



JOB DESCRIPTION

Job Title: Events and Reservations Co-ordinator

Department: Events & Reservations – The Oxfordshire

Responsible to: Events and Reservations Manager

Main Purpose:

Under the direction of the Events and Reservations Manager be involved in the creation and smooth running of memorable events and weddings here at The Oxfordshire. Provide efficient administrative, and general duties contributory to the professional running of the Events service. Maximisation of all revenue opportunities, whilst ensuring clients receive high quality, personalised service at The Oxfordshire.

Key duties:

1. Be fully conversant with and be able to sell and promote all services and facilities available to clients using the hotel and facilities and maintain knowledge of the following:
 - All hotel facilities/services, hours of operation
 - All guest room layouts, bed types of décor and locations
 - Room availability for any given time/day
 - Restricted dates, rates, and room types.
 - All room rates, packages and promotions and future promotions
 - Meet all requirements made at the booking between hotel and travel agencies/corporate clients.
 - Entertainment/Special events scheduled in the hotel.
2. To attend daily operations meetings and weekly function sheet meetings to ensure all departments are fully aware of event details.
3. Be fully conversant with current and future function availability at any given time.
4. Be fully aware of all daily events/future days and coming weeks.
5. Be fully aware of all short and long-term marketing promotions.
6. Respond to all enquires for Conference, Golf, Banqueting, Events and Weddings enquiries via the telephone, email, or letter within 24hours to company standard and as directed by the Events and Reservations Manager.
7. Input and maintain all individual and group reservations according to standards in the Standard Operation Procedure.
8. To liaise with all clients regarding all aspects of the conference, maximising all sales opportunities and input and maintain all individual

and group reservations according to the company standard ensuring all requirements are always met.

9. Monitor individual reservations made by reception and ensure all requirements of the guest are met.
10. Review all no shows and process charges.
11. To liaise with all other departments regarding reservations/group bookings to ensure the smooth running of the operation.
12. Daily checks to involve confirmation of on the day the following day and the coming week of occupancy.
13. Ensure all correspondence files are accurate and up to date and kept current.
14. Ensure all billing is completed within the time frame set out in the booking.
15. To ensure you can work weekends and evenings and attend client appointments/show arounds and wedding/golf events.
16. Ensure that post event feedback is obtained and advised to the relevant departments.
17. To work closely with the Events and Reservations Manager and to work in the team supporting each other. 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.
18. To comply with statutory requirements governing the workplace such as Health and Safety, Fire Prevention, Hygiene and the hotel and company standards of operation.
19. Maintain positive guest relations, always delivering and excelling in the role.
20. Maintain a professional image on duty, including a polite and courteous manner, cheerful disposition, and punctuality.

This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority.

I have received, read and understood the Job Description for the Events and Reservation Co-ordinator:	
Name (PLEASE PRINT):	_____
Signature:	_____
Date:	