

EVENTS OFFICE MANAGER



Reporting to: Deputy General Manager
Responsible for: Events Department

Job Overview

The successful candidate will manage the day to day running of the conference and events office by organise and coordinate administration duties and office procedures. You will create and maintain a pleasant work environment, ensuring high levels of organisational effectiveness, communication and safety. In addition to building the business by way of all existing accounts and actively sourcing and developing new business for The Resort.

Main Duties

- Accurately reflect the image of the hotel by personal contact and exemplary appearance at all times
- Maintain records of key competitors, their products, rates, unique services and important developments and to benchmark our products and services at least twice annually.
- Set up and maintain in accordance with brand standards, conference and events systems on Opera, Sales Files and Sales Records
- Concentrate sales efforts in market segments which best reflect the business needs of the hotel, in accordance with the annual budget and Resort goals.
- Develop and agree with the DGM, annual key objectives for the Events team, which include the growing of the Wedding market/business to no fewer than 80 Weddings per year.
- Deal with incoming Events Enquiries and handle proposals for all key and large Events, including Incentives as well as the planning and delivery of such events.
- Send out promotional requests and to work closely with the Marketing Manager to promote our Events and Wedding business
- Show prospective clients around the hotel with the aim of converting show rounds to sales
- Check and offer required availability and revert to the client within specified brand standards turnaround time
- Liaise with reservations when accommodation is required
- Obtain the fullest client details on booking and enter onto a booking form and Opera files
- Optimise profitability and room hire from selling of meeting rooms and conference and banqueting with bedrooms
- Transfer all details onto weekly function sheets to ensure all details are up to date.
- Keep clients advised of latest information regarding the hotel and their function.
- To coordinate and chair the weekly function sheet meetings and sales and marketing meetings
- Carry out quality checks on the functions system to ensure the team are accurately updating the system.
- To perform any other duties as requested by the General Manager.

