

As the Guest Service Manager, the primary responsibility is to ensure that every couple and guest feels welcomed, valued, and cared for throughout their stay with us at The Merribee. Act as their main point of contact, coordinating between guests, vendors, and the Merribee departments to address any needs or concerns promptly. By overseeing logistics, managing staff, and resolving issues as they arise, intend to create a seamless experience that allows the couple and their guests to fully enjoy their special day. The role directly impacts couple/guest satisfaction, contributing to the overall success and memorability of the wedding and the overall product of our business.

SUMMARY:

The Guest Service Manager is responsible for the smooth operation of events and guest experiences from the moment the client arrives until they leave. This includes ensuring the facilities are up to standard before they arrive, all their service is perfect during their event etc.

ROLES:

WEDDING OPS:

- Create internal event schedule
- Review and confirm final documents from couples and review, confirming main areas of delivery.
- Confirm floor plans are achievable, and numbers are correct for event space.
- Consult calls with event hosts and/or couples 8 weeks out from event. Additional consult calls/ site visits as required in the lead up to event date.
- Create run sheets for events
- Update to do list for all upcoming events for grounds & maintenance comms with logistical requirements
- Conduct and co-ordinate welcome meeting with Bride and Groom on arrival to the property
- Assist with personalised check-in to accommodation and settling them into the property
- Vendor relationship management, pre-arrival induction to rules and regs on property
- Book Yoga teacher for wedding groups as per document request
- Inspect main wedding and event areas on day of event to ensure presentation is inline with Maywild Standards
- Check all AV set up's have been troubleshooted and are working
- Co-ordinate the entry to ceremony with all parties involved i.e. celebrant, musician, groom & grooms party, bride and bridal party
- Keep styling supplies current and on trend and PO for new styling supplies as needed

- Be a PA to the bride and groom and provide whatever service they need throughout their event
- Ensure all vendors get access to what they need to set up
- Come up with new ideas and ways to over-service and be abundant to the bride and groom
- Review and respond to guest reviews good and bad through online platforms and/or via email. Action areas of improvement

FOOD & BEVERAGE OPS

- Manage F&B manager so that there is full 5 star service for food and alcohol.
- Ensure all front of house staff for weddings are in uniform and present in line with MAYWILD presentation standards.
- Inspect to ensure alcohol is securely locked away and a stock take inspected weekly

ACCOMMODATION & VENUE FACILITIES

- Manage housekeeping manager so that accommodations are up to standard and clean.
- Ensure styling is cleaned, set up and in order
- Remove dated and broken styling items from styling room
- Complete room cleanliness and quality checks prior to check-in
- Conduct Quality Control checks on styling, facilities and furnishing
- Remove and replace all items that are not to Maywild Quality Standard
- Ensure wedding hall is cleaned thoroughly after every wedding
- Ensure F&B clear out alcohol after every wedding so that we know what is left over and what is for a specific event
- Review and manage maintenance log, in co-ordination with housekeeping manager & maintenance supervisor.

FINANCES

- Create PO's for replacement items in accommodation and wedding areas to be sent for approval by GM

ROSTERING

- Create rosters for housekeeping and internal wedding staff in line with event requirements and costing guidelines.
- Review and approve timesheets for staff underneath you.

KEY PERFORMANCE INDICATORS

1. Number of 5 star reviews received
2. Average 5 star review rating

3. % of bonds refunded on time
4. % wedding bibles prepared on time (6 weeks out)
5. Number or emails sent out to get reviews