



**Contact Vicky**  
Call 07813 451075 or e-mail  
contactvicky@vicky-roberts.com

vicky-roberts.com  
theeventhubs.co.uk  
f /vickyrobertssalesupport

Let's connect!



**The Event Hubs**  
Outsource your event sales enquiries to us and see the impact on your revenue conversion. Our specialised, highly trained and professional team will manage your event enquiries for you, saving you added payroll costs and headaches over recruitment and training. We will ensure the team has the RIGHT experience to handle your business and meet your customers' needs.

We will be a point of contact for your customer, giving you peace of mind that your enquiries are being managed. Once the business is confirmed, we will complete a full handover with your on-property event planner.

### What we do

- ★ Our experienced team of event specialists will respond to each and every enquiry received.
- ★ The Event Hubs will improve your response time to enquiries and reduce the number of enquiries that are not responded to.
- ★ We will improve revenue conversion due to the passion and commitment of our team in dealing solely with the enquiry and conversion.
- ★ The team will build relationships with key accounts along with mid/low tier agents.
- ★ Customers feel comfortable that if they are unable to speak with a team member on property that their enquiry will still be managed efficiently.
- ★ We provide longer opening hours for the hotels to capture enquiries out of office hours and weekend cover can also be arranged.
- ★ Operating costs would be reduced at hotel level.
- ★ Annual leave and sick leave will no longer be a challenge.
- ★ We will provide weekly and monthly reporting to give you full visibility to your Meeting and Events business.
- ★ All team members in the Event Hubs complete a full training programme to keep their skills fresh.

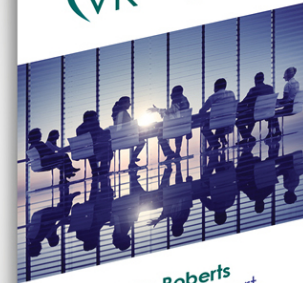
**On and offline support:**  
Online – our dedicated team will respond to your enquiries received through your third party portals and will work with your existing diary management system.

Live Chat – dedicated live chat option for your customers to use.

E-signature for proposals and contracts.

Offline – we provide a dedicated telephone number for your customers and agents to get through to an event specialist that can help them with their enquiry.

For further details visit  
[theeventhubs.co.uk](http://theeventhubs.co.uk)



**Vicky Roberts**  
Hotel Sales Support  
& Dedicated Enquiry  
Management



**Hotel Sales Support**  
Our hands-on team can support hotels and venues with your sales office development, team training and provide interim event sales management when you need it the most.

**About Vicky**  
Vicky specialises in Meeting and Events Sales and Revenue and has over 20 years of experience in the hospitality industry. Her relaxed, hands-on approach means she and her friendly team can come into your venue, build relationships quickly and give you the results that you are looking for.



### Our Services

**Interim Support**  
Whether you are between team recruitment or you need to cover a team member's leave, we can ensure that the focus on sales and revenue conversion continues for your business.

Stepping in to provide cover (for all levels including your Sales Manager or Meeting and Events team members), we will support with the daily running of the sales office, keep the enquiries being responded to and the revenue converting, whilst managing customers expectations.

**New Events Team Member Training**  
One-to-one training providing a focused induction, giving a new starter the tools and confidence to hit the ground running and impact the business straight away.

**Systems Training**  
We have working knowledge of multiple Property Management Systems and third party sites to give your team members the best start, so that their first few months will be all about the sales. Our team can also configure your systems and train your teams on how to use them, all supported with personalised user guides.

**PMS Install Project Management**  
We can offer you a dedicated project manager to work alongside the PMS provider to ensure your new system is installed smoothly.

**Sales Assessment**  
Let us review your Sales Team performance for you. We can identify sales solutions quickly, review working practices and recommend strategies that will deliver results.

Visit [vicky-roberts.com](http://vicky-roberts.com) and [uk.trustpilot.com/review/vicky-roberts.com](http://uk.trustpilot.com/review/vicky-roberts.com) for recent reviews.

