

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

J O B D E S C R I P T I O N

JOB TITLE	Conference and Banqueting (C&B) Manager
DEPARTMENT	Food & Beverage
RESPONSIBLE FOR WHICH OTHER POSTS	C&B Team
RESPONSIBLE TO	F&B Manager

Job Summary

Ensuring the smooth running of all conferences, meetings, banquets and events and the delivery of excellent guest service. Responsible for the operational delivery of all Conference and Banqueting events, in line with the Hotel's high standards and the expectations of the guests. Ensuring delivery of budgeted revenues and profit through the C&B function, in line with the Hotel's 5-year plan.

Main Duties

- Oversee the entire Conference & Banqueting operation in a multi-site environment to the standards expected by guests and the Hotel's 5-year plan.
- Evaluate levels of guest satisfaction and monitor trends, with a focus on continuous improvement.
- Manage and control C&B accounts in line with the financial policy of the Hotel.
- Manage and control staffing in line with budgets ensuring appropriate staffing levels for the service expectation.
- Ensure regular and VIP Guests are recognised.
- Ensure that the Conference & Banqueting team operates with a sales attitude and promotes return bookings.
- Use up-selling techniques to promote hotel services and facilities.
- Work with the F&B Manager to set the Conference & Banqueting function targets and objectives, work schedules, budgets, policies, and procedures and ensure these are aligned to the Hotel's 5-year plan.
- Monitor and maintain the expected levels of appearance, standards, and performance of the Conference and Banqueting team members with an emphasis on training and teamwork.
- Ensure team members have current knowledge of Hotel products, services, pricing and policies, as well as knowledge of the local area, and are continuously trained to learn and understand policies and practices.
- Maintain good communication and working relationships with all Hotel teams.
- Monitor staff resourcing levels to ensure they meet cover business needs.
- Conduct monthly communication meetings.

- Manage staff performance issues in compliance with Hotel People policies and procedures.
- Recruit, manage, train, develop and coach the Conference and Banqueting team.
- Act in accordance with policies and procedures when working with front of house equipment and property management systems.
- Assist with other departments, as necessary.
- Be fully conversant with Liquor Licensing Laws and Regulations and ensure that there is no breach of these laws by bar staff.
- Ensure that all Conference & Banqueting outlets follow the Hotel's cash handling standards and procedures and the Hotel's audit requirements are met.
- Responsible for the safe keeping and storage of all Hotel owned or hired audio-visual equipment.
- Accountable for ensuring that meeting rooms are always clean and tidy and set up to the required specification and standard.
- Ensure that all glassware, crockery, cutlery and general C&B equipment is stored and used in the correct manner.
- Participate in Duty Management as rostered, ensuring checklists are completed and filed.
- Carry out any other duties as reasonably requested.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to customers and guests.
- Respond professionally and pro-actively to any customer or guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

Person Specification

Experience

- Substantial experience in a similar role at a multi-site hotel or hospitality establishment.
- Successful track record of revenue generation, with a guest-focused outlook.
- Experience of successfully managing, coaching and developing staff.

Knowledge and Skills

- Driven and determined to achieve results.
- Highly motivated, enthusiastic management and team player.
- Strong interpersonal skill, with the ability to communicate and engage effectively at all levels.
- Knowledge of C&B systems (PMS – Guestline, Delphi or equivalent).
- Report writing skills and able to use Word, Excel spreadsheets and PowerPoint.
- Focused, with the ability to prioritise, work under pressure and meet deadlines.
- Ability to understand and interpret policies and procedures.
- Influencing and decision-making skills.
- Strong organisation and administrative management skills.
- Ability to work on own initiative, adapt to changing demands and deal with situations pragmatically.
- Ability to work in a team, to win confidence and cooperation at all levels.

Qualifications

- Good level of general education (GCSE English and maths, or equivalent).
- Health & Safety awareness certificate.
- First Aid certificate or willingness to undertake.
- Hospitality qualification would be desirable.

