



# Position Description

**Position Title:** Hospitality Sales Executive  
**Department:** Sales  
**Location:** The Halls Wolverhampton  
**Reporting to:** Head of Food & Beverage  
**Working Hours:** 37.5  
**Date Prepared:** 25/09/2024

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:

- The Halls - Wolverhampton
- Eight Yorkshire Racecourses
- Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- LNER Community Stadium – York
- Theatre Royal and Concert Hall – Nottingham

## **POSITION PURPOSE**

As Hospitality Sales Executive, based at The Halls, Wolverhampton, you will be required to prospect by networking, phone and email and respond to incoming enquiries together with converting event bookings and coordinating all details relating to client requirements. The role involves supporting team members in meeting conference & events targets.

First opened in 1938, the Halls is an iconic and beloved venue in Wolverhampton. Split in two areas, The Civic and The Wulfrun, The Halls has hosted many legends across the music, sporting and entertainment world; from David Bowie, to Queen, to Coldplay. The Civic comprises of a 3400 capacity with The Wulfrun comprising of a 1200 capacity. The Halls offers a number of hospitality food and drink packages, making it a favourite for show goers to choose from with a large selection to choose from.

## **KEY RESPONSIBILITIES**

- Contributing to annual C&E sales budgets
- Working in a busy office environment dealing with hospitality enquiries.
- Documenting hospitality booking information accurately.
- Display excellent written, telephone and face to face communication skills to capture all client requests.
- All client enquiries must be dealt with quickly and efficiently on a daily basis.
- Completing pro forma invoices when requested by clients.
- Support checking and assisting with the input of hospitality information.
- Inputting of agent bookings
- Accurately maintain and update the CRM database with customer information.
- Efficiently respond to relevant feedback from clients

## **PERSON SPECIFICATION**

- 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 / focused.
- Creative.
- A quick learner.



## Position Description

- A self-starter, motivated by delivering exceptional customer service.
- Computer literate

### **BENEFITS**

- 25 days holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Employee Assistance Programme
- Colleague Referral Programme
- Colleague Recognition Programme