

Events Host Job Description

Position: Events Host

Department: Conference and Events

Reporting to: Conference and Events Manager

Job level: Non-management

Contract: Permanent

Hours per week: 6

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

Job Description

Main Objectives

- 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.

Summary of Duties

- 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.

Person Specification

Essential

- 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.

Desirable

- 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.

This job involves long periods of standing and walking, and will also include the carrying of heavy items from time to time.

Behavioural Indicators:

- **Functional Skills** (Communication) Entry
- **Personal Attributes** (Confidence & Commitment) Expert
- **Personal Attributes** – (Resilience) Skilled
- **Personal Attributes** – (Self-Development) Entry
- **Personal Attributes** – (Respect for others) Expert
- **Personal Attributes** – (Integrity and Trust) Entry
- **People Skills** – (Skilful Conversations) Entry
- **Delivery at Pace** – (Passion for Customers) Entry