

## Conference Co-ordinator

<b>Location:</b>	Holiday Inn Express, 106A University Street, Belfast, BT7 1HP
<b>Department:</b>	Conference, Front Office
<b>Reports to:</b>	General Manager / Assistant General Manager
<b>Hours of Work:</b>	40 hours per week
<b>Rate of Pay:</b>	£8.53 per hour

### Job Overview

An exciting opportunity for a Conference Co-ordinator to work within a variety of areas, building knowledge across departments.

General Administration Duties to be completed in an efficient and professional manner, as required on a daily basis

Working in Conference, building up the client list for the Holiday Inn Express. Lead the hotel's sales activity for conference business and to assist in accommodation sales. To co-ordinate conference bookings from initial enquiry through to managing the event.

Take responsibility for the operational elements of the conference and receiving payments, as per policies and procedures of the hotel.

Working in Front Office, supporting the Reception Team as and when required in areas such as check in / check out, communicating with guests, ensuring IHG standards are adhered to. Creating strong working relationships with Reception Team while selling accommodation to conference bookings.

At Holiday Inn Express, we look for people who are welcoming and can focus on the things that really matter to our guests – and get them right every time.

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### Duties and Responsibilities

#### Financial returns:

- Ensure Conference department meets all targets set by Senior Management
- Increase Conference and Accommodation revenue by own sales efforts / promotions
- Create own database of current and new clients for Conferencing Department
- Develop and deliver a sales action plan for conference business
- Explore and deliver business development opportunities, create networks and business alliances which help grow the profile and turnover of the company
- Identify areas for growth of the conference business

### People:

- Handle conference enquiries, prepare quotes, issue contracts and co-ordinate the event within the hotel including meeting the client and ensuring the smooth running of the event
- Maintain a good working relationship with your colleagues, creating a team that works well together
- Develop team spirit and motivation by creating a good working atmosphere
- Communicate with Food & Beverage, Reception and Duty Manager teams to ensure understanding and knowledge of Holiday Inn Express Conference facilities

### Guest experience:

- Present a professional, friendly and efficient impression of the Hotel at all times
- Be efficient in dealing with all Conference enquiries, answering in an appropriate timeframe and delivering on client needs
- Be aware of guests' needs at all times to make knowledge and resources to meet those requirements
- Respond to guest complaints, special requests and ensure corrective action is taken to achieve complete guest satisfaction
- Carry out all special needs and requests of the guests, VIPs and repeat guests

### Responsible business:

- Be fully conversant with all facilities and services in the hotel
- Build the profile and awareness of the Holiday Inn Express and strengthen the market position of the hotel
- Create new working relationships with new clients, following hotel standards and ensuring all client needs are met during initial enquiry, time at hotel, and further bookings are created
- Implement Brand and Group projects and identify features
- Perform other duties as assigned
- Attend any meeting and training sessions as required for the position
- Communicate with General Manager on a regular basis regarding new bookings, ideas for increasing Conference business, revenue created and any financial loss
- Be fully conversant with the responsibilities and duties of staff and management in the hotel

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### Accountability

Works within Conference, Reception and may work in other Hotel Areas

Hours of work typically Monday to Friday, but may include occasional weekend shifts

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## Qualifications and requirements

### Essential:

- Experience in Conference Sales and Office Administration
  - Evidence of working to and achieving targets and a structured reporting system
  - Experience of helping to create sales strategies or business development action plans
  - Good knowledge of Microsoft Office applications
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### Desirable:

- 3<sup>rd</sup> level qualification or equivalent
  - Experience of working in a hotel or conference environment
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### IHG Employee Benefits:

Staff Rates Worldwide

Staff Room Rates start at £25 B&B

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

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### Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food

28 days Holidays

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

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The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job