

Conference and Banqueting Manager - Events



Also at this level: Conference and Banqueting Manager - Hospitality Services , Conference and Banqueting Manager – Events, Venue Manager, Conference Services Manager, Catering Manager, Convention Services Manager (CSM), Conference Planner, Conference Manager, Conference Planning Manager, Catering and Convention Services Manager, Bar & Events Manager

Salary: From £22-35k per year

Duties you may be required to do:

- Provide leadership for your team
- Provide learning opportunities for colleagues
- Build and manage teams
- Manage finance for your area of responsibility
- Supervise drinks services
- Supervise Food Services
- Manage the receipt, storage or dispatch of goods
- Monitor and Solve Customer Service Problems
- Improve the customer relationship
- Manage the environmental impact of your work
- Contribute to the selection of personnel for activities
- Contribute to the control of resources
- Ensure food safety practices are followed in the preparation and serving of food and drink
- Maintain the health, hygiene, safety and security of the working environment
- Contribute to promoting hospitality services and products
- Supervise functions
- Ensure compliance with legal, regulatory, ethical and social requirements
- Develop and implement operational plans for your area of responsibility
- Implement marketing strategies and plans for products/services
- Provide leadership in your area of responsibility
- Sell products and services to customers
- Negotiate sales of products and services
- Develop productive working relationships with colleagues and stakeholders

- Manage the running of an event
- Evaluate and report on the success of an event
- Develop detailed plans for an event
- Manage contracts for an event
- Provide learning opportunities for colleagues
- Manage physical resources
- Oversee health, safety and security at event sites
- Manage the setup and breakdown of an event
- Research, analyse and report information
- Allocate and monitor the progress and quality of work in your area of responsibility
- Manage a budget
- Monitor and Solve Customer Service Problems

Skills you need for the job:

- Literacy
- Numeracy
- Communication (informing others, listening to instructions, passing on messages)
- Customer service skills
- Works effectively under pressure
- Preparation of food and drink areas
- Handling financial transactions
- Effective team member (keeps others informed, reports issues, deals with disagreements constructively etc)

Expected behaviours:

- High standard of personal presentation, punctuality and initiative.
- Polite and helpful
- Responsive and enthusiastic
- Positive approach to dealing with people

There are lots of opportunities to progress in your career by working towards recognised qualifications whilst at work. More information on job roles and training courses can be found on the People 1st careers site “UKSP” (www.uksp.co.uk).

UKSP

UKSP is a unique website providing information, advice and guidance for a career in hospitality, leisure, travel and tourism. At the heart of this is an interactive career map giving access to information on job profiles, qualifications and courses.