

Rhiannon Heraty

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I would describe myself as a warm, driven and enthusiastic person, keen to apply my excellent working knowledge of events and project coordination, customer service, administration and management to a new challenge.

- *Ambitious and conscientious*
- *Passionate about delivering my best*
- *Extensive experience in hospitality and administration*
- *Personable and enthusiastic with excellent people skills*
- *Methodical and versatile, quick to adapt to new situations*
- *Confident working with a variety of stakeholders in various sectors*
- *70 WPM with 90% accuracy*

Events Manager, Grays Court Hotel

October 2012 to present

As a senior member of the management team, I have considerable logistic and commercial responsibility. During my tenure as Events Manager I have played a key part in Grays Court's growth from a £600k turnover business to a £2 million turnover business.

Grays Court is a prestigious venue and in the last 12 months we have won 'York Hotel of the Year 2018' in the esteemed Visit York Tourism Awards, been awarded two AA rosettes for our restaurant and been shortlisted for the Press Business Awards, and I have played a key developmental role in establishing our success. We were also voted regional winner of The Wedding Industry Awards 2015/16/17 for Best Town/City Venue - an achievement that I was solely responsible for.

I oversee weddings, celebrations, conferences, seminars, product launches, art exhibitions and music concerts, as well as a range of administrative responsibilities and staff management, and my duties include:

- Working closely with corporate event organisers in various sectors
- Initial meetings to interpret requirements and 'sell' a scheme
- Researching and engaging suppliers and maintaining good client relationships
- Conducting interviews and inducting new staff into the business
- Providing leadership, motivation, direction and support to the team
- Critical strategic input to business development
- Drawing up booking agreements and contracts and providing detailed quotations
- Liaising with all key stakeholders in a timely and accurate manner
- Setting, communicating and maintaining timelines and priorities on every project
- Managing operational and administrative functions to ensure specific projects are delivered efficiently
- Managing staff requirements and delegating to kitchen and front-of-house
- Invoicing and processing feedback
- Daily banking checks and keeping record of any new deposits and payments
- Upkeep of website and reservation systems
- Writing copy for a variety of stakeholders
- Submitting applications and/or copy for any relevant awards/accolades
- Ensuring excellent customer service and quality delivery

Grays Court is a family business and our success has been very satisfying personally. I am now keen to apply all I have learned to a different context and to build on my professional credentials.

Apr 2011 - Oct 2012 **Grants Administrator, The Family Fund**
Dec 2010 – Apr 2011 **Call Centre Representative, CPP Group UK**
Sep 2008 – Aug 2009 **Front of House Staff, Harrods Group**

2007-2010 BA (Hons) 2:1 English Literature - Queen Mary, University of London
2005-2007 A-Levels (A to B) English Literature, English Language, History – All Saints RC
School
2006 9 GCSE's (A* to C) - Boroughbridge High School

INTERESTS: Property development, food and wine, travel. I am a total dog lover and have a rescue dog from Dogs Trust.

REFERENCES AVAILABLE ON REQUEST