



PHYLLIS COURT
MEMBERS CLUB

PHYLLIS COURT CLUB
Sales & Events Executive Job Description

Job title:	Sales & Events Executive
Department:	Sales & Events Department
Responsible to:	Sales & Marketing Manager
Working relationships:	Management team and all staff
Reports:	Senior Sales & Events Executive

Outline:

To sell the features and benefits of Phyllis Court to potential clients.
To negotiate with potential clients and liaise with Chef and the Banqueting Department to ensure the smooth planning, operation and profitability of all events within the Club.

Main duties:

1. To sell the features and benefits of Phyllis Court and to up sell wherever possible.
2. To actively generate new sales leads.
3. To assist the Sales & Marketing Manager with the instigation of new sales generating opportunities.
4. Liaise with wedding clients, acting as their wedding planner.
5. Meet and greet clients at their event and ensure all details of the event have been correctly adhered to by Banqueting.
6. Liaise with clients regarding all aspects of their event from start to finish of the process - to ensure all their needs are met, which includes taking new enquiries, amending their existing booking and assisting with any queries they may have.
7. Administer the Functions diaries, both paper and computer, ensuring that all members' and non-members events are correctly recorded. To include setting up and monitoring of future years' diaries, regular clients and liaising with the Sales & Marketing Manager and Senior Sales Executive.
8. Organise and attend Tastings (as detailed in the Club's policy for Tastings) with clients, ensure kitchen and Banqueting are made aware of Tasting requirements, ensure they are charged appropriately.
9. Log and follow up all enquiries on a regular basis.
10. Ensure the department database is regularly updated.
11. Manage the logistics of mail outs to clients.
12. Ensure the department has sufficient stocks of brochures and stationery

13. Ensure any enquiry or query, whatever the nature, is answered punctually, to ensure maximisation of sales and revenue targets.
14. Ensure set-up on the day of each event is correct before clients arrive.
15. Ensure all clients' requirements are correctly interpreted so that they may be met by Phyllis Court staff and charged for appropriately.
16. Prepare quotations and costings.
17. Liaise with Reception on bedroom reservations when they are ancillary to a function reservation or billing instructions.
18. Regular communication with the Banqueting Team, Chef and Food Services staff to keep them up-to-date with menu requirements and any special facilities or arrangements which are required.
19. Ensure Function sheets are issued promptly well in advance with all correct details and any amendments to the Function sheets are issued clearly on the Late Sheet as soon as possible, then circulated to all concerned.
20. Ensure all monies are received in a timely manner and all invoices are calculated and issued promptly after an event.
21. Book and organise any ancillary services required for the events e.g. flowers, balloons, audio visual equipment and to ensure clients are charged appropriately.
22. Liaise with suppliers where appropriate for events.
23. Ensure licence applications to the local authority and police are dealt with as required, (e.g. extended hours and temporary event notices).
24. Liaise with the Head Chef with regard to bespoke menus and their costings, special menus, menu alterations and price checks.
25. Assist, where possible, with any other administration work particularly in the event of colleagues' holidays and sickness.
26. Comply with the current Standard Operating Procedures.
27. Work at all times within the confines of the Club's policies and procedures.
28. Work within the Club's Health & Safety Policy at all times.
29. Comply with any other reasonable request from Management.

Essential skills:

1. Excellent customer service skills and an interest in food and wine.
2. Telephone selling skills.
3. Computer literate.
4. Well organised with attention to detail.
5. Good time management and prioritisation.

Remuneration:

Monthly salary, 40hr week.
Hours as required