



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

Job title: Conference and Banqueting Operations Manager

Reporting to: Deputy General Manager

Department: C&B Operations

JOB OVERVIEW

Under the general guidance and supervision of the Deputy General Manager, manages the procurement and delivery of conference and meetings.

DUTIES AND RESPONSIBILITIES

Key Responsibilities:

- Manage the day to day activities of the conference and meeting room areas.
- Actively promote hotel in order to generate business with both new and existing clients.
- Ensure knowledge of local market including attractions, direct competitors & venues and is current and up to date.
- Liaise and communicate with other departments.
- Assist with the planning, development and implementation of promotional strategies and marketing.
- Supports the Deputy General Manager and Head Chef with the pricing and preparation of banquet menus, and beverages and wine lists by taking into consideration such factors as:
 - Local requirements and Market needs
 - Competition, trends, merchandising and promotion
 - Recipes and Availability of Food and Beverage products
 - Potential costs
- Coordinates with suppliers / in house stores for special purchasing requirements relating to the Banqueting Department
- Attends and contributes to the weekly hotel department head and food and beverage department meetings
- Assists the Deputy General Manager with the following:
 - Inspection checklists
 - Department reports and other reports as required
 - Controls and analyses, on an on-going basis, the following, in an effort to ensure optimum performance:
 - Quality levels of product and service
 - Guest satisfaction
 - Merchandising and Marketing
 - Operating costs

September 2017



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- Sanitation, cleanliness and hygiene
- Oversees the preparation, presentation and service of banquet Food and Beverage products to ensure highest quality at all times.

Financial Returns:

- Supervises the functioning of all banqueting department employees, facilities, sales and costs, to ensure maximum departmental profit is achieved.

People:

- Comply with hotel rules and regulations and provisions contained in the employment handbook.
- Comply with company grooming and uniform standards.
- Comply with timekeeping and attendance policies.
- Actively participate in training and development programmes and maximise opportunities for self-development.
- Contribute to C&E Departmental Meetings
- Comply with the company corporate code of conduct at all times.
- Familiarise yourself with our winning ways which link to the desired behaviours that we expect all our employees to display.
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals.
- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries.

Guest Experience:

- Demonstrate service attributes in accordance with industry expectations and company standards to include:-
 - Being attentive to guests
 - Accurately and promptly fulfilling guest requests
 - Understand and anticipate guest needs
 - Maintain a high level of knowledge which will enhance the guest experience
 - Demonstrate a service attitude that exceeds expectations
 - Take appropriate action to resolve guest complaints
- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.

Responsible Business:

- Operate equipment using procedures learnt during training to company standards.
- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
 - Familiarise yourself with emergency and evacuation procedures.
 - Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.
 - Proactively pursue all practices in line with Company environmental and energy saving initiatives.
 - Perform other duties as assigned.



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PERSONAL SPECIFICATIONS

Background / Experience

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Basic numeracy and literacy skills ▪ Willingness to learn ▪ Minimum of 1-year Conference and Events management experience or 3 years supervisory experience ▪ Eligible to work in the UK 	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Conference & Events Operational Management experience within the Hotel Industry ▪ Basic Food Hygiene Certificate ▪ Registered Licensee or equivalent
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Works Collaboratively

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Carry out instructions ▪ Desire and ability to learn ▪ Able to ask for help ▪ Assist others within and outside of immediate department ▪ Ability to communicate ▪ People management skills ▪ Training Skills 	<p>Desirable:</p>
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Drives Results

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Ability to plan and prioritise ▪ Ability to organise self ▪ Able to multi-task ▪ Flexible & adaptable ▪ Ability to build rapport ▪ Courtesy ▪ Attention to detail ▪ Able to produce and critically analyse reports and other documentation 	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Ability to plan and prioritise ▪ Able to multi-task ▪ Ability to build rapport
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Passionate

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Positive attitude ▪ Enthusiastic ▪ Ability to Work without constant Supervision ▪ Thinks creatively 	<p>Desirable:</p>
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Thinks Ahead

<p>Essential:</p> <ul style="list-style-type: none"> ▪ Customer Focused / Can-do ▪ Understanding the internal and external customer needs ▪ Anticipate customer needs ▪ Open to new ideas ▪ Cultural Awareness ▪ Willingness to learn about the Hotel/ Company standards /products and services ▪ Literate in computer technology 	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Understanding of the Hotel Industry standards, policies and procedures ▪ Local market knowledge ▪ Understanding the internal and external customer needs
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