

# Job Description / Person Specification



<b>Job Title</b>	Hospitality Conference, Banqueting & Bars Manager
<b>Reporting to</b>	Catering Food & Beverage Manager
<b>Grade/Salary Band</b>	£23K- £25K per annum.
<b>Job Summary</b>	
<p>Overall responsibility for customer management and the day to day Bar and Conference and Event operations of the hotel while contributing to the overall achievement of business goals; ensuring consistent standards of service are maintained. The Conference, Banqueting and Bars Manager (Hospitality) will contribute to the profitability of the business through the monitoring of revenue and budgets, management of the team and maintaining effective costs control and will create an environment where the team are motivated and encouraged to maximize sales. The Conference, Banqueting and Bars Manager (Hospitality) will support Restaurant operations to ensure the overall economic and service goals for the F&amp;B department are delivered consistently at all times.</p>	
<b>Key Duties &amp; Responsibilities</b>	
<ul style="list-style-type: none"> <li>• To manage all aspects of the Hospitality Bar and Conference department, both in administrative and operational functions.</li> <li>• Direct responsibility for managing the departmental manpower plan, ensuring that the departments are adequately resourced at all times to cover business levels and falls in line with budgets and revenue drivers.</li> <li>• To develop and implement standards for the department by identifying and creating specific SOP manuals for Conference and Bar areas.</li> <li>• To train the team to the highest possible level, ensuring that outstanding customer service is delivered at all times.</li> <li>• Implement robust cleaning and operational procedures that ensure the department is maintained to the highest possible standard.</li> <li>• Focus on opportunities and train the team to maximize food &amp; beverage revenue through effective upselling techniques.</li> <li>• Promote a competitive and sales focused culture within the team where targets are set on a daily/weekly/monthly basis linked to a departmental incentive.</li> <li>• Analyse customer feedback on a regular basis to share with the team and create effective action plans for improvement.</li> <li>• To manage the upkeep of C&amp;B/Bar and connecting departments by completing regular, thorough audits and reporting through the devised channels.</li> <li>• Complete duty management shifts for the hotel in line with the duty management rota.</li> <li>• Support the wider F&amp;B departments and business as and when required by management.</li> </ul>	

## Competencies

### Self-Management

- Comply with company rules and regulations and provisions contained in the employee handbook.
- Comply with company grooming standards.
- Comply with time and attendance policies.
- Comply with policies relating to the safety and welfare of all staff including equal opportunities and discrimination laws.
- Actively participate in training and development programs and maximize opportunities for self-development.

### Financial Responsibilities

- Understanding of the hotel budgets to ensure that you can contribute to its success.
- Develop systems that measure the cost effectiveness of the department.
- Manage the online procurement system to ensure that liquor purchases are maintained in line with budget throughout the month.
- Review the monthly P&L and communicate departmental performance to the team.
- Manage payroll costs in line with budget.
- Manage departmental costing and expenses (eg. Linen, Napkins, stationary & other meeting room expenses) in line with budgets.
- Involvement in the annual budget process, contributing to revenue targets and departmental costs.
- Update revenue forecasts on IHR1 on a weekly basis ensuring that lock down dates are met.

### Business Planning

- Contribute to the overall strategic plan of the business.
- Keep abreast of trends in your area and implement best practice initiatives.

### People Management

- Work with HOD's and HR to support in staff recruitment and training and development.
- Develop and support the delivery of statutory and departmental training where applicable.
- Undertake probation reviews and appraisals with the team.
- Coach, counsel and discipline staff, providing constructive feedback to enhance performance.
- Regularly communicate with staff to maintain positive relationships.
- Take appropriate action with support from HR to address employee relations issues.

### Health, Safety and Security

- Familiarize yourself with Company Health and Safety Policies within *Shield Yourself* and ensure your areas promote and comply with them.
- Take responsibility to rectify hazardous situations, accidents and near misses, reporting major areas of concern to your General Manager or designate.
- Familiarize yourself with property safety, first aid and fire and emergency procedures and actively enforce these in your area of responsibility.
- Ensure security incidents in your operational area are reviewed and corrective measures implemented to prevent recurring incidents.
- In conjunction with the Emergency Response Team, prepare emergency procedures upon advice from relevant authority that cover such emergencies as Fire, Power Outrage, Bomb Threat, Cyclone Warnings, etc.

### Risk Management

Hotel Staff must:

- To understand and co-operate with the company to achieve compliance with Fire, Life Safety legislation.
- Take moral and legal responsibility for conducting themselves in their work so they do not expose themselves or others to risk.
- Not promote or participate in horseplay, pranks, or practical jokes, which may result in an accident or injury.
- Not intentionally or recklessly interfering with anything provided in the interests of safety.
- Make careful use of safety equipment, such as gloves, goggles, aprons, overalls, shoes, and so on.

- Return safety equipment to its designated storage area after use and reporting any equipment damage to the general manager.
- Take reasonable care when storing, handling, and using chemicals and dangerous substances, lifting and carrying, and using or cleaning dangerous work equipment, including machines.
- Not undertake any activity which compromises their personal Fire, Life Safety, or the Fire, Life Safety of others.
- Report all accidents, dangerous occurrences, or hazards, no matter how minor, to the supervisor or Heads of Department.
- Ensure that staff are adequately supervised.

**General**

- Comply with the Company’s Corporate Code of Conduct.
- Perform tasks as directed by the Manager in pursuit of the achievement of business goals.

Skill & Qualifications		
	ESSENTIAL	DESIRABLE
Accredited Qualifications		<ul style="list-style-type: none"> <li>• Educated to GCSE Level.</li> </ul>
Non-Accredited Skills, Knowledge & Experience	Can use initiative and can work to deadlines and under pressure.	<ul style="list-style-type: none"> <li>• Drayton Manor FLM or other supervisory to team leader course.</li> <li>• IT Skills, Word and Excel. Knowledge of ticketing systems.</li> <li>• Excellent communication skills and the ability to manage relationships with colleagues and guests. (excellent attention to detail in terms of spelling, grammar and punctuation and verbal spoken skills are clear and assertive but personable and likeable)</li> <li>• Commercially focused, with an ability to seek out opportunities to grow sales opportunities or cost initiatives.</li> <li>• Good understanding of H&amp;S requirements in the work place.</li> <li>• Excellent customer service skills, able to defuse conflict situations and move to resolution as necessary.</li> <li>• Good administration skills with good attention to detail, demonstrates completer.</li> <li>• High level of literacy and numeracy.</li> <li>• Well-developed organisational and planning skills.</li> <li>• Effective problem solver and co-ordinator.</li> </ul>

**General Conditions**

- Further general information can be found in the company staff handbook.
- Full details of employee benefits are within the employee benefits booklet.
- Flexibility required for this role as weekend working will be required.