

EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE

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

JOB TITLE	Assistant C&B Manager
DEPARTMENT	Conference & Banqueting
RESPONSIBLE TO	C&B Manager
RESPONSIBLE FOR	C&B Supervisors F&B Assistants

Job Summary

Putting the needs of our guests at the heart of everything you do, you will be responsible for conference & banquet operations at the Hotel, including conferences, dinners, banquets and weddings, as well as leading the C&B team to showcase excellence in C&B service delivery and coaching them to provide exceptional customer service to our guests and clients.

Main Duties

- Oversee the service of all conference & banquet events within the Hotel, including event rooms in Garth house, Hornton Grange, The main hotel and Peter Scott.
- Take ownership for reviewing, cascading, and working with colleagues to promptly action guest feedback.
- Be in attendance at core mealtimes ensuring that all guests receive the best possible service as well as providing an initial point of contact.
- Liaise with the chef on duty to ensure seamless food service and ensure good communication with head chef to provide feedback on food service.
- Organise and deliver events and functions to an exceptional standard, liaising with the events coordinator regarding organisation of the functions and events and leading the team.
- Supervise the C&B team to ensure attention to detail in food and drink presentation, ensuring guests receive a quality product and service every time.
- Complete minor food preparation tasks as necessary to assist with food service.
- Identify and maximise up-selling opportunities for profitable sales growth, coaching the C&B team to appropriately optimise sales.
- Ensure levels of quality, cleanliness, food safety and hygiene are maintained in line with Hotel and regulatory requirements.
- Ensure security is maintained and events are staffed appropriately and in accordance with licensing laws and licensing procedures.

- Embrace and grow a 'zero accidents culture' within your team by ensuring the accurate reporting of near misses and accidents as well as reporting any equipment defects to your line manager in line with Hotel procedures.
- Ensure cash procedures are adhered to and strictly monitored, including preparation and calculation of bills within the team, and cashing up of tills as per the Hotel's cash handling policy.
- Prepare the team rota each week and ensure sufficient levels of staff are scheduled to work in line with business needs, taking into account staff leave requests.
- Work early and late duty manager shifts as and when required.
- Carry out training as required, ensuring your team have the skills needed to excel.
- Report and liaise regularly with management team regarding team performance and ensure they are informed of any relevant information or issues.
- Attend weekly team meetings to maintain optimum levels of communication across the team.
- Any other duties as request by management.

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

- Previous track record of senior supervisory or assistant manager experience within the hospitality sector.
- Experience of successfully supervising or managing a team of staff.
- Experience of improving standards of service, making efficiencies and/or improving GP.
- Experience of delivering training to C&B staff (desirable)
- Experience of successfully coaching and developing C&B staff (desirable).
- Experience in working with point-of-sale systems (desirable).

Knowledge and Skills

- Proven leadership skills, to lead and motivate a team.
- Sound financial acumen.
- Competent IT skills including Microsoft Office packages.
- Excellent interpersonal skills and ability to communicate effectively with guests, clients, and staff at all levels.

- Good time management and organisational skills.
- Ability to work well under pressure, managing multiple workloads.
- Ability to achieve and set standards and operate to performance criteria, with particular regard to the Hotel's operations.
- Knowledge and understanding of health & safety and food safety within a hotel environment.
- Able to demonstrate attention to detail and adherence to standards.
- Positive approach to learning in role and identifying own training needs as appropriate.
- Self-motivated with a sense of own initiative.
- Ability to work effectively as part of a team.
- Flexible approach to role - must be available to work different shifts including evenings and weekends.

Qualifications

- Good standard of education (GCSE or equivalent in English and maths).
- Basic food hygiene certificate (desirable).
- IOSH Managing Safely Qualification or equivalent (desirable).
- First aid certificate (desirable).
- Personal Licence (PLH) (desirable).