

# Job Description and Person Specification

## Conference Supervisor

### Position Details

<b>Position:</b> Conference Supervisor	<b>Department:</b> Food & Beverage	<b>Reporting to:</b> Conference Manager
<b>Salary:</b> 23,000	<b>Contract:</b> Permanent	<b>Hours per week:</b> 40 hours per week As and when required around the needs of the business demands.

**Overall Objective:** To ensure all guests receive outstanding customer service whilst delivering the Hilton vision “To fill the earth with light and warmth of hospitality”

#### Job Description

- **Main Objectives**
- Supervising and developing the team to deliver the day to day operation needs of the events department.
- To meet and exceed guests’ expectations.
- To ensure financial budget and targets are met.
- To operationally plan Events of various levels of complexity.
- To analyse feedback from guests and produce action plans that improve the performance and deliver the required standards.
- To ensure all food and beverage team members are trained, reviewed, and regularly assessed to deliver excellent food and beverage service.
- To be the first point of contact for any guest feedback and ensuring any disputes or adverse comments are resolved to their guest’s expectations.
- To ensure all purchasing and procurement guidelines are followed and adhered to.
- To deliver all legal, health and safety and compliance policies and standards within the food and beverage department.
- To follow and execute any reasonable request from your line manager.
- To ensure you work in unison with all other F&B Managers to deliver the departmental objectives
- To resolve any conflict in accordance with the company guidelines and complete all conflict management training.

#### Person Specification

- **Essential:**
- Previous leadership in Conference
- Excellent attention to detail
- Excellent communication skill written and verbal
- Outstanding customer service skills
- Confident, friendly, and personable manner.
- High level of discretion and trustworthiness
- High levels of personal integrity.
- Ability to work as part of a team.
- Basic IT Skills including Excel and Outlook.
- High knowledge of hotel and or events industry
- Ability to work to specific deadlines.
- Strong problem-solving skills.
- Ability to manage change in process and policy.
- Highest level of personal grooming.
- Previous experience of leading large teams in large scale food and beverage operations.
- Previous experience with symphony or other POS platforms.
- **Desirable**
- Previous experience working with hotel or high street brand.
- Personal licence holder.
- Food safety certificates.
- First aid trained.
- Cellar management.
- Training qualifications.

- **Summary of Duties**

- To follow all hotel and group policies and procedures inclusive of the staff handbook.
- To ensure all event spaces are maintained and cleaned daily in line with cleaning procedures.
- To ensure Rota Horizon is reviewed daily and maintained to the required standards
- Follow all Government guidelines and company polices to deliver COVID19 controls.
- To act as an incident controller/fire marshall as required around the needs of the business.
- To implement all brand standards daily.
- To empower your team to be able to handle all positive and negative guest feedback.