

<u>Job Title:</u>	Conference and Banqueting Manager
<u>Line Manager:</u>	Food and Beverage Manager
<u>Key Communications:</u>	<ul style="list-style-type: none"> • Departmental Heads • Other Departmental Heads • Own Team • General Manager • Customers
<u>Job Purpose / Summary:</u>	<ul style="list-style-type: none"> • To take an active role in the service of the Meeting and Events Department to ensure guest satisfaction

Core Accountabilities & Performance Indicators

These indicators are what the Company can expect to see when the role is being performed to the required standard.

To provide a first class service to the hotel guest.	<ul style="list-style-type: none"> • To liaise with all meeting and events organisers to ensure that the event runs smoothly to the guest satisfaction. • Attend daily and weekly operational meetings within the hotel. • To ensure that the department as a function, delivers the minimum M&E Core Standards. • To ensure that the Company's brand and service standards are adhered to at all times. • To empower the team to be able to handle all guests feedback for positive and negative and record accordingly. • Actively consider prevention, recovery and investigation of any complaints. • Undertake role as toastmaster as required. • To strive to anticipate customers needs wherever possible, and to react to these to enhance customer satisfaction. • To be fully conversant with facilities, services and promotions offered by the hotel and where possible pass this information on to the guests whenever the opportunity arises. • To be aware and responsible for, the security of the hotel and guests property. • To ensure that the team, are punctual, polite, courteous and helpful to guests and colleagues at all times. • MORE TEXT ON FULL RESOURCE
To be actively involved in the development of the Meeting and Events product.	<ul style="list-style-type: none"> • To communicate and share knowledge with other hotel departments. • Regularly visit competitor hotels to compare and contrast service and product. • Liaise with Line Manager about preventative maintenance of department. • To report any maintenance faults, and follow to ensure that they are properly repaired to company standards.
To identify, provide and evaluate Departmental learning and development	<ul style="list-style-type: none"> • To carry out the departmental welcome induction to the set company standard. • To complete 4 and 12-week job chats with all new employees. Evaluate performance and action outcomes. • Conduct regular 1:1 meetings with members of the team as part of the company performance management process. • Carry out statutory training as required by Company policy and procedures. • Complete Annual Performance reviews and set business goals and development plans to improve performance. • MORE TEXT ON FULL RESOURCE
Monitor and control key departmental costs and controls	<ul style="list-style-type: none"> • To prepare and check and monitor the departmental forecasts and rotas to ensure that they are in line with set budgets and meet the service and business needs. • Purchase / order departmental supplies, carry out monthly stock take and action and discrepancies in line with company standards. • Maintain financial awareness and understanding of how the role impacts on the hotels profit and loss account. • MORE TEXT ON FULL RESOURCE
To support and action departmental HR and employee relations issues.	<ul style="list-style-type: none"> • All issues are dealt with in a fair, reasonable and professional manner abiding by Company and Legal standards • All information is given and recorded according to legislative and Company policy and procedures.
To ensure co-operation and compliance with all legislation relevant to your role/	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
To ensure that recruitment is in line with agreed manpower / productivity levels.	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
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Behavioural Competency Framework for a Conference and Banqueting Manager

MORE TEXT ON FULL RESOURCE	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
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Integrity	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
Self Management	<ul style="list-style-type: none"> • MORE TEXT ON FULL RESOURCE
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The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting Company and guests' needs is required by all employees.

I confirm that I have read and agree this Job Description, explaining the main duties of my job.

Signed: _____ (Job Holder)

Print Name: _____ (Date): _____

Signed: _____ (Line Manager)

Print Name _____ (Date) _____