

FALLON & BYRNE

Events Manager Job Description

Job description

Fallon & Byrne is Dublin's premier food destination and home to our bustling Food Hall, Wine Cellar, Dining Room and Ballroom. Fallon & Byrne is renowned for its dedication to quality, exceptional customer experiences and building community through food. With over 150 employees, we are committed to fostering a supportive and vibrant workplace culture that reflects our values of excellence, empathy, innovation, integrity and authenticity.

Fallon & Byrne have an exciting opportunity for an Events Manager to join our busy events team for our busy 120-seater Events room in the heart of Dublin. This is our private dining space and plays host to hundreds of events per year ranging from weddings to corporate dinners, Christmas parties to family celebrations.

We are passionate about exceeding our guests' expectations and the Events Manager will be extremely customer focused and passionate about delivering a superior experience for our guests.

Responsibilities

- Liaising with clients on a regular basis to ensure that all necessary preparations are made for their event. Planning meticulously so each event runs smoothly.
- Maintaining and ensuring that our event CRM software (Event Temple) is up-to-date at all times. Leveraging the software to its fullest potential to optimize event planning, tracking, and communication workflows.
- Ensuring strict adherence to our Service Level Agreements (SLAs) with customers, consistently delivering on agreed timelines and service standards.
- Briefing staff and checking the room set-up before the event
- Maintain control of our Events room during service, delivering high service standards and making sure that all customers have a great experience from start to finish.
- Implementing and maintaining systems to ensure consistent service standards.
- Lead the events team on the floor and ensure the delivery of excellence in customer service.
- Being hands-on and willing to step in where required.
- Managing the events team, including payroll, annual leave, training, and development.
- Other duties which may be assigned from time to time.

The Person

- A minimum of 3 years' wedding & banqueting experience in hotels or a large restaurant environment.
- A deep passion for food and wine, with a commitment to delivering excellence in service.
- Enthusiastic, friendly, professional and approachable.
- Warm, vibrant, enthusiastic and welcoming to guests, and passionate about creating memorable experiences.
- Ability to lead and motivate staff.
- Excellent communication skills while partnering with guests, FOH teams and the chefs.
- Flexibility in working hours, including **some late nights and weekends**, shared equitably among the team.

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At Fallon & Byrne we are committed to surpassing our customers expectations. By joining our team, you will be part of a supportive and inspiring environment designed to help you achieve your best work. We offer abundant opportunities and the support needed to build an exceptional career across our diverse business specialisms.

What we offer

In return for your dedication, you will receive an excellent benefits package, including;

- A generous salary (commensurate with experience).
- The opportunity to work in a growing organization with a dynamic leadership team and a strong growth mindset.
- Clear pathways for career growth, including opportunities to transition into higher leadership roles or other business areas as the organization expands.
- A fun and supportive working environment with a great team around you.
- A wellness program including access to mental health support and other wellness initiatives.
- Generous discounts on purchases in The Dining Room, Wine Cellar and Food Hall
- Subsidized meals on shift
- Company events and social gatherings that celebrate success and foster community.

Fallon & Byrne is an equal opportunities employer. We believe that the values of our people set us apart. We celebrate diversity, champion equality and promote inclusion in our approach to everything we do. We welcome applicants from all backgrounds, cultures, tastes and experiences. Your individuality is our strength.