



Wedding & Events Manager

Job Description

Reporting to: Director of Marketing & Events

Working with: CEO
Financial Controller
F & B Management
Director of Golf
Events Team

Primary Purpose:

We are currently looking for a successful and enthusiastic Wedding & Events Manager to produce events from conception through to completion. Responsibilities include providing outstanding customer service and organising memorable events that meet quality expectations.

Job Summary:

Responsible for preparing all wedding/event documentation, including Banquet Event Orders and Billing.

Responsible for ensuring communication and coordination with the relevant departments concerning event details on time.

Responsible for ensuring consistent, high-level service throughout the booking and event process.

Key Responsibilities:

Your main areas of responsibility will include but are not confined to:

- Operate and maintain a computerised system (Jonas & HubSpot) for responding and coordinating, and tracking sales enquiries, bookings and availability.
- Meet prospective clients for show-arounds for weddings, private and corporate functions.
- Ensure a prompt and professional response and follow-up to sales enquiries.
- Generate quotations for prospective bookings and timely follow ups.
- Prepare weekly and monthly reports outlining the Business on the Books for the current and following years.

- Liaise with clients to coordinate the intricate details of their events.
- Monitor, coordinate and communicate event bookings; ensure billing and information accuracy; maintain up-to-date profiles and record client feedback post-event.
- Generate sufficient information for invoicing of events.
- Up-sell products and services throughout the event process to maximise revenue.
- Meet and greet all clients during the event phase and ensure the smooth handover of the event to the operations team for the execution of details.
- Managed customer feedback, including responding to guest problems and complaints relating to weddings and events.
- Take ownership of recurring challenges and ensure the issues are resolved.
- To schedule and attend weekly functions and sales meetings.
- Liaise and maintain relationships with other departments to ensure events are effective, efficient, and run smoothly.
- Contribute to the preparation of annual sales and events targets.
- Attend workshops, exhibitions and promotional events where required.
- Adhere to Health & Safety Procedures and other Company Policies and Procedures.
- Any other duties relevant to your skills that may be assigned to you by the Company.

Requirements:

- Minimum of two year's Wedding experience required
- Must be an efficient multi-tasker, highly organised, and detail-oriented
- Excellent communication and organisational skills; reading, writing, and oral proficiency in the English language
- Proficient in Word, Excel and PowerPoint
- Proficient in all social media channels
- Excellent organisational skills
- Customer-service orientation
- A team player

General:

You are expected to carry out your duties diligently and professionally with a friendly, outgoing attitude. You must work together with other members of the management team to ensure that we operate a high standard of professional service and provide an enjoyable environment for members, customers and employees alike. Excellent grooming standards are expected.

Luttrellstown provides staff with full remote working facilities to enable a seamless transition between working in the office and from home. For working from home, this includes the provision of an office chair, laptop, flatscreen and docking station with a mouse & keyboard.

Why join our team:

- Competitive Salary
- Employee Recognition Awards
- Learning and Development
- Team Appreciation Events throughout the year
- Employee Discounts which include our prestigious restaurant Rugged Lane
- Complimentary Car Parking
- Meals ordered from our Spike Bar menu (whilst on duty)
- Uniform provided & laundered
- Beautiful Surroundings
- Complimentary Golf

- Flexible Working Arrangements
- Entry Level Annual Leave is 22 days plus 1 birthday each year
- Loyalty days apply with length of service

Contact:

Please send CV and Cover Letter to:

Jessica Joyce
Director of Marketing & Events

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E: jjoyce@luttrellstowncastleresort.ie

Luttrellstown Castle Resort does not need the assistance of Recruitment Agencies at this time.