



Bolney Wine Estate, Foxhole Lane, Bolney. West Sussex. RH17 5NB

Role: Administrative Assistant – Customer Relations

Reporting to: Hospitality Manager

Department: Office

Contracted hours to be: 8:30am to 5pm, 5 days a week, Monday to Friday. Weekend work may also be required on occasion and a willingness to work to flexible working patterns. Full training will be provided to the successful candidate on starting.

We are looking for a highly organised and disciplined individual with several years of experience in similar administrative roles. The ideal candidate will have an excellent phone manner and written communication skills and will enjoy being the first point of contact for all our customers. You must also be confident in dealing with complaints.

Duties to include:

- Answering all incoming phone calls. Assisting customers with their enquires, taking all bookings for tours and the Eighteen Acre dining area.
- Managing the email inboxes for Tours, Dining, Events and Shop and ensuring all emails are answered within one working day.
- Customer relations – such as cancelling bookings, taking pre-orders for large groups etc., managing customer expectations and handling and recording complaints.
- Manage Open Table system – update floor plans, booking templates etc.
- Taking messages and fielding / directing calls for the management team.
- Assisting customers with online orders and taking payments over the phone when necessary.
- Reporting back any systems failures to IT and Digital teams.
- Ensure tour guides and FOH team have all relevant customer booking details and sheets first thing every morning, plus pass on any dietary requirements to the kitchen team.
- Manage all incoming private event enquires, in-line with the Hospitality strategy and procedures.
- Ensure up to date copies of the staffing rota are printed and distributed to the team.
- Assist FOH during specialist events when required.
- Provide any additional admin support to the Head of Hospitality as required.
- Feedback any notable customer comments to the team.
- Supply Digital Marketing Manager with details for website updates- such as menus, event details, changes in customer information etc.
- Handle admin and planning for VIP visits – such as reserving tables, updating the team etc.