

## **Job Description: Wedding & Event Planner**

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**Reporting to:** Sales & Events Manager

**Job purpose:** To sell the events space, and fully co-ordinate all events from (but not limited to) weddings, corporate meetings, private parties. To assist with the selling of the Members Club.

***‘Our Riverhouse family makes you feel at home’***

***What’s important...***

***Family – Guests – Home – Community***

### **Outline of key responsibilities:**

- Conduct show rounds of the Garden Rooms for weddings, meetings, private parties, Christmas parties, etc. with a pro-active selling technique
- To carry out all administrative tasks for the Sales and Events Department
- To ensure all events are sold in the agreed terms for the Bingham.
- To ensure that all event details are fully up to date at all times
- To ensure all financial transactions are in line with the hotel’s policies and procedures.
- To ensure that all departments receive function sheets, table plans and any other stationery prior to the event.
- To ensure the Managers are made aware of any issues or circumstances that may have impact on the business.
- To assist the Sales & Events Manager in the sales and marketing aspects of their role as required.
- Handle all internal and external calls in a professional and efficient manner, considering call response times, call handling and etiquette.
- Foster good working relationships across all departments in order to encourage interdepartmental support, creative thinking and ensure production and service standards are maintained across the Riverhouse.
- Act as a role-model and proudly deliver our promise to the guests and colleagues by providing world-class service, with elegance, creativity, and unfailing attentiveness
- Assist the Membership Liaison with ensuring that all member, client and account data (including new profiles, profile notes and traces) are accurately maintained on the relevant platforms by the Membership team. Follow up on all applications which are not fully completed.
- Structure and manage your own diary appointments in an effective manner to ensure that appointments are both constructive, concise and of value to the business.
- Project a positive and joyful attitude yet stay composed under pressurised situations to create goodwill and nurture working relationships with all colleagues.
- Ensure that you are aware of and follow all administrative and guest correspondence standards.
- To assist with event enquiries where required and support the sales & reservations team

### **General responsibilities:**

- To undertake any additional duties as reasonably directed by Management.

  
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- To adhere to company practices and procedures always in particular those relating to discipline, and Health and Safety
- To assist any guests who may have special needs in moving around the building.
- To promptly report any customer complaints to the Manager on duty.
- To ensure good communication with all colleagues and supervisors.
- To handle lost property.

*This job description reflects the present requirements of the post and should not be an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.*

The logo for Bingham Riverhouse features the word "Bingham" in a large, elegant, cursive script. Below it, the word "RIVERHOUSE" is written in a smaller, clean, uppercase sans-serif font.

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