

JOB DESCRIPTION

JOB TITLE: Conference and Banqueting Manager

RESPONSIBLE TO: Operations Manager

MAIN PURPOSE OF THE JOB: To be responsible for the management of the Conference & Banqueting facilities to a four star plus standard.

MAIN DUTIES AND RESPONSIBILITIES:

- To ensure the successful and profitable running of all aspects of the Conference and banqueting operations, including set-up/ running of event, the correct billing and that drink stocks are in place correctly.
- To be responsible for the day to day running of the office and regular liaison with the Sales Managers, Reservations Manager, Front Office Manager, the Duty Managers, the Bar Manager and the wedding coordinator.
- To be proactive in attracting new C&B business, working closely with the Sales & Marketing team to do so while encouraging the cross selling other Hotel facilities and Group properties if and when possible.
- To ensure all staff are trained in every aspect of conference and banqueting operations and also to operate equipment/machinery and care for it as necessary, ensuring adherence to Health & Safety procedures.
- To ensure that, the day after the function / event has taken place, the proper follow up is done with all the function organisers, and dealing with any complaints or suggestions.
- To ensure that the Head Chef, and his/her deputies in absence, are kept informed and up to date with any information that might affect the kitchen operation.
- To review all C&B beverage menus and ensure that the menus are costed and priced on a monthly basis and they are in line with company's budgets.
- To prepare the annual budgets, and to assess the performance of the C&B department, and suggest and implement any ideas that would make a positive difference in relation to the financial performance of the department.
- To complete both weekly and monthly reports on the following: actual wages for each function, forecasted wages for the month ahead, food cost achieved and beverage cost achieved.
- To ensure all shifts are properly staffed and rotas are completed .
- To build and maintain a database of casual and part time employees ready to be engaged and deployed in time for each and every function. Ensuring that staff are trained to the required standard.
- To carry out any reasonable request by senior management
- To ensure the completion of all banqueting administration re bookings / enquiries.
- To assist in all conference and banqueting bookings from enquiry stage until conclusion, including payments.
- To ensure that current standards, policies and procedures (both operational and administrative) are strictly adhered to.
- To ensure that all cash handling, cashiering, balancing of tills is completed to the standard required

- To be responsible for all monies, credit card transactions and lodging deposits in the safe room and to follow the correct procedure.
- To communicate with banqueting personnel and senior management.
- To perform a monthly and weekly check of forward bookings.
- To ensure a high standard of hygiene and grooming is maintained in your department.
- To ensure that reasonable care is taken for the Food Safety/Health & Safety by you, other employees, guests and any other persons on the premises.
- To carry out fire and accident procedures.
- To observe all safety rules and procedures and ensure the security of the building.
- To ensure that all materials and equipment are not left in a hazardous state.
- To report and, where possible, take action on incidents of accident, fire loss or damage.
- To perform Duty Manager shifts as and when requested.