



Position Description

Position Title: Account Executive, CGC Event Caterers
Department: Head Office
Location: Garforth
Reporting to: Customer Relationship Manager
Working hours: 37.5 hours per week
Date Prepared: 23rd July 2024

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- Eight Yorkshire Racecourses including the world famous York Racecourse
- The Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- The Lincolnshire Epic Centre – Lincoln
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham

POSITION PURPOSE

To proactively manage our venues and services, co-ordinate all bookings and support in the operational delivery of events.

KEY RESPONSIBILITIES

- Proactive promotion/upselling of our services to existing customers.
- Meet monthly and annual sales targets in conjunction with the Sales Executive
- Maintain the sales forecast to track progress against targets
- Maintain and develop a strong relationship with our clients
- Work in a team of coordinators dealing with a high level of inbound enquiries for hospitality, restaurant, conference and events bookings
- Respond efficiently and accurately to all incoming enquires maintaining high levels of customer service at all times
- Prepare proposals, quotations, event contracts and cost summaries
- Detail customer requirements and liaise with colleagues to ensure all customer needs are met. Ensuring the smooth transition for the customer from event coordination to event delivery
- Take payments from customers
- Assist with checking billing information ready for invoicing
- Complete timely follow ups once an event has taken place to ascertain any future requirements
- Accurately maintain and update our Events Management database

PERSON SPECIFICATION

- Excellent written, telephone and face to face communication skills
- Embraces teamwork
- Highly organised, focussed and self-motivated
- Experienced in client management



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- Experienced user of Microsoft Office products: Word, Excel, Publisher etc. Existing knowledge of CRM/Event Management systems is beneficial

BENEFITS

- Competitive salary
- Discretionary bonus, subject to agreed KPIs
- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- My Perks – brand discounts
- Free on-site parking
- Colleague Assistance Programme