

Events Host

Job Description and Person Specification

Position Details

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| Position: Events Host | Department: Events Operations | Reporting to: Events Manager |
| Salary: £6.70 - £7.83 per hour | Contract: Permanent | Hours per week: 6 |

Overall Objective: To assist in the smooth running of conferences and events at the hotel.

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| <p><u>Main Objectives</u></p> <ul style="list-style-type: none"> • To assist in delivering conferences and events to the hotels specification. • To ensure that all instructions set out by team leaders and supervisors are met. • To ensure that all event agendas and event briefs are met. • To ensure all customers are served food and drinks as ordered. <p><u>Summary of Duties</u></p> <ul style="list-style-type: none"> • To ensure complete customer satisfaction, including setting rooms, clearing tables, polishing china and cutlery, waiting tables, bar service, and food delivery. • To actively work and liaise with others within the department and other business areas to ensure the needs of our clients are met. • To ensure that events are properly serviced and refreshments are delivered within agreed event agendas. • To adhere to all Hilton Brand Standards, policy and procedures including hygiene and health and safety, and legislation around licensing and food safety. • To ensure that relevant information is passed onto team leaders, supervisors, and managers. • To actively resolve any customer queries or issues and report these to the line manager. | <p><u>Essential</u></p> <ul style="list-style-type: none"> • Excellent customer service skills. • Excellent verbal communication skills. • Excellent attention to detail. • Knowledge of or interest in the hospitality industry. • High level of personal integrity. • Able to work as part of a team. • Strong interpersonal skills. • Good command of the English language. • Good timekeeping. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience within food and beverage, events, or a busy hospitality operation. • Experience of Micros till systems. • Problem solving skills. • Willingness to develop into a Team Leader. <p>This job involves long periods of standing and walking and will also include the carrying of heavy trays from time to time however reasonable adjustments will be looked into where necessary.</p> |
| Reference: H0485 | Closing Date: 31 st May 2019 |