



Job Description

Job Title: Sales and Events Co-ordinator

Hours of Work: 40 Hour Contract

Rate of Pay: Salaried Role

Reports to: Sales and Marketing Manager

Position Summary:

- To attend to the needs of all our guests maintaining a high standard of service at all times.
- Maintain a good working relationship with all departments through the communication of relevant information required for the smooth and efficient stays of guests.
- To be responsible for the co-ordination of the weekly events and holding weekly meetings with the operation team. Updating department budgets.
- To be responsible for obtaining and passing on the relevant information from our guests to the operation team and management.
- To type group events contracts and subsequently chasing up the return of the signed contract.
- To be responsible for obtaining payment for all events ensure you comply with the company payment schedule.
- Ensure that all enquiries received are provided with a email proposal where appropriate.
- To assist in identifying and developing new business leads for the hotel through an effective 'chase' system, obtaining relevant details from all our enquiries and maximising the outcomes.
- Ensure that all enquiries are logged in the reservations system and appropriate chases to convert the business actioned
- To co-ordinate mailing and invitations for any events to be held with the sales and marketing manager, for example, Christmas, new year, mothers day etc via a maintained database.
- To handle a range of enquiries from our potential customers via telephone, email, letter or person to person, whilst providing the kind of after-sales service that persuades customers to return.
- To ensure the correct, precise inputting of data in line with the company standards.
- Prepare and conduct e-blast to the database as instructed by the sales Manager.
- To manage your own diary with respect to booking in meetings with potential customers and existing customers and show rounds.
- Manage rates inline with the business requirements on third party websites and in house reservation system as set by the sales manager.
- To participate and contribute to clients hospitality events as required.

- To co-ordinate with other departments when dealing with bookings with overnight accommodation, spa and golf bookings.
- To present yourself in a professional and efficient manner at all times, reporting for duty on time, in the correct suitable uniform as agreed by the company and groomed in accordance with company policies and procedures.
- Complete daily check-list.
- To assist any other departments as and when required by the company.

You will need to be able to work on your own initiative and in a team environment. Working on a rotating shift pattern (on a rota basis), including weekends and bank holidays. The ideal candidate will be hardworking and quick to learn, with a high attention to detail.

Please complete an application form and email it to alexandra.smith@brynmeadows.co.uk