

Bookings and Event Coordinator – A+ Hospitality

Job Description

Bookings:

- Being the first point of call to our groups and customers; from answering their initial email or phone call right through to providing them with a friendly welcome when they arrive.
- Manage the bookings calendar: taking bookings requests and taking groups through the A+ Hospitality bookings process: sending out booking forms, adding customer details to spreadsheets; answering enquiries and communicating the relevant information to the rest of the hospitality team.
- Be on hand to welcome groups as they arrive and depart and provide a welcome talk as required.
- Liaise with finance team to ensure deposits and further payments are made in good time.
- Work alongside Hospitality, Housekeeping and Catering, including regular meetings ensuring good communication and they all have the information they need.
- Providing site tours to groups and customers wanting to explore options for their groups.
- Support with recruitment of new housekeeping staff as the need arises
- Reporting any difficult issues with regard to a booking to line manager
- Meet regularly with line-manager as agreed.

Event Coordinator:

- Help to organise regular events throughout the year including celebrations, fundraising events and our annual 'Directors Day'.
- This could include assisting in setting dates; communicating with potential guests; organising catering with our chef; tasking team members with jobs as we set up and more

Contract, Hours of Work

- 30 hours per week ideally spread over 5 days (3 full days and 2 half days). A standard day is 08:30-17:00.
- There will be occasional evening and weekend work as we welcome and send off groups – Time in Lieu will be given. Also, on occasion there may be a requirement to do longer hours, for example on an event, and once again Time in Lieu will be given.
- Keep record of hours worked in lieu and holidays as agreed with line manager and get signed off weekly by your line manager

Salary Support

- Approach 'sending' or home churches, friends and family for support towards your work at ~~A+£~~ (10%)
- Ensure your supporters are kept up to date about your work, prayer requests etc

General

- Promote the good name of A+ Hospitality and Adventure Plus at all times.
- Assist in the promotion of A+ Hospitality and prioritise marketing/ increasing guest numbers generally.
- Assist where necessary with other aspects of A+H's work as and when required, including working with other teams to assist with bookings and catering.
- Participate in daily staff 'devotions' including leading, as part of WF and A+ team.

This job description may be changed any time by your line manager as required.

Signed.....

Dated.....