Conference & Events Porter

**Location:** Crowne Plaza Hotel, 117 Milltown Road, Shaw’s Bridge, Belfast, BT8 7XP

**Department:** Conference & Events

**Hours of Work:** 40 hours per week

**Rate of Pay:** £7.83 per hour

**About Us…**

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We’re the city’s largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

**About the Role…**

The Conference & Events Porterrole involves a range of duties, including: ensuring conference and events rooms are set up to a high standard according to guest requirements before they arrive, servicing the rooms during their event and being ready to help to make sure the event runs smoothly on the day. You'll also serve food and drinks as and when required. From syndicate rooms to conferences, exhibitions private banqueting/dinners and weddings you will ensure all of our guests receive efficient, professional and friendly service at all times

At Crowne Plaza, we want our guests to feel able to do their best, achieve their goals and be recognised for their success. We aim to help them stay One Step Ahead

**Why Work for Us…**

**Andras Hotels Employee Benefits:**

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

Staff meals while on duty

**IHG Employee Benefits:**

IHG Brand Training

IHG Staff Rates Worldwide

IHG Family and Friends Rate

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

**Main Duties and Responsibilities**

* Set up meeting rooms as per guest requirements to meet company standards
* Clear down and clean meeting rooms after use
* Assist with banqueting set ups
* Store and maintain conference equipment
* Look forward and ensure adequate ‘mise en place’ is prepared for future events
* Respond to the changing needs of the guests in a timely manner
* Carry out ‘Ad hoc’ duties given to you by the duty receptionist.
* Serve food and drink to customers promptly and in line with company standards within the Conference & Events Department
* This position reports to the C&B Manager

**Key Performance Behavioural Indicators**

* Identifying customer service problems or issues before they arise
* Displaying a positive, friendly and informal manner with customers
* Showing a sense of urgency on behalf of customers and actions requests quickly
* Undertaking work in a well-organised and systematic way
* Working effectively with colleagues and other departments
* Striving for excellence by paying attention to important detail
* Ensuring promises are kept by following through on customer requests

**Accountability**

* Works within Conference & Events Department
* Hours of work will involve mornings, evenings and weekends

**Qualifications and requirements**

**Essential:**

* Experience in a Customer Service Role
* Good Communication Skills
* Flexibility regarding working hours
* Attention to detail and a willingness to learn

**Desirable:**

* Experience of working in hospitality

**The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job**