



GOODWOOD

The Role

The Estate Wedding and Social Executive will be part of Estate Sales Team and report to the Estate Events Manager

About us

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood's success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world's leading luxury experience.**”

Our Values

The Real Thing

We employ meticulous attention to detail to create experiences, as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

To effectively handle all enquiries for weddings and private (social) events across the Goodwood Venues. You will see the enquiry through from the initial stages to planning and executing the final details and clearly and concisely relaying this to our operations team to deliver the event to our exceptional standards. To deliver 'wow' experiences to our guests throughout their journey in line with our values and to sell each venue to its full potential to ensure customer delight and to support the achievement of the Entertaining and Hospitality budgets.

Key responsibilities

- Receive, handle and convert wedding and private enquires in line with the sales strategy and ensure all guests receive a consistently high standard of service throughout the booking and planning process.
- Ensure all enquires are inputted within the sales guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards.
- Sell in line with the selling strategies and adhere to diary management principles to maximize yield for the Venues
- Ensure all enquiries are efficiently followed up to ensure that the conversion of business is optimized and the diary integrity is maintained.
- Preparing and executing show rounds to clients and selling our Venues to the best of their potential
- Communicate effectively with the customer throughout the booking process, ensuring we have the full understanding of their requirements and translate these to the operation teams.
- To treat each customer in an individual, warm and friendly manner, whilst advising and giving them confidence at every stage of the organization of their event
- To produce timely, and accurate function sheets for the operational teams team to ensure all event details are handed over in a clear and concise manner, so that service is delivered to meet and exceed customer expectations
- To build strong and open relationships with the operational teams across all our Venues and ensure that all operations meetings are attended
- To work closely with and build relationships with key suppliers
- To up-sell and cross-sell all facilities across the Estate from food and beverage aspects, activities, Golf and room upgrades to aid the achievement of revenue targets
- To ensure that the credit facilities, deposits and payments for all functions have been raised in alliance with the policy
- To carry out competitor analysis

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- Knowledge of the hospitality industry
- Excellent Verbal & written communication skills
- Good Organisational & administration skills
- Experience in a sales environment
- Attention to detail
- Can work in a team and use own initiative
- Knowledge of Delphi is desirable along with experience in call handling and diary management

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2