

**JOB DESCRIPTION**

**POSITION:** Assistant Conference and Banqueting Manager

**HOTEL:**  Fanhams Hall Hotel

**DEPARTMENT:** Food and Beverage

**DIRECT REPORT:** Conference and Banqueting Manager

**RESPONSIBLE FOR:** C&B Waiter, Supervisors and Casual Staff

**ORGANISATION CHART**

**JOB PURPOSE**

To assist the Conference and Banqueting Manager in managing the Conference and Banqueting operations within the hotel in full compliance with the Exclusive Collection standards. To optimise opportunities to hit and exceed budgeted targets.

To deliver “WOW” experiences for every meeting, event or wedding by developing a strong and passionate team, supporting the achievement of financial goals of the department and hotel.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating WOW Experiences**

* To ensure that expectations are exceeded at all times in all areas of C&B.
* To support the operational teams in delivering exceptional standards in C&B.
* Leading from the front by running and overseeing events. Remaining hands on within this busy food and beverage operation.
* To ensure that all C &B department standards remain consistent in the absence of the C&B Manager.
* To ensure that all events are run to our agreed standards.
* To perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
* To build a strong relationship with every client. Ensure that every meeting or event organiser is met on arrival and receives a warm welcome and thorough briefing to check every detail and establish other requirements. Ensure every meeting receives a de-brief to check satisfaction and thank them for using the hotel. Any future sales leads should be passed to the Sales Manager or General Manager.
* To deal effectively with more challenging guest situations in-house and resolve to them appropriately.
* Always offer alternatives should the first request be not possible at this time. Take ownership of such situations, communicate with other departments effectively and be able to write an appropriate response to the guest.

**Great People**

* To work as part of a team and to constantly evaluate, train and improve the experience of our guests.
* To assist the C&B Manager in ensuring the welfare and motivation of the Food and Beverage teams.
* Establish and maintain effective employee relations across departments.
* Assisting the C&B Manager in the recruitment and development of permanent and casual team members.
* Support the training of the team to enable them to deliver a consistently high level of service.
* To ensure that the presentation of team members is impeccable at all times.
* To ensure we have the right people in the right place at the right time, to ensure in the absence of the C&B Manager that staffing levels are commensurate with business needs.

**Improve Profit**

* Assist the C&B Manager to manage the C&B employees and facilities effectively to include rotas, stock control and asset management.
* To check revenue daily to ensure that all charges are correct.
* To ensure functions room set up is per function sheet and that our standards are maintained.
* To attend morning meetings to determine function requirements daily.
* Anticipate function needs, respond promptly and create solutions to issue that may arise.
* To promote sales awareness positively within the department and to maximise sales opportunities.
* Count float and safe and be responsible for this on your shift as well as cash handling.
* To follow recycling procedures avoiding wastage at all times.
* Check guest’s billing and post charges correctly, including correctly handling pre-authorisation transactions.

**Increase Revenue**

* To optimise opportunities to hit and exceed budgeted targets.
* To encourage up selling and on selling to optimise revenue.
* Controls and analyses on an on-going basis in order to optimise the following;
  + Quality levels
  + Guest satisfaction
  + Merchandising and marketing
  + Operating costs
  + Health and Hygiene
* To ensure all opportunities to generate revenue for the hotel are maximised and there is a strong channel of communication between sales to ensure effective, efficient and wholly beneficial operations for both staff and guests alike.
* Have a sound knowledge of WiFi and AV requirements and provide technical support to guest and training to staff alike.

**Strong Brand**

* Implements daily, weekly and monthly checklists for C&B to ensure consistency.
* To ensure that C&B rooms are kept clean and tidy at all times.
* Complies with Exclusive Collection policies and procedures.
* Evaluate industry trends and ensure conference needs are redeveloped to satisfy new customer demands.
* Maintain and ensure full implementations.

**Health & Safety**

* To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
* The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
* To report any defects in the building, plant or equipment according to hotel procedure.
* To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
* To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.

**To be fully conversant with:**

* The Hotel Fire and Bomb Procedures
* The Hotel Health and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Staff Handbook

**General**

* Display a professional image of Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times.
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

**Skills & Experience Required**

* A Minimum of 2 years’ supervisory/management experience in a similar 4 to 5 star standard hotel within a conference and banqueting department.
* Flexibility to work different shift patterns.
* Customer Service experience and commitment to delivering this to a high standard.
* The ability to listen and respond to guest needs.
* Well presented.
* Good time keeping and ability to multi-task.
* Excellent verbal and written communication skills.
* Ability to work under pressure.
* Flexibility to respond to a range of different work situations.
* Can use initiative and have problem solving skills.

**NOTE**

This document reflects the job at the time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)