

The Gales Hotel & Spa is looking for a motivated and experienced Wedding and Sales Coordinator to join our expanding team in the heart of Ayrshire. This is a very enjoyable and varied role coordinating wedding, parties, conferences and Christmas and will also include supporting our operational teams on days of events (when required) as well as supporting the office and reception area.

Position: Wedding and Sales Coordinator

Job Role:

This challenging and exciting role will see the events coordinator help develop our successful wedding and corporate business at SimpsInns, turning initial enquiries into confirmed bookings. In particular generate new business, manage existing business, manage events scheduling, support event planning and coordinate the communication of information to all operations teams across the hotel and customers.

KEY AREAS OF RESPONSIBILITIES:

- The events coordinator will help drive business through increased sales to ensure that revenue relating to departments and other areas of the hotel are maximised at every opportunity.
- To respond to all sales leads and clients to secure profitable business for the Company and Hotel
- To communicate effectively with all Hotel Depts. to ensure the smooth running and success of all function, including production of detailed function sheets and menus
- To liaise and support organisers on site as necessary to ensure a successful event
- To meet and greet organisers on arrival
- To maximise revenue and profitability by careful diary management and upselling
- To undertake any reasonable request made by management
- All management and staff of the company are required to make themselves available for training and communication meetings for which advance notice will normally be given.
- To have excellent knowledge of all Hotel facilities, tariffs and rates in order for them to be sold to their best advantage.
- First point of contact for clients over phone, email and walk in venue visits.
- Ensuring all potential sales leads are followed up and that all clients and potential clients receive efficient service at all times.
- Ensuring that all information given out to our clients is accurate and relevant
- Enthusiastically promote the Gales Hotel as a backdrop for wedding and corporate events.
- Conduct informative effective show rounds with potential customers showcasing the facilities of the hotel and building rapport.
- Generate necessary support documents for all events and meetings, administrative tasks including diary management, following up enquiries, dealing with contracts and event details schedules in addition to processing payments and charges. Ensuring full and accurate records for each event are kept in line with company procedure.

- Prepare invoices and estimates for clients
- Liaise with all departments and event organisers to make sure that functions run smoothly. Reservations team regarding confirmation and rooming lists for groups. Food and beverage teams where necessary to ensure smooth operation of events.
- To develop a good knowledge of the local area, local business and regular clientele to enhance services provided to guests.
- To handle effectively guests comments whether positive or negative and report to the relevant manager.
- To be fully conversant with the events department computer system and have an understanding of all hotel computer systems as appropriate to the position

Qualifications and Experience:

The successful candidate will have a passion for the industry, strong organisational skills and must be friendly and approachable. You must be able to communicate confidently with a wide range of people both on the telephone and in person.

The ideal candidate has the ability to work independently to short deadlines, to prioritise and remain calm under pressure and will have a can do attitude. You should be able to work as part of a team but have the ability to use your own initiative; be professional at all times; organised and flexible around working hours and days and will be required to work weekends.

Experience of a computerised events management booking system would be an advantage but not necessary as full training will be given. This role requires strong IT skills with a thorough knowledge of Microsoft Office.

Company benefits:

Competitive salary dependent on experience, 28 days holiday per year (pro rata). Company pension scheme. Discounted gym membership. Discounts within our group of restaurants and within Si! Spa. Excellent training and development opportunities

Applications in writing to Recruitment, via email with CV and covering letter
recruitment@simpsinns.com.

About SimpsInns Ltd:

SimpsInns Group is a hospitality and leisure company located in Ayrshire with a diverse product range covering luxury hotels, restaurants, leisure, gym, spa and golf.