

JOB DESCRIPTION

Job Title: Trainee Conference Consultant

Accountable to: Operations Director / Conference Manager

Main Role:

During the first year of this role, the consultant will be trained in all aspects of duties but may not be expected to carry out all tasks. To deliver an innovative, quality, conference consultancy service that exceeds client's expectations for conferences, meetings and events. Provide a total venue finding service – including site visiting with the client, rate negotiations, and production of proposals, event organisation and after event support. Build individual client relationships that guarantee client loyalty and repeat business.

Duties and Responsibilities:

- To ascertain from the client the objective and nature of the event and record a detailed brief on the appropriate form/database.
- To accept requests for conference venues, locate at least three suitable venues, negotiate rates and report information to the client.
- As appropriate, meet with clients to view venues, discuss conference options, promote EMS enhancements and explore future business opportunities.
- To liaise with the Account Executive/Operations Director and provide progress reports on all work in hand, seeking advice where necessary.
- To seek to identify new/unusual venues/activities that may benefit Intel in general and ensuring information passed to the Database Controller for inputting.
- To liaise with Event Management Executive where applicable, helping to produce leads for add ons: Production/Incentive Travel/Management of Events/Themed Evenings/Delegate Management and Team Building
- To follow set procedures for dealing with new hotels.
- Ascertain from new clients where they heard of Intel and where possible pass any leads to Account Executive to enhance business.
- To follow up after an event – ensuring client feedback is recorded in the booking history.
- To maintain regular contact with your clients taking action where necessary regarding bookings on hold. Arrange to meet with clients as necessary.
- To seek to identify opportunities for better rate negotiation, increased commission and any other enhancements to enable the company to enjoy increased revenue.
- To react proactively to new sales leads asking the right questions regarding booking sizes, frequency etc. and passing information to Operations Director /Account Executive/Sales and Marketing.

- Through a continuous programme of educational visits and a general awareness of trade news (journals, presentations, and mailers), to be responsible for your personal development within the industry so that you can provide the breadth of knowledge required for the role.
- To participate in Familiarisation trips (as detailed in your offer letter of employment) and attendance of educational trips, client evenings and roadshows as deemed necessary by your line manager.
- Any other tasks which may be deemed necessary from time to time to further enhance the position of Conference Consultant in particular or the Company in general.
- To accept and practice *total quality commitment* to the mutual benefit of the Company and its clients.
- To partake in the day to day incidentals required to maintain a pleasant work environment.
- To seek to identify any potential opportunities which would benefit the operation and or the administration of the Company and or its employees.

Key Competencies

1. Good venue knowledge – maintained by visiting venues by site visiting, educationals and familiarisation trips
2. Methodical approach to work with good project and time management skills
3. Show good initiative/communication skills specifically telephone techniques - including ability to interpret customer requirements
4. Commercial awareness
5. Confident/friendly personality which is portrayed on the telephone and face to face when meeting clients.

Key Qualifications

Industry working knowledge and experience – eg. agency background and/or hotel conference office/reservations/hotel reception experience.

Quality / Environment Policy Statement

Intel will provide a quality service and demonstrate a commitment to continual improvement to our clients and to the environment. We will ensure a timely response, competitive pricing and a consistently high quality service by maintaining the requirements of the ISO 9001:2000 Quality System and the ISO 14001 Environmental Management system.

Signed Date

Print Name