

Conference and Event Co-ordinator- 40 Hours

Hotel:

Crowne Plaza Belfast
117 Milltown Road
Belfast, BT8 7XP

Department:

Events / Sales

Reports to:

Director of Sales

About us

Andras Hotels is Northern Ireland's largest hotel group and we are proud to have been at the forefront of hospitality for the past 30 years. We subscribe to the Hospitality Employers Charter, which means we are committed to provide training, development and support to all of our team members. We offer a range of staff benefits and opportunities to grow your career in our fast-growing company.

What is the job?

You will focus on and be responsible for events and assist in other areas within the sales department to ensure that anticipate the guests' needs whilst building sales. You will be an enthusiastic person with a passion for sales and events. You will have strong attention to detail to ensure the best client experience. You will enjoy working with a team and contributing positively to it, but can also work on your own initiative.

What we offer

- Discounted hotel rates at 6000 hotels worldwide
- Health Care Cash Plan
- Increased annual leave with service
- Recruit a Friend Scheme
- Employee of the Month Award
- Staff meals while on duty
- Discounted rate at BodyScape Health Club based at Crowne Plaza
- Andras Academy – Training & Development Programmes & progression opportunities within the Andras Hotels Group
- Hotel Incentive scheme.

Your day to day

- Achieve individual and departmental targets and objectives
- Be knowledgeable of the facilities and services offered by the Crowne Plaza and to act as an ambassador at all times in terms of appearance, behaviour and professionalism.
- Meet account & financial targets.
- Ensure that all enquiries are accurately entered into company systems in line with set standards and that company policy on credit checking and payment procedures is adhered to.
- Deal with sales enquiries for the Crowne Plaza Conference and Banqueting Rooms and the reservation enquiries within the required response times, provide accurate & personalised response to meetings and events enquiries.
- Prepare quotations, contracts and function sheets ensuring they are completed to the required standard and signed by the relevant parties.
- Negotiate pricing to achieve maximum revenue figures and to be aware of business patterns.
- Attend regular Sales meetings and be able to communicate a snapshot of active enquiries and their status.
- Effectively liaise with Conference & Banqueting team and Reception for the meeting set-ups by ensuring that communication is optimum as to avoid any operational issues.
- Receive and convert incoming enquiries to achieve targets and maximise revenue.
- Participate in hotel promotional activities.
- Ensure the complete administration and execution of all planned events.
- Build strong relationships with customers to fully understand their needs.
- Focus on a consistently executed up-selling approach & seek opportunities to increase sales and conversions within the Team.
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Perform other duties as assigned by the Director of Sales
- Assist in operations / Events when required
- Participate in all training as requested

What we need from you

Essential:

- Experience within a sales or events role
- 5 GCSEs including English and Maths at grade C or above or equivalent qualification
- Excellent communication and listening skills
- Customer service skills
- High level of IT proficiency

Desirable:

- Experience within the hospitality industry
 - Proven experience within a business Executive role
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How do I deliver this?

We genuinely care about people, and we show this through living out our promise of True Hospitality each and every day. It's what connects every colleague in all Crowne Plaza hotels.

Crowne Plaza hotel brand delivers True Hospitality in their own way, and at the heart of it all are specific, core service skills.

- **True Attitude:** being caring, wanting to make a positive difference, and building genuine connections with guests
- **True Confidence:** having the knowledge and skills to perform your role, and giving guests the confidence that they can trust you, to help and support them during their stay
- **True Listening:** focusing on what your guest is saying, picking up on body language that is often overlooked, and understanding what the guest wants and needs
- **True Responsiveness:** is about providing guests with what they need, and doing so in a timely and caring manner.

There's so much more to the job than we can capture here. It's simply about creating great experiences, doing the right thing and understanding people.

*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.*

To apply, please submit your CV by email to hassistant@andrashouse.co.uk

