



EVENTCATERERS

Box Client Racing Sales Manager – York Racecourse Hospitality

A Racing Sales Executive is sought to work at York Racecourse to join the Premier Event Caterer in the North. The role involves meeting annual racing sales targets. You will be required to prospect by phone & email, respond to incoming enquiries as well as meeting clients, converting raceday bookings & coordinating all details relating to client requirements.

KEY AREAS OF RESPONSIBILITY:

- Agreeing & contributing to annual racing sales targets
- Working in a busy office environment dealing with private box enquiries.
- Overseeing & documenting hospitality booking information accurately.
- Display excellent written, telephone & face to face communication skills to capture all client requests.
- All client enquiries must be dealt with quickly & efficiently on a daily basis.
- Manage, coordinate, communicate & document client requirements & as required, liaise with management & /or chefs.
- Conduct client show arounds as & when required.
- Prepare quotations for incoming large racing enquiries where applicable.
- Completing pro forma invoices when requested by clients.
- Managing, checking & assisting with the input of hospitality racing information.
- Assist with agent commission calculations & inputting agent bookings
- Assist with checking client bill information ready for invoicing
- Proactively contact various client groups to ensure relevant hospitality information is circulated within the market & follow up on future sales opportunities
- Accurately maintain & update the CRM database with customer information.
- Efficiently manage & respond to relevant feedback / racing complaints
- Meet & greet key clients on race days.

SKILLS & COMPETENCIES REQUIRED:

- Exceptional eye for detail.
- Excellent written, telephone and face to face communication skills to ensure delivery of all client requirements.
- Experienced in offering outstanding customer service.
- Not afraid to prospect for new business
- Proactive.
- Highly organised / focussed.
- Creative.
- A quick learner.
- A self-starter, motivated by delivering exceptional customer service.
- Computer literate.

REPORTING TO

Commercial Manager – Louise Daly

JOB TYPE

Full time, permanent

KEY CONTACT – Send your CV to:

Louise Daly – Commercial Manager

louise.daly@cgceventcaterers.co.uk

SALARY

Competitive