

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

JOB TITLE	Conference & Events Host
DEPARTMENT	Food & Beverage
RESPONSIBLE FOR WHICH OTHER POSTS	Food & Beverage Assistants
RESPONSIBLE TO	Conference & Banqueting Manager, Assistant Conference & Banqueting Manager

Job Summary

Responsible for the day to day running of our guest relations, overseeing and coordinating the arrival of all our conference delegates and event guests, providing an exemplary, warm and friendly welcome to the Hotel. You will be required to support the reception team with check ins/outs and general guest enquiries. You will be responsible for providing an outstanding level of guest service, exceeding all guest expectations and going above and beyond to create a memorable experience.

Main Duties

- Manage the Conference Host Desk, meeting and greeting C&E organisers and directing them to their relevant meeting and conference suites.
- Ensure rooms/spaces are appropriately set up, prior to the meetings, events and conferences.
- Ensure you have up-to-date knowledge of the Hotel's daily conference and events and manage effective communication between guests and colleagues.
- Act as first point of contact for all conference delegates and event guests and support them as required.
- Ensure that all guests are provided with key information about the hotel, including general housekeeping, fire evacuation procedures, security, and wellbeing facilities and assist with directing guests to the correct areas.
- Preparation of daily function sheets, event signage and collating name cards and table plans.
- Maintain operational efficiency by responding to any questions, needs and requests of our guests, ensuring that they are dealt with to their satisfaction.
- Work with the F&B team to confirm timings for refreshments and lunches and support them in hosting conference lunches.
- Support the reception team with check outs/ins and general guest enquiries, as and when needed.
- Ensure colleagues are working in a safe environment.

Financial/Revenue Support

- Monitor productivity alongside the F&B team and determine areas to improve operational efficiency.
- Resolve all guest queries, to ensure maximum satisfaction and to minimise complaint escalation wherever possible.
- Ensure timekeeping and annual leave are scheduled and monitored appropriately in-line with the Hotel's policies.

- Ensure any purchase orders for events are well managed and charged correctly, confirming billing instructions with the sales team.
- Work with the wider management team to implement improvement plans in order to remove guest irritants at every opportunity.

Employee Management

- Promote and effectively manage participation in safety-related courses offered by the Hotel.
- Monitor employee attendance and records sickness and absence, following the Hotel's Absence Management policy and procedure.
- Promote teamwork and maintain a high level of employee engagement.
- Ensure that all employees are informed on any new operational processes.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any 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

- Previous experience in a front facing role, as a host or receptionist
- Experience of overseeing guest relations
- Experience in administrative role would be advantageous
- Experience of Guestline/Rezlynx would be an advantage, but not essential as full training will be provided

Skills, Abilities and Knowledge

- Genuine desire to put the guest at the heart of everything you do
- Ability to lead and work effectively as part of a team
- Passion for high quality food and service
- Ability to drive high standards and consistency
- Excellent organisational and planning skills
- Ability to communicate and collaborate effectively at all levels

Qualifications

- Good level of general education (GCSE or equivalent in English and maths)
- Health & Safety Awareness training
- COSHH training