

## **Monxton & Amport Village Hall Bookings Manager:** **Role and Responsibilities**

### **Bookings for the hall can be summarised as follows:**

Weekly: exercise classes; art classes; toddler classes

Every two weeks: coffees after church

Monthly: Messy Church; Moviola (except in Summer); private birthday parties; coffee morning (new - first Thursday of month. Non-paying)

3-4 times a year: village socials

Annually: elections (various); Open Gardens (end of May); Amport School disco

### **Role**

- Main point of contact for regular (weekly, monthly and annual) users
- Primary point of contact for people enquiring about booking the hall for a single event

### **Responsibilities**

#### **Manage relationship with regular users:**

- Invoicing (via email) thrice yearly (September, January, May)
- Responding to requests/issues (eg hall access/cleanliness)
- Thanking them for their business (Christmas, beginning of Summer)
- Occasionally calling to check satisfaction levels
- Emailing hall key safe code each month for the forthcoming month
- Checking (via treasurer) that payment is made

#### **Manage incoming enquiries/requests for single bookings :**

- Communicate facilities and times available
- Communicate (in writing and verbally) Terms and Conditions relating to hire
- Take booking forms and payment
- Provide a visit (if required) and access (via key safe code given just before event)
- Check the hall for cleanliness

#### **Keep the following documents up-to-date:**

- Online booking calendar
- Regular client contact list
- Terms & Conditions of Hire template
- Booking Form template
- Invoice template
- Committee contact list

#### **Relay any cash or cheque payments to the treasurer**

**Together with other committee members: Put on social/fund-raising events**