time |
| Salary |  |
| Hours |  |
| Manager | Sales Manager |
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| Under the guidance of the Sales Manager and General Manager, assisting in the development of sales within the wedding, conference and event sector with the principal responsibility of converting enquiries to firm bookings. Working towards sales targets and maximising on all opportunities. To ensure guest satisfaction and hotel profitability by organising and providing efficient and courteous service to all events and customer’s booking with the hotels. Deliver the administrative back up for all Wedding and Events and provide clear communication to all other departments within the hotel. All work is carried out in line with the hotel’s guidelines and business plan, the departmental business plan and Lodge and Inn corporate guidelines and service concepts. |
| **Job Requirements** |
| * Hospitality Driven and Customer Focused.
* Sales orientated with the confidence to make decisions to win the event.
* To be organised and efficient.
* Have a passion for delivering superb service to clients.
* Motivated to work in an organised environment where attention to detail really matters.
* Have an extremely Focussed & enthusiastic personality.
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| **Job Scope** |
| * To liaise with clients on details of events and client site visits.
* To collate all information regarding the operational delivery of events and produce the `Event Sheet/Synopsis`.
* To liaise with the Operations & Catering teams to ensure smooth & efficient delivery of events.
* To maintain client contact throughout the planning stage.
* To follow up leads from the Sales & General Manager.
* To maintain and promote a high standard of service & customer care appropriate to the needs of the Hotel`s Goals
* Have a comprehensive level of product knowledge.
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| **Main Duties** |
| * To deliver the detailed and accurate `Event Sheet/Synopsis`.
* To act as a conduit between clients and the operations team.
* To ensure smooth and professional execution of events.
* To liaise with clients regarding all aspects of the event and give due consideration to the operational requirements of the Lodge on Loch Lomond.
* To liaise with any third party/external supplier required to enhance the event
* To facilitate and manage the logistical and administrative support for events.
* To conduct timely inspections of arrangements for booked events.
* To ensure follow up and quality control questionnaire completed post event.
* To ensure all deposits, pre payments and billing details are collated and accurate for processing by the Finance Department for invoicing within agreed time lines.
* To continually evaluate the performance of the department in line with customer comments and business results, and to make changes as deemed necessary.
* To have good communications with team members to ensure full understanding of needs and requirements within the department and the hotel
* To ensure all complaints are treated as quickly and efficiently.
* To attend weekly/ daily operational meetings.
* To take ownership, along with all other employees of the hotel, of the housekeeping needs of all staff areas.
* To undertake any reasonable request made by Senior Management.
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| **Other Duties** |
| * To ensure that correct charges are raised for all events.
* To attend external exhibitions and marketing events.
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| **Key Performance Indicators** |
| * Achievement of 100% customer satisfaction.
* Financial targets and objectives reached.
* Production of accurate and up to date `Events Sheets`.
* Efficient logistical and administrative procedures.
* Ensure all financial information available for timely and accurate invoicing.

I hereby having read the job description will promote & commit to put in place all Duties & Responsibilities and adhere to the hotels rules and regulations. |
| Employee’s Signature & Date |  |
| Manager’s Signature & Date |  |

Nov 2014