

**GOODWOOD**

**The Role**

The **Celebrations Consultant** will be part of the Estate Sales team and will report to the Wedding Sales 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 Derring Do Obsession for Perfection Sheer Love of Life**

|  |  |  |  |
| --- | --- | --- | --- |
| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

You will be joining us at a very exciting time as we strengthen and expand our weddings business. The customer is at the heart of everything that we do, and as the Celebrations Consultant you will be responsible for responding to initial enquiries in good time, arranging and delivering a confident show round to the Bride & Groom, upselling packages and items, contracting & invoicing, right through to the execution of the event itself. You will be required to effectively communicate all wedding and social event requirements to the operational teams, both written with the use of an events order form and verbally through attending operations meetings. You will work to exceed our customers expectations and to support the achievement of the Venues’ sales targets.

**Key responsibilities**

* To respond to all wedding and social event enquires received following the templates provided
* Ensure all enquires are inputted within the sales guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards
* Ensure all guests receive a consistently high standard of service throughout the booking and event planning process
* Sell in line with the selling strategies for each of the venues across the Estate, adhering to the diary management principles in order to maximize sales and revenue generated for each venue
* To attend and actively engage in monthly marketing meetings, working closely with the Marketing team to ensure we are maximising the way we promote Weddings at Goodwood whilst being aware of the market trends
* 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 for clients to the highest standard, following the showround procedures set out in Goodwood’s policies
* Communicate effectively with the client throughout the booking process, ensuring we have the full understanding of their requirements to convey to the operational team
* To produce timely, and accurate function sheets for the operational team’s, ensuring all event details are handed over in a clear and concise manner, so that service is delivered to meet and exceed client expectations
* To work with the operational team to plan and host Showcases at the venues, including liaising with suppliers and actively reaching out to past enquiries to ensure strong rate of attendance
* To work closely with and build relationships with our key suppliers and stakeholders
* To up-sell and cross-sell all facilities across the Estate from food and beverage, activities, 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 Goodwood policies
* To carry out competitor analysis, including visiting competitor venues and to stay up-to-date with wedding trends, ensuring we are leading the way with weddings and nothing is off limits

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive sales approach
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Proven experience within either a sales environment or planning
* High level of organisational & administration skills
* Experience of working in a team and the ability to use your own initiative
* IT literate across all Microsoft applications and systems orientated. Experience of a CRM/diary management system is desirable
* Excellent verbal & written communication skills
* Willingness to put yourself forward and help the wider Entertainment & Hospitality Team when needed
* Full, clean driving licence
* A sense of fun & enthusiasm – we want your passion for weddings and celebrations to shine through to your clients!