LINDORES ABBEY DISTILLERY

JOB DESCRIPTION

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| 1. | Job Title: | Event Manager |
| 2. | Holder: |  |
| 3. | Reports to: | Brand Home Director |
| 4. | Has reporting to them | F.O.H. team members |
| 5. | Job/Role Summary | * Host events using excellent organisational skills
* Market events and secure bookings
* Deliver five star customer service
* Add value to the business using a capable, efficient team
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| 6. | Detailed duties | * Work with the Brand Home director and manager to identify potential areas of growth
* Manage the events team ensuring training, H&S and development & support is in place to deliver the five star experience
* Understand key competition & balance BH offerings against this
* Host fam trips and show-arounds
* Respond to enquiries in a timely manner
* Work within the confines of the BH budget, submitting monthly figures & liaising with the BH Manager to ensure budgets are being met
* Maintain excellent relationships with the distillery manager and operations teams to ensure smooth running of the BH & that all H&S standards are complied with
* Ensure the Events operation is staffed to meet the needs of guests & when required members, trade and VIP visitors
* Work to achieve a high score from Trip Advisor, Facebook and Google reviews
* Train staff to meet the Minimum Standard requirements as outlined in the MS guidance handbook
* Work closely with the Brand Home manager to maintain diary compatibility and smooth running of events at the BH
* Any other duties necessary to ensure the efficient & effective operation of the Brand Home
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| 7. | Key accountabilities | * Customer satisfaction
* Achievement of agreed Event budget
* Increased per capita spend
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| 8. | Individual profile | * Able to communicate effectively at all levels (Teamwork essential)
* Passion for customer service
* Efficient and organised.
* ‘Can do’ attitude
* Works well with a team while maintaining an air of ‘respected authority’
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| 9. | Experience required/ Skillset required | * Customer service or customer relationship background.
* Knowledge of Excel, Word, Power Point, EPOS & Quick Books
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| 10. | Educational requirement | * Educated to A level or equivalent
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| 11. | Last updated | January 2022 |