



JOB DESCRIPTION

Job Title: Events and Reservations Manager
Department: Events and Reservations – The Oxfordshire
Responsible to: General Manager

Main Purpose:

To manage the smooth and efficient administrative, and general duties contributory to the professional running of the Events and Reservations service. Maximisation of all revenue opportunities, whilst ensuring clients and guests receive high quality, personalised service at The Oxfordshire.

Key duties:

- 1) Be fully conversant and be able to sell and promote all services and facilities available to clients and guests using the hotel and facilities.
- 2) To attend and chair daily operations meetings and weekly function sheet meetings to ensure all departments are fully aware of event and reservations and communicate on any personal requests made and ensure these are delivered to the highest standard.
- 3) Maximise all sales and marketing opportunities under the direction of the GM to achieve the annual sales target specified in the budget.
- 4) Monitor and manage hotel rate management in line with guidance and reports.
- 5) Be fully conversant with current and future function availability at any given time.
- 6) Be fully aware of departmental figures and trends be aware of who your competitors are and the services they provide.
- 7) Be fully aware of all daily events and deliver to the highest standard.
- 8) Be aware of all short and long-term marketing promotions promote up-selling to maximise rates.
- 9) Input and maintain all reservations according to standards in Opera.
- 10) Perform show rounds of the premises and facilities when required.
- 11) Respond to conference/wedding/private function enquiries, via the telephone or by email/letter within 24 hours to company standard.
- 12) To manage administration of members events.
- 13) To liaise with client regarding all aspects of the event, maximising sales opportunity.
- 14) Ensure all invoices are prepared and sent out within 24 hours after the event has finished.
- 15) Ensure that post event feedback is obtained and advised to the relevant departments.
- 16) To liaise with all other departments regarding all bookings to ensure the smooth running of the operation, whilst maintaining a committed approach to the development of a creative service in support of all operational departments.
- 17) To complete and sign off daily/weekly functions sheets for the department.
- 18) To fully comply with credit policies to ensure all expected revenue is received.
- 19) To manage the Events/Reservations Co-ordinator, give guidance and support where training is required.

- 20) As required to attend evening and weekend client appointments/show rounds.
- 21) To propose annual budget figures relating to event room hire, food and beverage.
- 22) To attend and manage our bi-annual wedding fair.
- 23) To produce a monthly board report and to attend monthly HOD meetings and contribute to discussions involving all aspects of the hotel.
- 24) To undertake any other related administrative duties within the department in response to priorities set by the Owners/Senior Management.
- 25) Be fully conversant with and comply with all Hotel and Company standards of operation, policies, and procedures.
- 26) To comply with statutory requirements governing the workplace such as employment law, health and safety, hygiene, fire prevention etc.
- 27) To be responsible, whilst liaising with Senior Management, for your own development and contribute to the learning of others.
- 28) To carry out any other reasonable duty to assist in the smooth running of the establishment.
- 29) Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition, and punctuality.

Administration

- Maintain and effectively utilise guest history profiles.
- Identify and pass on to the Reception Manager any potential problems and/or special requests.
- Undertake and complete any special projects or related tasks to improve the product/ price or encourage new markets into the business.
- Train develops, and support team where necessary.
- Maintain administration of key accounts.
- Meet with the GM weekly to discuss events and reservations activities, responsibilities, and time scales, agreeing actions in line with targets.
- Maintain Guest folio and relevant marketing campaigns with the Group Sales & Marketing Manager
- Create good sales communication with all departments to develop motivation and encourage sales awareness, developing a positive sales ethos throughout the hotel involving all departments.

Health and Safety

- Ensure that all potential and real hazards are reported immediately and rectified.
- Be fully conversant with all departmental fire, and emergency.
- Ensure that all staff within the department work in a manner that is safe and unlikely to give risk of harm or injury to selves or others.
- Stimulate and encourage a general awareness of health and safety in relation to all tasks and activities undertaken in the department.
- Ensure that the highest standards of personal hygiene are maintained by all members in the department.
- Be fully conversant with the hotel and company security procedures.

General Duties

- Assist fellow employees to perform similar or related jobs as and when necessary.
- Continuously endeavor to improve job knowledge.
- Attend any meetings or training sessions/courses as required.

- Accept changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guests and patrons.
- Undertake any reasonable request made by management.
- Clean and maintain the work area, materials, and equivalent.
- Report defective materials and equipment.
- Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition, and punctuality.

Note

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand all the contents of this Events & Reservations Manager Job Description and understand that a signed copy will be kept on my personal file in Human Resources.

I have received, read and understood the Job Description for the Event's Manager.	
Name (PLEASE PRINT):	_____
Signature:	_____
Date:	_____