

Events Supervisor

Location: Crowne Plaza, 117 Milltown Road, Shawsbridge, BT8 7XP

Department: Conference & Banqueting

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

This is a crucial role within a dynamic and fast paced environment. The reputation of this hotel rests to a large extent on the ability to satisfy its Conference and Banqueting customers. As Event Supervisor it is crucial that you convey those standards of professionalism and service to our customers, which they demand from a hotel of this standing. You must be able to do this personally, and through your staff, and you must be able to liaise closely with your kitchen colleagues. You may assist in other departments to ensure an excellent service to our guests and ensure we are meeting the high standards of our international brands.

About You...

You will have strong attention to detail. You will enjoy working with and building your team. Communication is key working in the Conference and Banqueting department to ensure the best customer service is provided and all standards are adhered to.

Why Work for Us...

Andras Hotels Employee Benefits:

- Health Care Cash Plan
- Andras Hotels Staff Discount Scheme – travel, food, shopping
- Recruit a Friend Scheme
- Employee of the Month Award
- Payroll Giving in Action
- Staff meals while on duty
- Uniform
- Discounted rate at Crowne Plaza Gym
- Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group
- Work for globally renowned Hotel Brands
- Reward Club Incentive Scheme
- Discounted Hotel Rates



Hotel Incentive scheme

Main Duties and Responsibilities...

- In liaison with the Conference & Banqueting Manager assist in the direction, control and organisation of staff to ensure the efficient running of all function services in the hotel in accordance with company policy.
- Supports the smooth running of the Conference & Banqueting department, where all aspects of the client and guest experience are delivered to the highest levels.
- Supervises the Conference & Banqueting team fostering a culture of growth, development and performance within the department.
- Meet and liaise with clients for pre-function meetings and to introduce appropriate function services personnel who will be client contacts.
- Supervise room set-up for functions.
- Supervise service and overall progress of a function
- Liaise between banqueting and kitchen staff to ensure that appropriate courses are served on time.
- Builds and maintains effective working relationships with all departments within the hotel.
- Be fully conversant and comply with health and safety, hygiene, fire and security regulations and procedures of the hotel and to ensure others are aware of their responsibilities in this regard.
- Carry out regular team briefings with staff.
- Attend training courses as required.
- Perform any other duties that may be requested by management

Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

Accountability...

- Works within Conference and Banqueting Department
- Hours of work will involve mornings, evenings, weekends and bank holidays

Qualifications and requirements...

Essential:

- Experience within the hospitality industry
- 5 GCSE's at grade C or above to include Maths and English or equivalent
- Strong supervisory skills with a hands-on approach



- Good communication and listening skills
- Excellent organisational skills and attention to detail
- Ability to motivate a team of staff
- Flexible and have the ability to adapt to change
- Ability to find creative solutions with proven problem-solving capabilities offering support where required
- Ability to work in a fast-paced environment requiring flexible working and a genuine willingness to help guests and colleagues within the hotel

Desirable:

- Experience within a events venue or hotel
- Bar service trained and experience of supervising a team of bar staff
- Experience with client relationship management
- Experience of working with IT systems on various platforms

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

