



GOODWOOD

The Role

The **Meetings & Events Assistant** will report directly to the **Meetings & 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

Always be inspired by Goodwood's heritage

Derring Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

Responsible for coordinating daily activities to ensure that excellent customer experiences are delivered at all times.

Key responsibilities

- To receive and convert incoming enquiries with the aim of achieving targets and maximising revenue opportunities;
- To manage an events schedule focussing on maximum yield;
- Build strong relationships with internal and external customers in order to understand their needs and expectations;
- Be involved in menu tastings for weddings and other relevant events and pass notes to the planning teams
- To ensure the facilities are maintained to the highest standards and to report any maintenance issues in a timely manner;
- Responsible for the set up of facilities in advance of planned events;

- Responsible for ensuring beer line cleaning is carried out on a regular basis;
- Responsible for bar equipment, AV and stationary stock and ensure that order requirements are passed to the Assistant Manager or Manager in a timely manner;
- Ensure that the till system is up to date and that any issues are reported to the Manager or Assistant Manager;
- To execute upselling opportunities as and when appropriate;
- When required, to arrange and conduct show rounds of the Hotel.

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"> • Good listening skills and ability to anticipate customer needs • Copes well under pressure • Confident to make decisions and to stand by them • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- Own or reliable transport is an essential requirement;
- A genuine passion for working in the hospitality industry and providing great customer experiences

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	1
Working Together	2