

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

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

Job Summary

Assist with day-to-day conference and events operations, organising room set-ups and layouts for all our conference and event business including: private dinners, weddings, birthday parties, conference, and meetings. You will provide an outstanding level of service, exceeding all guests' expectations and going above and beyond to create a truly memorable experience.

Main Duties

- Set up meeting rooms as per guest requirements to meet company standards
- Clear down and clean meeting rooms after use
- Assist with banqueting set ups
- Store and maintain conference equipment
- Ensure all guest/delegate requirements are met and expectations of set-up standards exceeded
- Look forward and ensure adequate 'mise en place' is prepared for future events
- Respond to the changing needs of the guests in a timely manner
- Adhere to function sheet and table plan requirements to execute correct room set-ups
- Ensure all AV equipment, flip charts and stationery are available and set-up as required
- Admin support – print off daily function sheets, event signage, collate name cards and table plans
- Ensure employees are working in a safe environment.
- Store and maintain banquet furniture

Financial and Revenue Support

- Monitor productivity along with the F&B team and determine areas to improve operational efficiency
- Resolve all guest queries regarding set-ups and room layouts, to ensure maximum satisfaction and minimise complaint escalation wherever possible
- Ensure timekeeping and annual leave are scheduled appropriately and in-line with Hotel operating policies
- Work with the wider management team to implement improvement plans and remove guest irritants at every opportunity

Employee/Team Activities

- Promote teamwork and support in maintaining a high level of employee morale
- Keep colleagues informed regarding new operational procedures, standards or programmes

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

- Experience in event portering
- Experience in a conference and banqueting role
- Experience and knowledge of different event set-ups and layouts
- 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
- Excellent customer service communication skills
- Ability to lead and work effectively as part of a team
- Passion for high quality 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