

A+ Hospitality aims to offer:

- *A warm welcome to all, and generous hospitality that will cater for each guest's individual needs*
- *A credible Christian witness in all we do.*

This is an opportunity for a person, preferably with experience in the hospitality industry, to work as our Bookings and Events Coordinator at A+ Hospitality (formally Windmill Farm Conference Centre). You would need to have the personal skills, experience and ability to fulfil the role. You would need to be willing to help in all areas as we are a small team. You will be part of a dynamic business implementing structures to enable it to be the best it can be.

The Bookings and Event Manager is our guest's first point of contact. A+ Hospitality aims to give each guest a warm and personal welcome by phone email or in person. Your role is to be that friendly person at all times.

Role summary:

The main responsibility of the role is take potential groups through the bookings process:

- 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.
- Managing our bookings calendar; completing and sending booking forms; answering queries from groups
- Supporting the Finance team with ensuring deposits and payments are made in good time
- Communicating essential information to the Catering and Housekeeping teams

The role will also include:

- Assisting the housekeeping team as needed, including booking groups in and out and providing welcome talks as needed
- Helping promote and market the work of A+ Hospitality and support the recruitment of new team members
- Promoting and organising events such as celebrations and fundraising for the parent charity Adventure Plus

These tasks are only a summary of the full job description.

Qualifications

- Strong experience in hospitality sector will help any applicant
- Excellent computer skills and e-literate
- Full UK driving licence

Personal Qualities

You will need to be:

- A team player working closely with a small staff team.
- Friendly and patient being willing to support team members wherever you can
- Good at communication – comfortable with the phone and emails
- Able to follow booking systems and processes and adhere to policies
- Willing to serve guests with a warm welcome and anything else they need during their stay
- Willing to work hard, organised and have an eye for detail and cleanliness

Salary

- £18-22,000.00 depending on experience (FTE £22.5-£27,500.00)
 - Approach 'sending' or home churches, friends and family for support towards your work at A+.
- Ensure your supporters are kept up to date about your work, prayer requests etc.

Contract, Hours of Work

- 30 hours per week ideally split across 5 days (3 full days and 2 half days) with some flexibility for evenings and weekends to help with cover, if required on occasion. A standard day is 08:30-17:00.