

# OXFORD WITNEY HOTEL

## Witney

### JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job title</b>	Wedding & Events Co-ordinator
<b>Department / Team</b>	Sales Office

#### **What is the main purpose of the role?**

Effectively handle and convert wedding and social enquiries from initial stages through to final details, followed by the accurate communication of client requirements to the Operational team.

Ensure all guests and potential guests receive a polite, professional and efficient service, ensuring all hotel and company standards are maintained and all current legislation is adhered to.

#### **Key Responsibilities and Duties**

- Provide effective co-ordination of all Weddings and Events within the hotel.
- Convert all enquires coming through to the Conference Sales Office, identifying upselling opportunities.
- Conduct show rounds for Weddings and Special Events, ensuring that correct information is given to the appropriate enquiry.
- Communicate effectively with the operations team to ensure successful delivery of all events.
- Produce accurate function sheets for each event with clear billing instructions and communicate these to the operations team.
- Assist with organisation of Wedding Showcases to highlight the property to the local market.
- Maximise revenue through regular communication within your department.
- Act in a professional and polite manner to all guests and colleagues at all times.
- Have a thorough understanding of products and facilities to ensure guest needs are met and exceeded.
- Be aware of hotel and department financial objectives.
- Actively work as part of the team to achieve the department and hotel objectives.

- Assist with reservations and Christmas bookings as required.
- Cover reception breaks as required.

### **The Ideal Candidate**

- You will need excellent organisation and time management skills with an eye for detail and the ability to use your own initiative.
- Experience of working in a Weddings & Special Events Coordinator role or similar, ideally within a 4\* quality hotel/events centre, is essential.
- We are looking for someone with the ability to work under pressure whilst maintaining a positive, can do attitude.
- You should be customer focused with a commitment to delivering exceptional levels of guest service.
- Communication skills are essential, with the ability to build strong and effective working relationships with colleagues and guests.
- The ideal candidate will be highly motivated with a drive to succeed to be the best.