



TITANIC HOTEL  
BELFAST

## **JOB DESCRIPTION**

**TITLE:** Conferencing & Banqueting Porter

**DEPARTMENT:** Food & Beverage

**RESPONSIBLE TO:** Conferencing & Banqueting Manager

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### **Job Purpose**

To operate a smooth and efficient Conference & Banqueting service within the hotel, to the required hotel standard.

### **Main Responsibilities/Key Tasks**

- To set up, service and clear meeting rooms as required by the weekly function sheet, to the required hotel standard and in line with the supervisor's instructions.
- To serve all tea and coffee, buffets, light refreshments, and other food and beverage as per the weekly function sheet, and to the required hotel standard - ensuring the highest standards of presentation and cleanliness.
- To ensure regular liaison with the Sales Co-ordinator, other departments and management, relating to any changes or difficulties within the daily operations of the department.
- To assist in the setup of banquets and functions as requested by the Conference & Banqueting Manager.
- To make yourself known to all conference organisers and demonstrate the service call button facility.
- To ensure that all Conference & Banqueting areas are kept clean, tidy and efficiently organized and stocked, including storage areas.
- To ensure all meeting rooms are presented for use- fully stocked and clean.
- To provide a high standard of customer service and hospitality.
- To assist the Front Office department, with the delivering of guest messages, luggage and any other special duties as required.
- To report all maintenance faults (equipment and function rooms) to the maintenance department, and follow the remedy through. To report any loss or severe damage to management.
- To develop and maintain good working relationships with all departments in the hotel.
- To attend all relevant training as and when required.
- To show willingness to take on additional responsibilities when necessary.

- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display
- To ensure total standards relating to security are maintained with emphasis on the following:
  - Hotel Equipment;
  - Customer Equipment;
  - Banqueting Keys;
  - Meeting Rooms;
  - Equipment Stores;
  - Banqueting Cutlery/Crockery.
- To have a thorough knowledge of and adherence to the law with regard to the following company regulations:
  - Fire Regulations and Procedures;
  - Health and Safety Regulations;
  - First Aid Procedures;
  - Food Hygiene Regulations.
- To ensure that the company dress code and grooming policy is adhered to at all times.
- To undertake special duties or work outside the normal daily/weekly routine but within the overall scope of the position at the request of your Line Manager/Operations Manager.

**The statements in this job description are intended to describe the essential nature and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job.**

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

Employee Name (print) \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_